A Higher Education TechQual+ Study

OIT Satisfaction Survey 2014
for University of Tennessee - Knoxville

Higher Education TechQual+ Project
Assessing IT Service Outcomes for Technology Organizations in Higher Education
http://www.techqual.org
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From the Higher Education TechQual+ Principal Investigator

This report is the result of a survey of technology service outcomes conducted at University of Tennessee - Knoxville. The survey instrument has been developed through a collaborative effort between multiple institutions of higher education, a project known as the Higher Education TechQual+ Project. The goal of this project is to create a standardized survey instrument that assesses IT service outcomes in higher education, in a way that provides for benchmarks and comparisons between institutions. The results contained within this report are based on this survey. I hope that the reader finds the results enlightening and helpful in planning, developing, and managing technology services at University of Tennessee - Knoxville.

The Higher Education TechQual+ Project is modeled on the LibQual+ project developed by the Association of Research Libraries (ARL) in conjunction with the Texas A&M University Libraries. I am grateful to the pioneering work accomplished by the LibQual+ research team and recognize that their work has truly transformed libraries by creating a culture of assessment within the library practice. It is my hope that the the Higher Education TechQual+ Project will have a similar transformative effect for technology organizations in higher education.

Dr. Timothy M. Chester
Principal Investigator
Higher Education TechQual+ Project
About the Higher Education TechQual+ Project

The Higher Education TechQual+ Survey had its origins in a pilot project conducted at Texas A&M University at Qatar in the Spring of 2006. Under the leadership of Dr. Timothy M. Chester, the management team of Information Technology Services (ITS) worked to build a survey instrument to gather feedback from the TAMUQ community of end users in a way that would provide objective criteria for continuous improvement and strategic planning.

They modeled their work on the existing SERVQUAL and IS SERVQUAL approaches, but paid particular attention to pioneering work by the leadership of Texas A&M University Libraries and their partners from the Association of Research Libraries who had previously developed the LibQual+ survey instrument. The LibQual+ conceptual approach was also based on SERVQUAL, a tool used in the private sector to assess service quality.

Following the success of the pilot project, a research project was commissioned by Dr. Timothy Chester. The goal of the project is to develop a scientifically reliable and valid instrument that can be adopted by all institutions of higher education to assess IT service performance. The TechQual+ survey is delivered through a web portal (http://www.techqual.org), thus shielding the participating institutions from the rigors and complexities of survey research.

The Higher Education TechQual+ Core Instrument is a web-based survey that requires approximately 20 minutes to complete. It asks respondents to provide evaluations regarding minimum expectation levels, desired service levels, and perceived service levels for up to 13 IT service outcomes expected by faculty, students, and staff.

TechQual+ was developed through multiple rounds of qualitative and quantitative data collection from participating institutions. Using this data, the TechQual+ instrument is continually refined with the goal of insuring that the resulting instrument is both valid and reliable. The goal of the project is to understand what end users feel that "technology outcomes" really are and then to develop an instrument that allows for the systematic exploration of these outcomes in a way that allows for continuous improvement and strategic planning.

The TechQual+ principal investigator is grateful for the exceptional work by the staff of the Association of Research Libraries as they developed and implemented the LibQual+ process. The success of the TechQual+ project will be due in large part to the pioneering research that produced the LibQual+ survey.


**Project Coordinators for University of Tennessee - Knoxville**

The Higher Education TechQual+ Project is a cooperative project between institutions of higher education. Each participating institution is represented by project coordinators who direct and conduct surveys for their institution.

This survey was conducted by the project coordinators for University of Tennessee - Knoxville. The Higher Education TechQual+ project coordinators for this institution are:

Muenchen, Bob  
Manager  
Customer Technology Support  
muenchen@utk.edu

Springer, Cary  
Statistical Consultant  
Research Support  
springer@utk.edu
Higher Education TechQual+ Data Analysis Guide

The data from this survey is presented in multiple ways:

**Statistics:** For each item in the survey, both the means and standard deviations are reported, along with the number of observations (N). A p value (P) is calculated for each survey item, reflecting a test of the null hypothesis $H_0$: Adequacy Gap Score = 0. Additionally, two other important measures are included that which indicate whether respondents have a positive or negative perception of IT service quality.

**Service Adequacy Gap Score:** This score is computed by subtracting the minimum level of service score from the perceived level of service score. A positive number indicates the extent that perceived service levels exceed end users minimum expectations, a negative number indicates a gap between the perceived performance and minimum expectations.

**Service Superiority Gap Score:** This score indicates the degree to which end users desired service levels are being met. This score is computed by subtracting the desired level of service score from the perceived level of service score. A positive number indicates the extent that perceived service exceeds end users desired expectations, a negative number indicates a gap between perceived service performance and end users desired expectations.

**Zones of Tolerance:**

For each type of service, expectations are measured as a range as opposed to a single, scaled point. The range between end users minimum expectations and desired expectations constitutes what is known as the "zone of tolerance". A second range, the service adequacy gap range (minimum to perceived) is also computed and displayed against the zone of tolerance for each respective service dimension. This chart graphically displays the end users range of expectations across all service dimensions and your organizations performance against those expectations.
Radar Charts:

For each dimension of service, the minimum, desired, and perceived quality of service is plotted on a radar chart. This chart is helpful in viewing how each data point is related to the overall service dimension as well as to other service dimensions. The one to nine (1-9) scale is plotted along the y axis of the chart, and each 'spoke' represents one dimension of service. The colors green, yellow, blue, and red are used to express the perceived service levels against end users range of expectations (or, zones of tolerance).

Incomplete Surveys: The data contained in this report includes cases where the respondent completed an individual item but did not complete the survey in its entirety.

Suggestions: When the perceived rating is below the minimum level of service, the end user is provided the opportunity to make suggestions on how the quality of this service can be improved. While these responses remain subjective, they can be useful in planning strategies to improve service quality over the long term.
About this Higher Education TechQual+ Survey

This survey consisted of multiple IT service outcomes grouped together into distinct core commitments expected by faculty, students, and staff. These core commitments for this survey were designed to assess these categories of IT service outcomes:

Connectivity and Access
Tell us about the quality of the Internet service on campus.

Technology and Collaboration Services
Tell us about the quality of Web sites, online services, and technologies for collaboration.

Support and Training
Tell us about your experiences when obtaining assistance with technology on campus.

Other Important Information Technology Services
Assesses other important IT service outcomes on campus

Each of these core commitments includes separate questions that refer specifically to IT service outcomes on the University of Tennessee - Knoxville campus corresponding to each core commitment. For each question, respondents are asked to rate the service dimension in three ways based on a rating scale (1 is lowest, 9 is highest). Respondents are requested to indicate their minimum service level expectation, desired service level expectation, and perceived service performance for each question:

Minimum Service Level Expectation - the number that represents the minimum level of service that the respondent finds acceptable. If a respondent has minimal expectations for the statement, his or her rating is typically closer to the lower end of the rating scale. If the respondent has higher expectations, the rating is typically closer to the higher end of the rating scale.

Desired Service Level Expectation - the number that represents the level of service that the respondent personally wants. The respondent selects a rating that represents the level of services he or she desires.

Perceived Service Performance - the number that represents the level of service that the respondent believes is currently provided. This rating is typically considered in light of the minimum and desired ratings that were previously selected. Generally speaking, this rating typically falls between the minimum and desired service level ratings. However, if the respondent feels that the actual performance is below the minimum service levels, the rating is equal to or below their minimum service level rating. If the respondent feels that the actual performance exceeds the desired expectations, the rating is typically equal to or greater than the desired service level rating.

Core Commitments and IT Service Outcomes for This Survey

Below is a list of the Higher Education TechQual+ core commitments and IT service outcomes for this survey.

Connectivity and Access

When it comes to...

Having a campus Internet service that is reliable and that operates consistently across campus.

Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.

Having wireless Internet coverage in all of the places that are important to me on campus.
Having adequate cellular coverage in all of the buildings and places that are important to me on campus.

**Technology and Collaboration Services**

*When it comes to...*

- Having campus Web sites and online services that are easy to use.
- Accessing important campus Web sites and online services from my tablet or other mobile device.
- Having campus technology services available that improve and enhance my collaboration with others.
- Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.

**Support and Training**

*When it comes to...*

- Technology support staff who are consistently courteous and thoughtful.
- Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.
- Getting timely resolution to problems that I am experiencing with campus technology services.
- Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.
- Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.

**Other Important Information Technology Services**

*When it comes to...*

- Electronic mail (Tmail, Exchange) Self-reported faculty, students, staff, not declared only.
- Ability to invite/schedule appointments with others through calendaring services Self-reported faculty, staff only.
- Online@UT (Blackboard Learn) Self-reported faculty, students, staff, not declared only.
- UT System Services (IRIS, ANDI, TERA) Self-reported faculty, staff only.
- Banner/MyUTK Self-reported faculty, staff only.
- LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support Self-reported faculty, students, staff, not declared only.
- Individual assistance with creating online course materials, podcasts, etc. Self-reported faculty, staff only.
- Apps@utk.edu (apps.utk.edu application server / virtual computer lab) Self-reported faculty, students, staff, not declared only.
- Online class registration (MyUTK) Self-reported students only.
**Additional Questions**

Additionally, the project coordinators for University of Tennessee - Knoxville included these additional questions with this survey, for which respondents were asked to provide responses.

How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)

a)  
b)  

How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

a)  
b)
Population Analysis

The total population (N) for this survey included the faculty, staff, and students (or portions thereof) of University of Tennessee - Knoxville. The Higher Education TechQual+ project protocols state that respondents (n) should represent a random sampling of the total population (N). The responsibility for assuring a sufficiently large random sample resides with the project coordinators at University of Tennessee - Knoxville. Deviations from the Higher Education TechQual+ project protocols may negatively impact the statistical significance of the findings of this study.

The analysis below is based upon self-reported information (page 1 of the survey) from respondents obtained via the "direct link" method of data collection. Values for # attempted, # complete, and completion rate (# complete / # attempted) are available.

Total Population / Respondents

<table>
<thead>
<tr>
<th>Attribute: University Role (self-reported)</th>
<th>Pop (N)</th>
<th>Resp (n)</th>
<th>Resp (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>516</td>
<td>31</td>
<td>6%</td>
</tr>
<tr>
<td>Faculty</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>379</td>
<td>292</td>
<td>77%</td>
</tr>
<tr>
<td>Staff</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>1055</td>
<td>759</td>
<td>71%</td>
</tr>
<tr>
<td>Student</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>1455</td>
<td>1009</td>
<td>69%</td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>3405</td>
<td>2091</td>
<td>61%</td>
</tr>
</tbody>
</table>

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = n/N x 100; # Attempted = # Attempted Surveys; # Complete = # Complete Surveys; Comp. Rate = # Complete / # Attempted

Attribute: Sex (self-reported)

<table>
<thead>
<tr>
<th>Attribute: Sex (self-reported)</th>
<th>Pop (N)</th>
<th>Resp (n)</th>
<th>Resp (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>549</td>
<td>57</td>
<td>10%</td>
</tr>
<tr>
<td>Female</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>1780</td>
<td>1244</td>
<td>69%</td>
</tr>
<tr>
<td>Male</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>1076</td>
<td>790</td>
<td>73%</td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>3405</td>
<td>2091</td>
<td>61%</td>
</tr>
</tbody>
</table>

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = n/N x 100; # Attempted = # Attempted Surveys; # Complete = # Complete Surveys; Comp. Rate = # Complete / # Attempted

Attribute: Age Group (self-reported)

<table>
<thead>
<tr>
<th>Attribute: Age Group (self-reported)</th>
<th>Pop (N)</th>
<th>Resp (n)</th>
<th>Resp (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>795</td>
<td>221</td>
<td>27%</td>
</tr>
<tr>
<td>0-24</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>955</td>
<td>638</td>
<td>66%</td>
</tr>
<tr>
<td>25-34</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>532</td>
<td>379</td>
<td>71%</td>
</tr>
<tr>
<td>35-44</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>303</td>
<td>215</td>
<td>70%</td>
</tr>
<tr>
<td>45-54</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>377</td>
<td>296</td>
<td>78%</td>
</tr>
<tr>
<td>55 &amp; ABOVE</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>443</td>
<td>342</td>
<td>77%</td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>3405</td>
<td>2091</td>
<td>61%</td>
</tr>
</tbody>
</table>

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = n/N x 100; # Attempted = # Attempted Surveys; # Complete = # Complete Surveys; Comp. Rate = # Complete / # Attempted
**Key Findings for All Respondents**

To ascertain statistical significance a two-tailed p-value (P) is calculated for each survey item to test the null hypothesis $H_0$: Adequacy Gap Score = 0. A positive adequacy gap score indicates service performance exceeding respondent's minimum expectations, a negative score indicates service performance below respondent's minimum expectations. Based on this analysis the statistically significant findings (0.05 confidence level) from this survey are as follows:

<table>
<thead>
<tr>
<th>Positive Perceptions (Adequacy Gap Score &gt; 0)</th>
<th>Negative Perceptions (Adequacy Gap Score &lt; 0)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Having a campus Internet service that is reliable and that operates consistently across campus. Adequacy Gap Score = 0.24; N = 2268; P = 0.00</td>
<td>Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads. Adequacy Gap Score = 0.31; N = 2250; P = 0.00</td>
</tr>
<tr>
<td>Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads. Adequacy Gap Score = 0.31; N = 2250; P = 0.00</td>
<td>Online@UT (Blackboard Learn) Adequacy Gap Score = -0.10; N = 1523; P = 0.05</td>
</tr>
<tr>
<td>Accessing important campus Web sites and online services from my tablet or other mobile device. Adequacy Gap Score = 0.17; N = 1956; P = 0.00</td>
<td>UT System Services (IRIS, ANDI, TERA) Adequacy Gap Score = -0.17; N = 675; P = 0.01</td>
</tr>
<tr>
<td>Having campus technology services available that improve and enhance my collaboration with others. Adequacy Gap Score = 0.35; N = 2013; P = 0.00</td>
<td>Banner/MyUTK Adequacy Gap Score = -0.26; N = 575; P = 0.00</td>
</tr>
<tr>
<td>Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information. Adequacy Gap Score = 0.17; N = 1913; P = 0.00</td>
<td>Online class registration (MyUTK) Adequacy Gap Score = -0.22; N = 966; P = 0.00</td>
</tr>
<tr>
<td>Technology support staff who are consistently courteous and thoughtful. Adequacy Gap Score = 0.56; N = 1995; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Technology support staff who are knowledgeable and can help me resolve problems with campus technology services. Adequacy Gap Score = 0.26; N = 1977; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Getting timely resolution to problems that I am experiencing with campus technology services. Adequacy Gap Score = 0.18; N = 1940; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form. Adequacy Gap Score = 0.40; N = 1969; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services. Adequacy Gap Score = 0.48; N = 1926; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Electronic mail (Tmail, Exchange) Adequacy Gap Score = 0.13; N = 1997; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Ability to invite/schedule appointments with others through calendaring services Adequacy Gap Score = 0.51; N = 832; P = 0.00</td>
<td></td>
</tr>
</tbody>
</table>
LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support
Adequacy Gap Score = 0.15; N = 950; P = 0.03

Individual assistance with creating online course materials, podcasts, etc.
Adequacy Gap Score = 0.50; N = 366; P = 0.00

Apps@utk.edu (apps.utk.edu application server / virtual computer lab)
Adequacy Gap Score = 0.39; N = 993; P = 0.00
Data Charts for All Respondents

Below are the charts for this view of the survey data.
Data Tables for All Respondents

For each IT service outcome the statistical mean, standard deviation, N (number of observations), and P are presented. P represents a two-tailed p-value for a null hypothesis $H_0: \text{Adequacy Gap Score} = 0$. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

**Connectivity and Access**

*Tell us about the quality of the Internet service on campus.*

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Having a campus Internet service that is reliable and that operates consistently across campus.</td>
<td>Mean</td>
<td>7.25</td>
<td>8.71</td>
<td>7.48</td>
<td>0.24</td>
<td>-1.23</td>
<td>2268</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.58</td>
<td>0.71</td>
<td>1.49</td>
<td>1.69</td>
<td>1.43</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.</td>
<td>Mean</td>
<td>7.20</td>
<td>8.67</td>
<td>7.50</td>
<td>0.31</td>
<td>-1.17</td>
<td>2250</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.59</td>
<td>0.76</td>
<td>1.44</td>
<td>1.63</td>
<td>1.39</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Having wireless Internet coverage in all of the places that are important to me on campus.</td>
<td>Mean</td>
<td>7.16</td>
<td>8.53</td>
<td>7.21</td>
<td>0.06</td>
<td>-1.32</td>
<td>2207</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.72</td>
<td>1.01</td>
<td>1.66</td>
<td>1.96</td>
<td>1.70</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular coverage in all of the buildings and places that are important to me on campus.</td>
<td>Mean</td>
<td>7.03</td>
<td>8.43</td>
<td>7.04</td>
<td>0.01</td>
<td>-1.39</td>
<td>2218</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.90</td>
<td>1.09</td>
<td>1.73</td>
<td>2.15</td>
<td>1.82</td>
<td></td>
</tr>
</tbody>
</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis $H_0: \text{Adequacy Gap Score} = 0$; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

**Technology and Collaboration Services**

*Tell us about the quality of Web sites, online services, and technologies for collaboration.*

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Having campus Web sites and online services that are easy to use.</td>
<td>Mean</td>
<td>6.99</td>
<td>8.48</td>
<td>6.95</td>
<td>-0.03</td>
<td>-1.53</td>
<td>2160</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.58</td>
<td>0.89</td>
<td>1.56</td>
<td>1.83</td>
<td>1.57</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Accessing important campus Web sites and online services from my tablet or other mobile device.</td>
<td>Mean</td>
<td>6.57</td>
<td>8.16</td>
<td>6.73</td>
<td>0.17</td>
<td>-1.43</td>
<td>1956</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.86</td>
<td>1.31</td>
<td>1.65</td>
<td>2.05</td>
<td>1.83</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Having campus technology services available that improve and enhance my collaboration with others.</td>
<td>Mean</td>
<td>6.54</td>
<td>8.02</td>
<td>6.88</td>
<td>0.35</td>
<td>-1.14</td>
<td>2013</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.91</td>
<td>1.31</td>
<td>1.65</td>
<td>1.85</td>
<td>1.61</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.</td>
<td>Mean</td>
<td>6.89</td>
<td>8.30</td>
<td>7.05</td>
<td>0.17</td>
<td>-1.25</td>
<td>1913</td>
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<tr>
<td></td>
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<td>Dev</td>
<td>1.73</td>
<td>1.14</td>
<td>1.57</td>
<td>1.90</td>
<td>1.65</td>
<td></td>
</tr>
</tbody>
</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis $H_0: \text{Adequacy Gap Score} = 0$; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas
Support and Training
Tell us about your experiences when obtaining assistance with technology on campus.

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Technology support staff who are consistently courteous and thoughtful.</td>
<td>7.25</td>
<td>8.57</td>
<td>7.80</td>
<td>0.56</td>
<td>-0.77</td>
<td>1995</td>
<td>0.00</td>
</tr>
<tr>
<td>10</td>
<td>Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.</td>
<td>7.46</td>
<td>8.64</td>
<td>7.72</td>
<td>0.26</td>
<td>-0.91</td>
<td>1977</td>
<td>0.00</td>
</tr>
<tr>
<td>11</td>
<td>Getting timely resolution to problems that I am experiencing with campus technology services.</td>
<td>7.47</td>
<td>8.65</td>
<td>7.66</td>
<td>0.18</td>
<td>-0.99</td>
<td>1940</td>
<td>0.00</td>
</tr>
<tr>
<td>12</td>
<td>Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.</td>
<td>7.05</td>
<td>8.34</td>
<td>7.45</td>
<td>0.40</td>
<td>-0.89</td>
<td>1977</td>
<td>0.00</td>
</tr>
<tr>
<td>13</td>
<td>Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.</td>
<td>6.64</td>
<td>8.06</td>
<td>7.12</td>
<td>0.48</td>
<td>-0.94</td>
<td>1926</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Other Important Information Technology Services
Assesses other important IT service outcomes on campus

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Electronic mail (Tmail, Exchange) Self-reported faculty, students, staff, not declared only.</td>
<td>7.58</td>
<td>8.70</td>
<td>7.70</td>
<td>0.13</td>
<td>-1.00</td>
<td>1997</td>
<td>0.00</td>
</tr>
<tr>
<td>15</td>
<td>Ability to invite/schedule appointments with others through calendaring services Self-reported faculty, staff only.</td>
<td>6.92</td>
<td>8.10</td>
<td>7.43</td>
<td>0.51</td>
<td>-0.67</td>
<td>832</td>
<td>0.00</td>
</tr>
<tr>
<td>16</td>
<td>Online@UT (Blackboard Learn) Self-reported faculty, students, staff, not declared only.</td>
<td>7.22</td>
<td>8.48</td>
<td>7.12</td>
<td>0.10</td>
<td>-1.36</td>
<td>1523</td>
<td>0.05</td>
</tr>
<tr>
<td>17</td>
<td>UT System Services (IRIS, ANDI, TERA) Self-reported faculty, staff only.</td>
<td>7.40</td>
<td>8.44</td>
<td>7.23</td>
<td>0.17</td>
<td>-1.21</td>
<td>675</td>
<td>0.01</td>
</tr>
<tr>
<td>18</td>
<td>Banner/MyUTK Self-reported faculty, staff only.</td>
<td>7.22</td>
<td>8.37</td>
<td>6.97</td>
<td>0.26</td>
<td>-1.40</td>
<td>575</td>
<td>0.00</td>
</tr>
<tr>
<td>19</td>
<td>LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support Self-reported faculty, students, staff, not declared only.</td>
<td>6.50</td>
<td>7.91</td>
<td>6.66</td>
<td>0.15</td>
<td>-1.25</td>
<td>950</td>
<td>0.03</td>
</tr>
<tr>
<td>20</td>
<td>Individual assistance with creating online course materials, podcasts, etc. Self-reported faculty, staff only.</td>
<td>6.17</td>
<td>7.60</td>
<td>6.67</td>
<td>0.50</td>
<td>-0.93</td>
<td>366</td>
<td>0.00</td>
</tr>
<tr>
<td>21</td>
<td><a href="mailto:Apps@utk.edu">Apps@utk.edu</a> (apps.utk.edu application server / virtual computer lab) Self-reported faculty, students, staff, not declared only.</td>
<td>6.33</td>
<td>7.84</td>
<td>6.73</td>
<td>0.39</td>
<td>-1.11</td>
<td>993</td>
<td>0.00</td>
</tr>
<tr>
<td>22</td>
<td>Online class registration (MyUTK) Self-reported students only.</td>
<td>7.27</td>
<td>8.62</td>
<td>7.04</td>
<td>0.22</td>
<td>-1.58</td>
<td>966</td>
<td>0.00</td>
</tr>
</tbody>
</table>

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Suggestions from All Respondents

When a respondent indicates that the perceived quality of a service dimension is less than their minimum expectation they are provided the opportunity to make suggestions on how to improve the quality of this service. While these responses remain subjective, they can be useful in planning strategies to improve service quality over the long term. The responses that follow are unedited.
Having a campus Internet service that is reliable and that operates consistently across campus.

each person can get more done if there is less wait for the internet to work [#1566169]

-----

No dead spots, make sure all routers are strong [#1566211]

-----

So much of what we do is online reliability is a must. [#1566230]

-----

Extremely important. [#1566232]

-----

I think is a bare minimum of service for students and faculty [#1566376]

-----

Sometimes the internet is really slow [#1566404]

-----

I lose my WiFi randomly around campus and on the bus when driving around the hill, or hanging outside hss which are two important outdoor areas to have WiFi [#1566433]

-----

Widen the network to include all outside places, such as the UT Gardens and parking lots (e.g., the picnic tables outside of large animal hospital along parking lot and sidewalk). [#1566453]

-----

Internet access seems spotty and arbitrarily slow at times. This even includes offices (AMB 26) and classrooms (HSS, Bueler). I have at times resorted to using wired internet when I had to teach, but that does not seem to be much better. [#1566460]

-----

Make sure service is provided in dead spots.... one such dead spot is by Thompson Bowling and Andy Holt tower and in some of the buildings like AMB service is really weak some times. [#1566474]

-----

Expand coverage in common outdoor gathering, seating, or high foot traffic areas. [#1566483]

-----

Let students know beforehand when services might be down. [#1566494]

-----

The internet on my side of the dorm room is much slower then my roommates and it can be very frustrating. I do have an older laptop (im getting a new one in the summer) and that might have something to do with it but fyi [#1566506]

-----

The internet service is not very stable sometimes. [#1566518]

-----

I think this is my computer's problem, but i ALWAYS have to re-do my ut-open connection when even moving from floor to floor in my building. Today I had to re-boot my computer. If this is not an isolated problem, I'd check into this. [#1566525]

-----

increase the number of wireless routers in buildings were service is poor [#1566541]

-----

That sentence is not true in my experience. The UT internet is very fickle [#1566545]

-----

Very important. This is my main issue. Certain parts of campus do not receive the same access to wireless Internet. [#1566561]
Campus has had planned and unplanned campus-wide outages in the last few years, some lasting days. This is unacceptable. [#1566568]
-----
The campus internet cuts out while I'm walking between buildings or especially to the TRECS. [#1566570]
-----
it's hard to set up a personal computer (laptop) to get internet service. I need help. [#1566573]
-----
Perhaps better coverage in the buildings that are more intense in usage. [#1566603]
-----
We have electronic records and connectivity always slows us down. I don't know what to do to help the situation, but I know when there are glitches in the service, we are dead in the water. Not good when you have patients waiting for care. [#1566615]
-----
Wish Blackboard was more reliable. [#1566618]
-----
There are a few places on campus that seem to be dead spaces when it comes to internet access, some older buildings like Hyper or EPS which may just be due to the concrete cinder blocks. Also at high traffic times there's definitely a noticeable dip in streaming speed. [#1566648]
-----
Internet usually works well [#1566667]
-----
Gaps in the wi-fi network in some buildings, walking between buildings [#1566695]
-----
Agriculture campus is spotty [#1566712]
-----
You are doing a very good job. [#1566775]
-----
It seems to be better this year, but last year it could take 20 minutes of trying to connect to the wireless network for internet access before anything would work. [#1566783]
-----
I wish it was better walking around the buildings. [#1566789]
-----
Essential. [#1566803]
-----
It takes time to setup the LAN connection for printers, NAS, etc. This has to be done in an easier way. [#1566851]
-----
On my phone, the wifi is constantly listed as "unstable," requiring me to toggle it on and off at seemingly random intervals before it will work. [#1566862]
-----
The wireless connection in my office keeps going in and out (Suite 390, HPER Building) [#1566884]
-----
Often when walking to and from buildings on the east side of campus (The Hill down to Tickle) I lose wifi. It's not the most important issue but it seems like a few more units wouldn't be hard to install. [#1566910]
-----
Allow the buses to get internet services [#1566916]
-----
Wifi signal drops all around campus. It's very inconsistent. [#1566925]
-----
I haven't noticed any downtime recently. [#1566985]
-----
Wpa2 at the vet school glitches a lot, and with the amount we rely on the Internet for notes and what not, that's not really acceptable. [#1567004]
-----
There are pockets where my computer simply will not work. [#1567014]
-----
I am going to stop this survey because the scale is really not clear (Minimum service ??????) (perceived ???). It might be clear to you as a researcher but it is absolutely not clear for participants. [#1567015]
-----
Internet connection is really spotty walking around campus, it needs to be fixed. [#1567018]
-----
Doesn't exist. [#1567044]
-----
Better connections in some spots on campus than others. I don't really know how to fix all of these things. Maybe more wireless transmitters or whatever? [#1567058]
-----
Again connecting to the same router is the only real issue I've had. [#1567059]
-----
Again, on the UTK campus it is not an issue. At UTC and UTM, you must get special authorization to access and that is not easy for guest staff. [#1567079]
-----
Sometimes the internet just shuts off in Hess. [#1567092]
-----
In some areas of campus, my Android phone has issues connecting to the WPA2 access point, even though I am able to connect fine on any other machine. I know that the details are correct, since I am able to use the WPA2 connection in some locations, but not others. [#1567107]
-----
Yes. So I have a hard time getting wireless connection in class...not acceptable. [#1567166]
-----
When I lived on campus, I could tell when peak hours were for people using the computer because internet service was shotty. I ended up having to plug my laptop into the ethernet which defeated the purpose of having a portable computer. [#1567193]
-----
We have frequent connectivity issues that affect our ability to connect with the electronic medical record. We need a reliable connection in every part of our facility in order to improve patient care. [#1567213]
-----
There need to be a few more access points in the dorms because there are far too many people using the internet to have reliable service. [#1567236]
-----
Classroom systems connections are problematic at times. [#1567247]
-----
There have been the occasional outages of wireless access points, and in past years wireless access points have been overloaded when an entire class of students tries to access the Internet at once. This
situation, where an entire class goes online simultaneously, will likely become much more frequent. I have not had a problem with this situation this year in Haslam Business School Building. I just urge you to keep ahead of the curve on wireless bandwidth and number of simultaneous users! [#1567274]

There is no way to overestimate the importance of strong, reliable wifi on campus, and it's only going to become more important over time. There is no reason not to spend on stronger wifi. [#1567294]

-----

I have no idea. [#1567302]

-----

Wireless internet connection glitches early mornings after 1am [#1567323]

-----

The service level of the internet is considerably less reliable in the afternoon than the morning. Especially in the library. [#1567328]

-----

I am not tech-savvy, so I don't have suggestions for improving the reliability of internet access. All I know is that I have to spend an extra $60 a month on my Verizon phone bill to keep access to a separate USB modem... because when UT's wireless is having problems, I would be unable to do my job without my backup. [#1567350]

-----

Systematically replace aging and outdated wiring and hardware as rapidly as possible and ensure correct hookups to computers. [#1567373]

-----

I work in student health and our electronic record is based off site. When the internet goes down, WE go down. We MUST have reliable internet connection. Or else our own OIT person on site so we can have our electronic record based on site rather than off-site [#1567376]

-----

Since we are using a shared eStudio 3530c Toshiba printer (on contract) it is truly important for the Campus Network to work properly and almost instantly. It seems when we are at mid-term exams and final term exams, often when departments are required to submit their reporting, the printers run slower. We have had the representative come out to look into the issue and they say it is the Campus Network. I'd say about 3% of the time we have had to wait an hour for a printout. And maybe 8% of the time we have had to wait 20 minutes. It prints instantly maybe 40% of the time. I am sorry I am only explaining the problem more instead of offering a solution, but I don't have the knowledge to resolve this. I thank you in advance for any time spent on resolving this issue. [#1567412]

-----

I think this is important and lacking. Usually UT wifi is weak everywhere. [#1567476]

-----

Haslam Business Building and Min Kao are problem spots for connectivity. [#1567528]

-----

The campus Internet is not equally accessible across campus. [#1567556]

-----

More wireless access points. Coverage drops here and there. [#1567562]

-----

Would be nice if IT checked ports. I and other colleagues have ports that haven't worked well. [#1567591]

-----

Internet service is spotty in some parts of campus. When I'm trying to get online on my phone I never can when I'm in Jessie Harris. [#1567619]
Blackboard does not always play well with Internet Explorer. [1567668]
-----
Better service in locations between buildings [1567678]
-----
Some campus pages like netreg still come up with certificate error warnings [1567689]
-----
Some areas of campus have low wifi signal, ie. 7th floor SERF. At least last time I tried to do wifi there. It may have been improved over the last few months. [1567712]
-----
Internet service tends to go out during peak usage hours. [1567716]
-----
certain areas take longer [1567748]
-----
Sometimes I can't connect to UT's internet [1567752]
-----
n/a [1567759]
-----
The biggest issue (with possibly an impractical solution) is access to the internet via mobile devices. I have to repeatedly reconnect to the network every time I open up my mobile device. As an example of the inconvenience, this makes getting to the necessary information and documents time consuming and tedious. [1567777]
-----
We have regular outages- by regular, I don't mean predictable, but they happen every week or so. [1567778]
-----
The Wifi is very spotty at random times. [1567789]
-----
Hit and miss. [1567795]
-----
Melrose Hall doesn't have very good internet service. The reception is often at 2 bars. [1567798]
-----
Having wireless that is consistent across all academic buildings at the University, not having some buildings with a strong signal and others with no signal. [1567804]
-----
SEE ABOVE. Hard to work when you can't get online or the system decides it needs to take a nap and you get logged off for no reason. [1567817]
-----
I live in Reese and have the worst internet I've ever had. It cuts out frequently and is wildly unreliable. Speeds are also slow when they do work. Get your shit together UT, as students we use the internet for pretty much every class we have and the lack of router infrastructure in the dorms is a serious impediment to getting work done. You want to be top 25? Fix your damn internet. [1567872]
-----
Campus wifi is spotty in some areas, including slow and unreliable connectivity in and around some buildings on campus. [1567878]
-----
I have noted my perceived service performance as high, but I'm not sure if internet is available in every classroom. and that is extremely important to me to have it available. [1567949]
-----
This is very important to me. [#1567959]
-----
sometimes, the wireless doesn't appear to be working. Could it be more robust? [#1567978]
-----
it is just really random and sparcie. I'm in the same building Min K Hao, I move from 622, to 524 which is right downstairs and I go from 52 Mb down to 3.5 Mb down. It just doesn't stay consistant. If it can all be 50 then I would be happier [#1567987]
-----
The wifi connection in some buildings is horrible. Just make the buildings more wifi friendly. [#1568001]
-----
Increase outreach to Ag campus. [#1568019]
-----
There are still some pockets of unavailability that I experience from time to time. Keep weeding them out and eradicating them! [#1568059]
-----
is really important to me because of how our athletes learn. It would be great to have better coverage in our outdoor locations...like at the track. [#1568102]
-----
No input. [#1568113]
-----
Again, daily, serious network response time degredations in server access remain unresolved after almost a year. [#1568171]
-----
No matter where my students are on campus, they should have the same great access that I have when sitting at my office desk in Ayres Hall. [#1568180]
-----
There are some areas in some buildings on campus where there is no internet access. For example, near the elevators on certain floors in SERF. Also in between Min Kao and Dougherty there is no internet connection. Feels weird to complain about something like this, but my phone preferentially connects to WiFi before it will use Cellular data. If the WiFi signal is weak, it will continue trying to connect and my phone might as well be turned off because this weak wireless signal incapacitates it. [#1568207]
-----
It would be awesome if internet worked outside near buildings, but this isn't a big thing for me at all. [#1568271]
-----
I know they are trying. But it is the people that I rely on, not the machine. [#1568275]
-----
do not require a log in. connect automatically to guest wifi with phone/tablet/computer. [#1568297]
-----
More ports around major lecture hall or the ability to provide more ports around major lecture halls during typical class hours. [#1568385]
-----
actually service is darn good, but some buildings still have weak or no signals [#1568403]
-----
Wifi service is intermittently slow or unavailable in certain parts of the Student Svcs building. Adequate routers or signal boosters might help, in my non-technical opinion. [#1568414]
-----
Moving from building to building (especially on my iPhone) sometimes causes wi-fi connection disruption. This leaves pages loading indefinitely until I disconnect and reconnect wifi.

-----

Going from my dorm to the T bus stop, it cuts out probably twice. Small things like this could prevent me from using mobile data to see if there's a bus nearby.

-----

Is important to daily activities and functions across campus.

-----

Very Important

-----

I think the entire campus should have reliable service, but I have no way of judging anyone else's service.

-----

Sometimes good, sometimes not.

-----

there are not enough wired ports in facilities (e.g. a lab with 7 computers, but only one wired port and limited wireless access, or security concerns leading to disabling of wireless functionality)

-----

Internet is mostly reliable. Only sometimes my computer is unable to find wi-fi in certain locations.

-----

More coverage areas - complete coverage would be great, but probably unrealistic.

-----

Just make it available and working everywhere! Consistently run into problems in the basement of the Haslam building--almost NEVER worked. Often very slow in HSS when showing things to class. On my phone it comes and goes and I resort to 4G just because on campus wifi source is unclear (am I a guest? a visitor? I can never sign in? too many options). Frankly it is better at most coffeeshops. Also, in library--hard to access as well. In the LIBRARY.

-----

Extraordinarily important.

-----

Self-explanatory.

-----

Lost connection sporadically

-----

Some areas of campus (HSS courtyard) are strangely bad about having wireless connectivity.

-----

All of my classes are in the Hearing and Speech Center and South Stadium Hall. This is a Master's program that requires secure internet and there is no internet available. Please provide internet in these locations.

-----

When connecting to WPA-2, even after setting up settings to save login credentials, usually still need to log in manually. Not a huge concern, but gets frustrating sometimes.

-----

Some buildings are difficult to access wifi, especially if classrooms are in a basement or lower level.
See above. [#1568877]

-----

There is no WiFi in the Speech and Hearing Center! [#1568895]

-----

Making it simpler to register devices. Clearer instructions which wifi to attempt to sign on to [#1569008]

-----

reliability and consistency in different places on campus are two separate variables. I commented only on reliability. I have insufficient experience across a number of places on campus to address consistency. [#1569064]

-----

I think making sure that every place on campus has wifi. I know the bottom floor of haslam struggles. So that could be improved. [#1569129]

-----

Make wireless or at least wired outlets standard in all new buildings. [#1569132]

-----

EXTREMELY important [#1569198]

-----

nonwe [#1569238]

-----

Yes [#1569256]

-----

I find it difficult to access wifi in certain locations (such as the UC). [#1569339]

-----

It does not operate consistently at all, and I can't rely on it. [#1569346]

-----

A faculty/staff only Wifi that is available throughout campus and powerful enough to access on the strip. [#1569383]

-----

I have never had trouble logging onto the internet on campus! [#1569395]

-----

sometimes (especially first semester) it would randomly go out [#1569404]

-----

About a year ago. I was playing a board game online in the UT library as part of a world tournament. I was undefeated. I was playing the only other undefeated player at the time. The game had gone on for a couple hours, and I had a forced win on the board. I just had to find it. But somehow I lost my connection, and I timed out. I lost the game because of my Internet connection in the UT library. I was even connected via ethernet. I am still bitter about that. [#1569426]

-----

YES PLEASE! [#1569429]

-----

Wireless internet on campus is consistently unreliable. When a student brings a laptop to my office and connects wirelessly, the connection drops about 50% of the time. [#1569452]

-----

I have cause, often, to interact with the Florida State University website, which always works better than UT's. Why is this? Why can't UT's website work as well as or better than FSU's? This, like many of my "suggestions," is really a thinly disguised complaint with a suggestion embedded in it, which would be: look at how other major universities provide IT services better and implement their solutions. [#1569455]

-----
Having less dark spots on campus (Cumberland between James and Volunteer) [#1569483]
-----
Less "pop-ups' and no phishing expeditions [#1569494]
-----
Wireless in our facility is unreliable and hard to connect. [#1569498]
-----
Wireless in the conference center is poor, mainly due to log in issues and a tendency to get cut off. [#1569501]
-----
n/a [#1569524]
-----
Overall pretty o.k. service [#1569534]
-----
When I need to use the internet, I expect it to be available and no worse than the connection at my home which is via cable. [#1569570]
-----
Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.

AT UTK this is often hard in the stadium [#1566188]
-----
Extremely important. [#1566232]
-----
Haven't had issues with the internet service, it get an A+ [#1566287]
-----
Great. [#1566306]
-----
Sometimes the speed is slow for a brief period and it comes back up later. [#1566321]
-----
very important for studying [#1566372]
-----
I frequently find myself struggling to connect to UT internet [#1566376]
-----
Downloads are relatively slow as are loading speeds [#1566433]
-----
Having a fast connection versus a medium one is not as important as having a reliable connection [#1566460]
-----
Do something so that when we have collaborate sessions for class (from 5pm-6:30pm) it is feasible to have the instructor be available on cam while doing the instructional session. We have tried this on two occasions, but it simply does not work. Either work with scheduling availability for real-time meetings for online classes, or increase the university bandwith. PLEASE! (and thank you in advance) [#1566466]
-----
The internet, especially wireless internet services, is not always fast and reliable. It needs to be serviced regularly to ensure fast speeds and services at all times. [#1566494]
-----
The campus internet is much slower than my 4G on mobile. [#1566545]
-----
Very important. [#1566561]
-----
In healthcare, we have to have a fast service in order to get the latest information in all areas of our building. [#1566615]
-----
Takes a long time to download OIT software on personal and office computers [#1566712]
-----
Has to do with need for new computer not OIT. Need to re-instate new computers every 3 years. [#1566782]
-----
Essential. [#1566803]
-----
Web has been a little slow lately, and is agonizingly slow around the time when students are moving into the dorms. [#1566808]
-----
I have trouble searching the internet for needed information with so many guards on the system. Suggestions on searching more broadly for specific research questions? [#1566838]
It is pretty good now. [#1566851]

I feel as if there are times that the internet slows down to a crawl, which could be from overuse, so that would be understandable. [#1566862]

So parts of Volunteer Hall have slower Internet speeds than others. [#1566925]

sometimes it is slower than normal [#1566935]

Min Kao internet is speedy most of the time. [#1566985]

N/a [#1566987]

If I want to show a clip from a streaming movie in class, the network is often too slow to do so or will be out. It's not a huge issue, but it can thwart a well-planned class session. [#1566990]

Again, downloading notes and uploading projects, don't want it to take all afternoon. [#1567004]

Have no idea [#1567016]

Very important to have fast Internet connections. Sometimes it is very slow, just crawls along. [#1567058]

It's fast, I wish the booths in the library had ethernet. [#1567059]

Very important. [#1567092]

Again, when in some buildings, wireless is tricky. [#1567166]

It is not fast. Some pages take too long to load. [#1567319]

Often the wireless service in the Kingston Pike Building is very slow. [#1567341]

Extremely important. [#1567343]

OIT should be able to send field operatives to every area of the campus to test and eliminate dead spots. [#1567373]

During high use volume sporting events, the wireless internet service is often inadequate. At TBA and Stadium. [#1567420]

The speed is pretty impressive and we have come to expect no less. [#1567430]

Some OIT links do not work on my computer. Has been addressed but not solved. Need to be able to pick up training on IPAD especially since IPAD sold in computer store. [#1567467]
I am employed at the College of Veterinary Medicine. While we have access to web sites, no one is allowed to download anything by the computer Nazi regime. [#1567482]

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The Internet is vital to my job, so when it is down or running slow, my work takes longer to do. [#1567502]

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The internet crawls in the afternoon. Is it possible to add a stronger engine to handle the extra load in the afternoon? [#1567543]

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This should be the fastest with the technology available on the market. Please make it the fastest. [#1567573]

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Pretty critical. Perhaps it's the age of my building (Stokely), but I find consistent speed to be a problem. This can become very frustrating when working with large files and attempting to upload content for class. [#1567591]

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I often get really weak connections. I don't expect a full signal but frequently it takes a while for pages to load (even UTK ones) or files to transfer (SkyDrive) [#1567688]

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Usually good in my building (Bailey Education Complex) [#1567709]

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Internet service is so slow at times that it is virtually unusable, especially wireless. [#1567716]

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n/a [#1567748]

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n/a [#1567759]

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Since UT feels the need to make everything online hard to work under deadlines when the system is slow sluggish or like last week not even working. Sometimes technology IS NOT BETTER. Paper forms worked and we could do those WITHOUT computer! [#1567817]

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Our internet speed is actually pretty piss poor compared to other schools in top 25 universities. I understand that there is an upgrade in the pipeline however. Good for y'all. [#1567872]

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Have different servers for the different grades (i.e. freshman server, etc.) [#1568001]

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Offer more outreach to students with laptops, e.g. more places to plug in to wired internet. [#1568019]

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ensure access to updated browsers or provide tech that is compatible with all versions of browsers, eg, Blackboard requires Chrome, a browser I dislike. [#1568038]

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They do a good job considering what they have to put up with. [#1568061]

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No input. [#1568113]

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In my work, rapid uploads are just as important. [#1568178]

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Sometimes the computer is slow to come on. This AM it took longer than usual to bring up the email. I have more difficulty at home. You are the professionals...I have no idea how to fix it. Thanks for asking. [#1568199]

It takes an awfully long time to even come on line in the commons, and usually does not allow you to access non UT websites easily—or to multitask either, for that matter. [#1568275]

Critical. I assume there is an Internet 2 connection for UT - but I don't perceive that level of response when I am accessing the Internet. Not sure why. [#1568288]

Several sections around the agriculture school campus do not have good, or any service. Buildings including the Plant Science building, Mable's, and the area around the bus stop in front of the Crop Genetics building have little to no internet service. [#1568289]

Is important to daily activities and functions across campus. [#1568515]

Very Important [#1568559]

Upgrade library computers. They take 20 min just to log on [#1568578]

Sometimes the internet is extremely slow in my classroom on Lake Ave. [#1568614]

Downloads can be a problem and intermittent with WiFi. There are blackouts and slow zones. Maybe due to particular traffic patterns. When needed I have to hook in an ethernet cable. There is one for 3 people to shater. [#1568620]

There were some times living in Andy Holt two years ago that the internet would run slow. Not always, but enough to be annoying when it did occur. I remember having to go to the library at 9/10 pm to finish an assignment because my internet wasn't fast enough for translating sites in the Apartment Residence Hall. [#1568632]

My internet at work constantly crashes or runs slow! [#1568741]

SLOW in HSS almost all the time. Never available in Haslam at all. [#1568773]

Sometimes campus internet is slow. I don't understand why, but I don't like it. [#1568802]

A [#1568809]

Good efficient service [#1568829]

The connection can be slow at times, usually isn't an issue though [#1568877]

faster access to websites and computers which starts faster too would be awesome [#1568994]

decent around most of campus [#1569028]
Sometimes, we all need to have quicker access to the internet. I personally sometimes have to turn my computer off a time or two in the mornings before it 'connects' with the internet or email sites. We were temporarily housed in HPER and I thought being in a renovated gym was the problem, however, I experience this problem in the Natalie Haslam Music Center. [#1569091]

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This is important, but not as much as having service everywhere. I dont know exactly how to improve speed, but i know the commons in the library has some very slow computers. So they could be worked on or replaced. [#1569129]

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The wifi is shotty at best sometimes. And most of the ethernet ports I have used have been broken. [#1569173]

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The /wired/ service on campus is amazing, and very reliable. My comments are about the wire/less/ network, which is unreliable to the point of being useless in several areas of the engineering buildings. I would suggest re-evaluating the charges each department incurs for "maintaining" wired access to the network; it is silly to charge people for wired access but not for wireless access, even if wireless access is less reliable. The maintenance costs are just as high, if not higher, for wireless access, at least once everything is installed. [#1569182]

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I have to shut my wifi OFF on campus. My cell service far exceeds internet speed from what I get on campus. [#1569195]

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Ironically, right now my wi-fi internet is down. I never know which wifi network to log on to, and sometimes it's slow. EXTREMELY frustrating. I had to come to the library and log on to a desktop. [#1569198]

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sometimes it is slow as ish [#1569404]

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The speed is great, I know other people use it and I expected it to be laggy when I first came here, but it is speedy. [#1569415]

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YES PLEASE! [#1569429]

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Needed to download unofficial transcripts. This is a simple procedure at FSU. Not so, here. I had to take multiple screenshots of my academic history at myUTK and then paste them together to make a PDF. This was incredibly annoying. Why can't you anticipate student needs like this and provide a better way to satisfy them so that no complaint or ill will about OIT at UT ever even occurs to anyone? [#1569455]

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Wireless service in Stokely Management Center is terrible a lot of the time. [#1569472]

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The wireless service in the UT conference building can be very slow at times and does not always work in the far reaches of the building. [#1569491]

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n/a [#1569524]

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HUGE [#1569534]

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There are certain times/days that the internet is extraordinarily slow and it would be nice to know that. [#1569583]
Having wireless Internet coverage in all of the places that are important to me on campus.

More wireless coverage in open outdoor areas around campus [#1566182]
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Some places on campus do not have the adequate wireless coverage. [#1566210]
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Extremely important. [#1566232]
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There are areas of certain buildings (like JARTU) that have large dead areas where WIFI does not reach. [#1566255]
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It is really difficult to connect devices to the internet for the first time - For example, when I have to register my device it is such a hassle because I have to name my device and so many names are taken and sometimes it accepts my name and sometimes it accepts my device name and doesn't tell me and I have to start the process all over! [#1566295]
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Great. [#1566306]
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Particularly in the summer or during fall, sometimes it is hard to get access on areas outside the buildings. [#1566321]
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The wireless coverage doesn't always work well in the Communications Building (ironically enough). [#1566325]
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I would like WiFi to be available outside as well as in the buildings. [#1566375]
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Especially the art building [#1566376]
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I appreciate wireless access in outdoor areas, would like to see more of this as the technology improves. [#1566392]
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Several areas of no internet service [#1566396]
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Estabrook wireless internet coverage is terrible. [#1566417]
-----
Some classrooms do not get adequate WiFi signals as well as some popular outdoor areas [#1566433]
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Outdoor wireless coverage is lacking or non-existent, even in areas close to buildings. Some indoor coverage is lacking, and is reported to network services when discovered. [#1566438]
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I am in the Audiology and Speech Language Pathology program and we do not have access to wireless internet in our buildings. [#1566482]
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This is usually reliable at UT in all of the buildings where there are classes. [#1566494]
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I'm not sure how OIT could help with this issue, but south stadium hall has horrible wifi connection. [#1566520]
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this is not important to me. [#1566537]
There are many parts of the university that have weak coverage. The bus stop outside AMB is one of the worst for being so central. [#1566545]

Very important. [#1566561]

At very close places to Hodges Library I don't have UT network access and so I can't check out a laptop and use it in The Golden Roast Cafe for example, and it bothers me so because I like to sit there to study and don't wanna carry my laptop on my back all day long. [#1566585]

On the bus would be helpful [#1566712]

Getting on the wireless in the UT conference center is inconsistent [#1566801]

Wireless is a strong service historically at UTK. Moving it out to green spaces and increasing the bandwidth substantially in and around classrooms should be a priority. [#1566803]

As informal learning spaces, including outdoor venues, become more common, we need better wireless coverage. [#1566808]

Try to get better in the University Center [#1566810]

Campus should mean anywhere from the TRECS to Laurel, but it varies. [#1566821]

Network gets switched off at random times. That is not good. [#1566851]

Wireless should be available outside the buildings [#1566861]

It is spotty in my office, which is a problem. [#1566884]

Strongly agree. [#1566910]

Sporting venues are wifi dead zones. [#1566914]

Ensure that all areas, especially isolated areas, in buildings have access to internet - very important for safety-related issues. [#1566968]

i never have service on the second floor of south stadium hall [#1566975]

An absolute requirement in our world today. [#1566978]

Wireless seems spotty in certain basements. [#1566985]

We use lap tops a lot at the vet school and we are often cooped up inside most days, it would be nice to be able to go outside on a nice day and have decent wireless access. [#1567004]

Vey key-- a lot of places outside of buildings (like ped walkway) is really spotty when we walk. It would be awesome if it was fixed!! [#1567018]
I have had problems with consistent connectivity in Perkins Hall [1567055]

In the library there are many places that I have trouble connecting to the WiFi- usually around the outside of the third and fifth floors. This may be an issue with my personal computer, I've been told that interfacing with multiple routers can be difficult. On another note- creating LAN parties has proved to be incredibly difficult. Ensuring multiple people are connected to the same router is so difficult on campus we've purchased our own router. [1567059]

There are some spots where wireless is hard to find. [1567092]

I think wireless Internet should go a bit further than it does, because sometimes I try to do work and I can't. [1567098]

Very important! [1567136]

Wireless internet is scarce around the stadium, where many classes are held. [1567139]

The wireless is the gym is really spotty. Sometimes it works, and sometimes it doesn't. [1567151]

Provide more coverage outside for those walking down the street streaming music as it constantly tries to buffer unsuccessfully. [1567158]

Yes. When your professor tells you to open some file that you should have already downloaded you want to be online and have that sucker up before anyone knows the better. [1567166]

It's important for classes so it's a must have. [1567169]

Maybe some connectivity on buses. [1567207]

The larger classrooms cannot support everyone using the internet, so we are told to not use the internet to download any documents prior to class. [1567236]

It is crucial to be able to communicate efficiently on campus, especially between classes if one's schedule is busy. [1567256]

The wireless goes out on occasion. [1567319]

"Dead" areas in Neyland Stadium and Thompson-Boling Arena should be greatly reduced. [1567343]

OIT should be able to send field operatives to every area of the campus to test and eliminate dead spots. [1567373]

It is important for those who have computer that they carry with them, in which I do not. [1567382]

There is no wifi access in southern kitchen. [1567422]

My office does not get the WiFi very well. I wish it was stronger across campus. [1567469]
We're on the first floor of the Communication building and have spotty coverage in some areas. Also have trouble in T-B Arena and some areas outdoors. [#1567503]

Services other than AT&T. Not everyone subscribes to their services! [#1567517]

There are several buildings around campus (particularly the lower levels of Haslam and the Commons area of the library) where wireless service is often slow and inconsistent. I'm not sure if the problem stems from being in spots that are on the limits of a wireless range or if they just stem from high levels of traffic in those areas [#1567556]

There are several departments that seem to be forgotten on campus, that have minimal-to-no internet/wifi access whatsoever. I find that ironic when attempting to become a "Top 25" institution. One of these locations is the stadium, where grad students within departments are given offices that have no wireless access. If I'm not mistaken, we each pay a technology fee that should cover ensuring we are able to do research within our assigned spaces just as others are able to across the campus. [#1567565]

Get wireless coverage everywhere on the most remote campus areas. [#1567573]

Wireless is actually pretty good in terms of coverage. [#1567591]

Of all places, right in front of North Carrick there is no wifi available. Various other deadzones too. I understand being in a deadzone in the basement of a building, but just sitting in front of the dorms and having no internet is ridiculous. [#1567609]

Wireless coverage is OK but not great. I have a lab with over 45 notebook computers and the wireless drops out when all of them are connected. I would love to be able to NAT these from a couple of secured wireless routers and get them off of the main wireless network. Also the SERF building has poor wireless connectivity. Most of these places could be fixed by adding another access point to cover the weak areas. [#1567672]

Service is terrible on floors 2 and 1 of the UC. It's also terrible while traveling or outside in general. It needs to be more readily available if I were outside on a bench for example. [#1567685]

Very important [#1567689]

Typically wireless works well but immediately stepping outside of buildings causes a loss in connection and places such as bathroom cause a loss in wireless connectivity. [#1567700]

Not a problem usually [#1567709]

see comment to first question comment. I do not know how you improve wifi capability unless it is to provide more or stronger routers. [#1567712]

I am sitting in AMB without a wifi signal, right now. When I do have a signal, it is weak and slow. This is too common on campus. While overall the coverage is good, there are small dark spots all over campus. When you are frantically looking up a study guide for a test, it matters. [#1567723]
It'd be nice to have wifi walking between buildings [#1567733]
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Some of the buildings on campus are total dead zones. I wind up having to use my phone's data plan and using it as a hub because the net can be so painfully unreliable. [#1567737]
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n/a [#1567748]
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Wireless internet doesn't always cover the further parts of campus [#1567752]
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There are a few places on the outskirts of campus that either have no WI-FI or a very weak signal. [#1567753]
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n/a [#1567759]
-----
Wireless is sometimes iffy around campus [#1567761]
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It's hazy around Hess Hall and the ministry centers. More reception on Francis Street. [#1567780]
-----
I get good wireless coverage in Walters Life Sciences. [#1567783]
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Hit and miss. [#1567795]
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Having a strong enough signal in residence halls all day, not having certain hours during the day where it is impossible to get a signal. [#1567804]
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Wireless service (even in my office) is relatively slow and sometimes still unreliable although additional ports have been installed in various areas of Greve Hall. [#1567816]
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Hard to work with NO internet prime example last week over 3 hours NO power and no wireless couldn't even work with a lap top UNacceptable! [#1567817]
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it would be nice to have more reliable access when NOT in a building [#1567871]
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I honestly don't care too much as long as the wireless that in public spaces works. [#1567872]
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Campus wifi is spotty in some areas, including slow and unreliable connectivity in and around some buildings on campus. [#1567878]
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I don't know why I have so much difficulty getting internet access from building to building, and in the same building, from room to room. [#1567905]
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Since wireless internet was first rolled out, there's been known gaps on campus -- notably, the offices and classrooms in Neyland Stadium and in several of our emergency storm shelter locations (but, there, we could pick up 3G service for some providers). [#1567936]
-----
There are dead spots on campus which impact ability to work. Wireless has become an expected convenience. Thompson Boling Arena is one of the dead spots - while I can detect the ut-wpa2 network, it seems that the single is weak and often drops. [#1567940]
This is very important to me. [#1567959]

I often show connected to the UT wireless on my phone but I can't load websites because the signal is very poor. I get the best wireless signal in the basement of the business building, but I get absolutely no cell service there, which is not related really, but I find it funny. The places where I get great cell service, I have extremely limited connectivity to UT wireless. [#1567968]

I would like to see an improvement in coverage in open areas, walking to class etc. When I was at the university of South Florida you could get internet connection anywhere on campus outside. I would also like to see a change to the registration for computers for campus internet. Especially gaming systems. My PS3 hardly ever can receive WIFI. [#1567976]

Many rooms at the music school in the ground level are inaccesible to wi-fi. also at the alumni mem. blg. [#1568041]

Sometimes, my wireless kicks in and out in building (e.g., the UC). I am never sure what's causing that, but if we can do something about it, great. [#1568059]

No input. [#1568113]

Some of the older buildings do not allow utilization of wireless coverage consistently, such as Neyland Stadium, East. [#1568137]

Wireless Internet service is sometimes difficult to get in my building(SERF). [#1568143]

From emergency standpoints, it is a growing need. [#1568148]

I would like to have wireless coverage walking to and from class and in outside/public areas on campus. [#1568167]

There are some areas in some buildings on campus where there is no internet access. For example, near the elevators on certain floors in SERF. Also in between Min Kao and Dougherty there is no internet connection. Feels weird to complain about something like this, but my phone preferentially connects to WiFi before it will use Cellular data. If the WiFi signal is weak, it will continue trying to connect and my phone might as well be turned off because this weak wireless signal incapacitates it. [#1568207]

Wireless while outside or buildings would be very nice [#1568226]

I'm sure you know where the dead zones are on campus...just eliminate them. [#1568228]

I see this as a critical requirement for UT - in the classrooms in particular when a class activity requires online access and all students are attempting to connect at the same time. [#1568288]

Some place that are not campus building such as the religious houses have poor internet reception, which makes it hard on us students who chose to study there. Even using UT Open at these locations still makes getting internet difficult. [#1568303]
It is not always working most efficiently in the residence halls. [#1568327]

There are dead spots in buildings. For example, in the law library there are places in the stacks and some of the rooms where you can't get a signal. There need to be boosters in the buildings. [#1568334]

Expand wireless in some of the areas of the Law College. [#1568361]

Everywhere at all times [#1568403]

Stadium Hall needs better wireless. [#1568409]

I struggle to get it at the baseball field, it's important for interning in athletics [#1568422]

I am not sure if it is my device or if it is the internet in the building, but the majority of my classes are held in the lower levels of HPER, and I get little to no service. [#1568439]

South Stadium Hall does not have wireless internet, which prevents some services to be available. There is also intermittent services in Art and Architecture Building. [#1568452]

There are pockets on campus (particularly Thompson Boling Arena) where the wireless is not available and cell reception is intermittent. [#1568466]

Sometimes have difficulty logging in (or logging in is required) in some classrooms, even the ones across the hall from my office. [#1568516]

Having more service out and around buildings. [#1568553]

So far I think there is great internet coverage across campus. [#1568560]

Have wireless across the whole campus. [#1568575]

The internet is spotty in my classroom on Lake Ave. [#1568614]

Again, can be variable. Sometimes due to heavy use. [#1568620]

Sometimes walking around campus, my phone won't always pick up UTK open [#1568632]

Wireless availability in satellite campus areas would be really helpful (e.g. ETREC locations) [#1568645]

Sometimes it randomly goes out, but otherwise it's good! [#1568681]

It would be great for the entire campus (no exceptions) be covered [#1568692]

Regarding the internet service in Southern Kitchen, the wireless signal seem to be spotty depending on where you sit to eat. I personally enjoy being able to sit, eat, work on homework that is online. If that could be improved I would greatly appreciate it. [#1568767]

Essential! Especially in classrooms. Haslam is especially ridiculous--very limited access. [#1568773]
Extraordinarily important. I never know which wi-fi network to use.... [#1568776]

I have meetings all over campus. [#1568782]

As the weather warms, people are outside still using the internet. It would be nice if the better coverage could extend over public spaces such as the steps by McClung tower. [#1568813]

Again, South Stadium Hall and Hearing and Speech Center house a clinic that is crucial to this campus and community. There is no wifi in either. The students have difficulty meeting expectations without access to wifi. [#1568840]

This would be nice especially when I attend meetings all over campus. [#1568853]

Sometimes the coverage is spotty around the outskirts of campus [#1568877]

I am having a great experience using wireless internet in the laboratory and on campus. The only one problem I have is Ut-wpa2 network reconnects by itself frequently. It is no big deal but sometimes annoying. Ut-open doesn't have this problem. [#1568879]

ditto from above [#1568925]

If feasibly possible. [#1568974]

The wifi in Dougherty is always terrible. I constantly get kicked off and/or can't connect at all. [#1568979]

I frequently have to reconnect when moving between building and green spaces. This is poor performance compared to where I completed my undergraduate education. It would be great if the access was not disjointed when I moved to other spaces on campus. In addition, I cannot get the WPA-2 secured stream in all areas where I work such as the lower levels of Austin Peay and the UTCC. This again is unacceptable. In addition, when I can get the secure service it is quite slow during peak times. [#1568983]

One problem I've encountered is not enough bandwidth in large lecture halls like MK 622 when it is full. [#1569005]

There are some places where wireless gets spotty, particularly in the Hodges library. [#1569010]

Good for the most part but seems to be slow at times when it should not be. [#1569015]

Mostly decent coverage, basements not so good. [#1569028]

Wireless coverage is increasingly important in non-academic areas like staff and faculty office space. I maintain a number of laptops and when it's time update these I am forced to find an unoccupied classroom as my office only gets a weak wireless signal. [#1569063]

BAD BAD BAD service at the football stadium. [#1569074]
I still feel like I am frequently losing my connection to UTopen; however, it is much better than in recent years. [#1569100]

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More routers [#1569129]

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There shouldn't be any campus buildings without access (either wired or ideally, wireless) to the internet. [#1569132]

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I cannot access internet in many places on campus, and this is frustrating. [#1569173]

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More Wi-Fi routers throughout campus would be nice. In particular, I'm surprised at how many dead zones there are in the University Center. [#1569191]

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Sometimes I would like to have wireless service in the parking lot areas for when I am in my car between classes [#1569217]

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Need more hot spots. There are still a few areas of our building that have weak or no signal. We get complaints from students. [#1569300]

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See the other comment... I find it difficult to access wifi at certain places on campus. This includes the UC, where a strong, consistent internet signal should be available! [#1569339]

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I rarely have wireless internet coverage on campus on my phone. I would say 95% of the time it is not connected to wifi, and the problem seems to be getting worse. I live on campus in Laurel and I don't get wifi on my cell phone in my own room. [#1569346]

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More service outdoors [#1569381]

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I don't have a phone but instead use my kindle to text-usually my ride. I can't get service on top of the parking garage or right outside any building, which makes it difficult to communicate to be picked up. If you could extend to service a little, it would help enormously. [#1569387]

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There is no wireless Internet in the Silverstein-Luper Building (H-S Hearing and Speech Center) on Peyton Manning Pass. [#1569411]

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I hardly ever have good internet service on the apartment/residence halls. [#1569429]

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Wireless coverage is weird and unpredictable. [#1569454]

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This has gotten better but is still sub-par. Was trying to access via my i-phone a paper on Bb while walking to class, and I was not allowed to check in. This annoyed me to the point that I called the help desk, and they gave some long baroque explanation for it and some long baroque directions for how to fix it. I found this inexcusable. And I didn't get to read the paper while walking to class, either. My suggestion: FIX IT, so it doesn't happen to anybody in time of need and so nobody is expected to fix it when the problem isn't even within their realm of responsibility in the first place. OIT's response to this left me feeling unsupported; I do not feel the technology support on this campus is as good as at others, nationwide. [#1569455]

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there are some places that it is extremely hard to get internet access [#1569468]
Should have wireless in all parking garages? [#1569475]

The internet is slow and sometimes doesn't work well in all the buildings on campus. [#1569479]

All the buildings I go to have access. [#1569483]

Wi-Fi was very slow in Blount Hall A-level. [#1569486]

Some buildings have none [#1569494]

Wireless hot spots in some buildings are more effective than others. The building I work in has two hot spots, but they don't seem to be able to handle the amount of people. Also, wireless is not always available to people in this building. [#1569498]

The Wi-Fi here is awful, I can be in the Climbing Wall and have it cut off, and at random when walking across campus. More often than not I am not covered by the Wi-Fi or it has disconnected me for some unknown reason and struggles to reconnect to the server. Other than the Wi-Fi though I would say UT does just fine with it's internet services. [#1569509]

n/a [#1569524]

HUGE [#1569534]

do not have it at steam plant need wireless internet [#1574619]
Having adequate cellular coverage in all of the buildings and places that are important to me on campus.

Looking forward to completion of the DAS to give campus a more robust capability [#1566156]
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sometime I need to make an important call but services is out. ensure that there is cellphone coverage everywhere on campus [#1566169]
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Inside buildings my cellular coverage is not that great and I would like to see an improvement. [#1566181]
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Some places on campus cause signals to be dropped. [#1566210]
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Wouldn't this be a carrier issue? Why is this an OIT issue. I've heard of blackout issues from other employees while in the stadium and arena, but it hasn't happened to me as far as I know. [#1566250]
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ATT Cellular coverage is poor in some areas of campus. [#1566288]
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I can sit in the same spot in the classroom and my cell phone coverage goes from three bars to zero and back all the time. I received a very important call between lectures and the call kept dropping inside the classroom. This is a safety hazard! What is something happened (emergency) and I was not able to use my phone to call for help? [#1566295]
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GOOD enough [#1566306]
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Certain areas (mainly surrounded by concrete) still have issues [#1566308]
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Baseline of Walters life science needs help. [#1566315]
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Well that's not really something you can control unless you build every building above ground and out of different materials. But in general it could be better. [#1566359]
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The Art and Architecture building, especially the first floor auditoriums. I don't understand why there is no coverage in there [#1566376]
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As a Verizon customer my level of cellular service is quite excellent in every building I am in, including when attending sporting events in the arena. I must say that the service during events wasn't always great but in recent months seems to be much better. [#1566392]
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half of the VMC is a black hole for cell phone, with dropped and missed call to the wazoo! [#1566396]
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Sprint is terribly represented coverage wise around knoxville [#1566433]
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While exceeding my minimum expected level, the quality of service in the lower levels of several buildings is sub-par. [#1566438]
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Most GTAs will not work from the East Stadium because there is no cell phone coverage. It is a matter of security. [#1566460]
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not sure anything can be done about this. The Haslam Building and parts of Greve Hall consistently cut
cell conversations. [#1566463]
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Please find some way to get cell service in AMB! [#1566474]
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We have very bad coverage in the Sorority Village Center Building. I don't know why. [#1566479]
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Cell phone service is often bad around some elevators and in basements of buildings, and I would
prefer to have reliable cell phone service everywhere on campus. [#1566494]
-----
Lower levels of some of the buildings do not receive strong signals at all. [#1566545]
-----
Too many areas not covered because of building issues (shielding, etc). Calls dropping out, delays in
getting voice mails, all very frustrating. I think some of the service issues are from the carrier for the vet
school [#1566573]
-----
Cell service inside Neyland Stadium needs to be improved upon as well as in the basement of Haslam
Business Building. [#1566588]
-----
Haslam Business Bldg. has no service. [#1566589]
-----
I have either no cellular service in my office - or sometimes a blip of it. This makes my job difficult as I
need to use my cell for work often. [#1566605]
-----
Again, the same kind of problem. In healthcare, you never know when you will have the need to have
cell service that can be an emergency. [#1566615]
-----
Stokely G2 and G4 do not have good cellular coverage, which can be somewhat bothersome, but is
mostly made up by the wifi. [#1566641]
-----
Better ATT service inside Neyland Stadium. [#1566667]
-----
Engineering buildings sometimes have spotty coverage. [#1566691]
-----
I have trouble getting service in Neyland stadium as well as some of the other buildings near there. It is
not only on game days. [#1566694]
-----
Spring works most of the time, but what happens if a building collapses and your stuck in the basement?
[#1566712]
-----
Many buildings lack coverage. Estabrook, Daugherty, and Dabney are all rough. [#1566748]
-----
The fact that we are in a large city, and can't get 3G frustrates me. Then to think that some places on
campus still get little to no cellular service. There could be a lot of improvements here. [#1566762]
-----
Because I worked for a long time in the basement of the Conference Center, we did not get cellular
coverage there. It would be very helpful to have service there. [#1566775]
I do not get adequate coverage in the Brehm animal science building and am not sure why. [#1566776]
-----
Most college students are moving to smartphones, so providing strong wireless in the depths of some of the older buildings would suffice here. [#1566784]
-----
Hallam business building has wifi but no cell service. [#1566789]
-----
There is no cellular coverage on level 1 (basement classrooms) of the Haslam Business Building. [#1566792]
-----
Again, in the University Center would be nice [#1566810]
-----
There is little to no phone service in the Alumni Memorial Building, and the internet speed/reliability is low. [#1566823]
-----
My phone does not work on the first floor of the Haslam Business Building. It's frustrating. I don't know how to fix that. [#1566835]
-----
I am very pleased with the cellular service within the Veterinary Hospital. Lots of great work and gone into making this possible! [#1566838]
-----
I have poor service in the Haslam Business Building. [#1566839]
-----
Sometimes basements and elevator dead zones are unavoidable, but this is important for emergencies [#1566861]
-----
I don't even get cell service in my office, granted that is in a basement. [#1566914]
-----
Cell phone service is terrible in most of the Haslam Business Building. [#1566925]
-----
None at Haslam. [#1566930]
-----
sometimes I have "lost calls" in Jessie Harris [#1566935]
-----
Ensure that all areas, especially isolated areas, in buildings and outdoors have access to cellular service - very important for safety-related issues. [#1566968]
-----
no service in haslam floor 1 [#1566975]
-----
In today's world, inadequate coverage is inexcusable [#1566978]
-----
Haslam needs better cell service. [#1566980]
-----
Cell service can go in and out in most buildings, not a big deal to me. [#1566985]
-----
The lower floors (sometimes a basement) or inner rooms in some buildings don't get a signal at all. This could be a hazard in the event of a disaster on campus. [#1566990]
-----
The bottom two floors of the UC have terrible coverage. Also the bottom floor of the music building and the business building don't have very good coverage either. I might be more inclined to visit the UC bookstore or cafés if there were better coverage, but right now I actively avoid them because I can't get phone calls and I'm afraid someone will try to call me with something important. [#1566999]

There is spotty service while working in Neyland Stadium, This may be due to overtaxed systems. [#1567003]

I can't get service in some areas of the AMB building. It would be nice if y'all could get coverage from the lower end cell phone providers not just the big name ones. [#1567010]

Same as above. There should be cellular access even in restrooms and elevators—both locations in my building where there is zero reception. Even if all we consider is safety, there should be no location on campus where a person could not call for help. [#1567014]

Limited to no cell service in Haslam Business Building Team Rooms. No cell service on bottom floor of Haslam Business Building [#1567028]

I have had problems with coverage in the science and engineering building [#1567055]

I often do not get reception in the Haslam Business Building. [#1567056]

I know the concrete in the buildings makes it difficult for phone signals to travel to all locations, but it would be nice to have better coverage. [#1567058]

I understand that some team rooms are completely surrounded but the ones that have windows to the outside I feel should have way better cell service than they currently do. I have no idea how something like that could be improved though. [#1567078]

I have found that while I have access on the UTK campus, this is not the same at the other UT campuses...UTM and UTC. It requires that you go through OIT on those campuses to get "special" authorization to access on-line services. It would be helpful if (as a UT staff/faculty or student) that it would be system wide. [#1567079]

Very important. [#1567092]

This is very important. Haslam needs better coverage. [#1567098]

Parts of the library (first floor for example) seem to have less coverage [#1567099]

UTSI has almost no cellular coverage for multiple providers [#1567116]

The ground floor of the Natalie L Haslam Music Center has very little coverage, and the Music Library has none. It drains our batteries, and is a major inconvenience. [#1567125]

The basement floor of buildings is where I get the least amount of coverage [#1567130]

AMB= poor cellular coverage and poor wireless coverage. [#1567139]
My dumb phone doesn't get service in the lower levels of Haslam. This is problematic because I'm a professor and can't contact the appropriate people about technical problems or have access to my phone in case of emergencies or UT Alerts. [#1567151]
-----
In the bottom of several buildings, but especially Haslam (HBB) cellular service almost never works, so if there is someway to improve that, that would be awesome! [#1567154]
-----
Cell phone service is not great in areas such as the buildings on The Hill or in Neyland Stadium. [#1567158]
-----
If I need to make a phone call, I would like to do so without having to run around campus and the hill is awful for service. [#1567169]
-----
I have absolutely no cellular coverage on lower floors of AMB [#1567193]
-----
while I get cell phone reception on majority of the campus, I have no service in the bottom floor of HBB and some places in Buhler. [#1567211]
-----
this is very important to have because of the quantity of people at this school and campus [#1567216]
-----
Need better service in Haslam and Stokely Management center (G2 & G4). [#1567221]
-----
Have better service below in the food court at the UC [#1567235]
-----
I know that some buildings' structures in the lower levels cannot allow for cell service, but if there was a way to spread service to rooms below the ground level, like in the Haslam Business Building, then that would be spectacular. [#1567253]
-----
It is crucial to be able to communicate efficiently on campus, especially between classes if one's schedule is busy. [#1567256]
-----
The new music building auditorium does not allow anyone to get cell service. I can not even run 3G. I need that to be able to check my email on my phone through out the day [#1567266]
-----
So much of this depends on the service, but I use Verizon, and I've never had a problem with Verizon working on campus anywhere. I have had dropouts as I pass over Joe Johnson bridge, but that seems to be a cell tower location problem, not one that UT can impact. [#1567274]
-----
Campus has good coverage, minus the basements of some buildings, but there's not much to be done when there are four floors of concrete above you. [#1567283]
-----
I do not always get service where I am. For example, I do not get service in the bottom of AMB, G5 of SMC, and several of the new music rooms in the new Haslam music building. It is annoying. [#1567293]
-----
Neyland I'm sure is hard, but the library and some other important places are dead spots. I don't know how to fix that. [#1567294]
-----
Sprint Coverage is poor in some buildings even next to windows. [#1567296]
The construction on campus interrupts my mobile service. [#1567319]

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There are areas that the cell phones are used that get no service in a few building on campus. When you are in an area in a building by yourself inspecting or following a complaint or something that someone has sent in and you might have to go into areas that are not great it would be good to have cell phone reception just in case you need to get a hold of someone or even need help. [#1567335]

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cellular coverage is difficult in below ground level offices & locations. We need repeaters in the buildings [#1567338]

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Should be very high priority not only as a time saver and convenience but for personal safety. [#1567343]

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I believe we need this improved in the University Center and the stadium. [#1567353]

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Since I often use a cell phone in the performance of my job, having to relocate within a building or going outside is inconvenient and time consuming. [#1567356]

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OIT should be able to send field operatives to every area of the campus to test and eliminate dead spots. This is crucial as someones life may depend on it. [#1567373]

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During high use volume sporting events, the cellular service is often inadequate. At TBA and Stadium. [#1567420]

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AMB has issues with cell service [#1567422]

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Seem to be some weak reception areas at Vet school [#1567430]

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This might be a cell phone provider problem more than OIT and campus issue, but there are places on campus where I struggle with getting cell phone service. Is there a way to boost the service areas in all campus buildings? [#1567445]

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There are some dead zones around campus, but that is more or a carrier issue than an OIT issue. [#1567448]

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I rarely use my cell phone in my building. I have never experienced any problems. [#1567468]

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i think this is important. [#1567476]

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see above [#1567503]

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Would be nice to use my own phone, which has more capabilites than the UT phone [#1567517]

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I've found there are "dead zones" in some buildings (AMB, mostly) where I can't call out if I have a problem with a workshop or event that I'm working and need to contact the caterers. [#1567522]

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There are some areas where cell service is not available or clear that is a safety issue. I don't know if this could even be a possible issue to look at. But just a concern. [#1567533]
I have consistent trouble using my cell phone in the Natalee Haslam Music Building. This is the only major technological issue I have. [#1567547]

1st floor of the Haslam Business building has little to no cell coverage. [#1567553]

This is pretty important, as well. Some of the basements on campus are impossible. Not a big deal, but a security risk and health risk if we need to contact timely help. [#1567591]

We still don't have cellular coverage in some of the lower levels of buildings (e.g., Haslam Business Building first floor). If you're instructing in those spaces, you have no way to call for help. [#1567601]

Cellphone service randomly goes out for me. It is very inconsistent and usually not there when I need it most. [#1567609]

Cellular service during large campus events (e.g., ballgames) is weak. [#1567614]

It's decent but could be better, especially in lower levels of buildings. [#1567616]

No service in Jessie Harris. [#1567619]

I teach in the basement of Haslam often, and the reception down there is really poor. I do not receive UT emergency texts until I leave the basement, and it is usually too late. [#1567660]

In the student services building in the basement, if you move half way into the office, you lose cell coverage. OK if on the perimeter of the building. [#1567667]

Better Service in basements of buildings [#1567678]

Internet service in the dorms is often spotty by nature of the building structures themselves. [#1567683]

Doesn't work that well in some building. i.e. UC [#1567685]

Wireless internet services is great. I spend all of my time in Haslam, and there are areas in the building where cell service is spotty, particularly on the 5th floor. [#1567692]

Usually not a problem as wireless is usually available and often better choice in some weak areas [#1567709]

Cell service (especially 3G) is virtually nonexistent in some areas of the Ag campus. [#1567716]

Some building have no signal [#1567748]

The lower levels of Haslam Business Building don't have good cellular coverage [#1567752]

n/a [#1567759]

The law school basement has no cellular service. [#1567770]
I am not faculty but I help teach classes. I am not aware or notified of new technology to help with teaching such as Blackboard or UT apps. I can access blackboard for a class that is already established but that is all. [#1567773]

I don't have adequate cellular coverage in Walters Life Sciences. I do in the rooms on the perimeter of the building but not the rooms in the center. [#1567781]

I have Sprint and in my office I hardly get any service I am on a outside wall and have a window and normally if someone calls me I have to get up and go outside. [#1567790]

I can't get a signal in my office, but I can 15 feet down the hall. [#1567795]

Not having buildings where you walk in on a cell phone call and the call drops because there is no service in the building. [#1567804]

Most buildings my cell won't work so if boss needs me while on errand good luck! [#1567817]

This is frustrating because there are many building where I do not get service. I guess that doesn't necessarily detract from my learning though. [#1567889]

I don't know how to improve coverage [#1567907]

very important to me and I would like to see this improved, especially in Haslam Business which is probably the worst building for coverage on the campus [#1567910]

I use Verizon and at times text messages don't seem to go out or seem to send very slowly. Don't know if it a campus-based issue or a Verizon issue. [#1567940]

Mobile phone service in buildings continues to be a problem. Much better than previous service with boosters, but still dropped calls and poor quality, delayed messages, emergency texts that don't arrive until the next day. I loved the tornado warning that was 12 hours late. While some of this is the provider, my phone is a UT provider phone (Sprint) [#1567954]

This is very important to me. [#1567959]

I don't get cell service in Haslam or downstairs in the UC. It'd be great if that could be improved! [#1567963]

Just make the older buildings on campus more cellular phone compatible [#1568001]

Very important. I have had issues getting cellular coverage in the Conference Center Building. [#1568025]

Cellular coverage is most important, because of my job I am in many rooms and buildings where coverage is not good and calls don't go through. [#1568041]
Problems are where you would expect them: interior rooms, rooms below ground, parking garages, elevator shafts. [#1568107]

No input. [#1568113]

Some of the older buildings on campus do not have great service maybe because of the location and structure (ie, Neyland East, etc) [#1568137]

Same thought for wireless coverage, for emergencies this is a must [#1568148]

Interior spaces on lower floors of Communications building have little to no cell coverage. [#1568171]

Adequate cell service is not an issue of convenience -- it is an issue of safety. [#1568178]

I have no service in the bottom of HBB. When there is a problem with document cameras I have to leave class and go to the first floor or outside on the first floor to get a reception and make the call. I also missed calls from my wife informing me she had to be rushed into surgery due to a hernia. I taught three consecutive classes and did not get her messages until after I left the building on my way back to Ayres. She was already in surgery. [#1568180]

Some buildings seems to block cellular services especially in the stadium classrooms and basements of buildings. Not sure how you can fix that, but it would be nice if you could help strengthen incoming and outgoing cellular services in those locations [#1568209]

There need to be repeaters set up in a myriad of places...the ground floor of Alumni Memorial comes to mind, as does almost any elevator on this campus...certainly that is not a hard thing to do... [#1568228]

I HAVE NO IDEA SINCE I AM NOT TECHNICAL .... ALL I KNOW IS THAT THERE ARE "DEAD" SPOTS IN SOME AREAS WHERE THE NEXTELS EVIDENTLY CANNOT COMMUNICATE [#1568276]

I am a law school student, and Sprint is my cellular service provider. I currently cannot get cell phone service in the basement floor of the law school library. I also cannot get cell phone service in the University Center when I am in Rocky Top Caf? and when I am in Smokey's. I kind of expected to not get service in the law library basement since it is, after all, a basement, but I am quite surprised that I don't get cell service in certain areas of the University Center. Please look into improving cell phone service throughout all of the UC building. Thanks! [#1568300]

Even my work cell phone drops calls- which is really unfortunate when you are giving bad news to an owner [#1568301]

As a safety professional for the university connectivity in areas that might be considered remote (at least in a cell service sense) can be very important. I personally have rarely if ever encountered much lack of service, but there may be places such as service areas of Neyland stadium that have limited service. [#1568328]

This is essential. [#1568334]
I just think that there should be cellular coverage in and around 100% of the buildings for personal safety. Coverage around the stadium seems to be weak sometimes; as do some of the parking garages. [#1568394]

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Poor reception in some areas, particularly older buildings [#1568403]

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Stadium Hall has poor reception - Sprint user. [#1568409]

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I never get service in AMB. [#1568430]

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So of the labs in the lower levels of Min Kao suffer from poor verizon wireless reception. The necessary repeaters would be a nice, although not critical, upgrade. [#1568435]

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Some of the thicker concrete buildings (understandably), I struggle to receive texts, as do some of my friends. [#1568482]

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It is extremely hard for me to get cell service in the old buildings up on the hill and in Neyland Stadium during game days. [#1568490]

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Jessie Harris Building could have its infrastructure updated so that my phone could find wireless service and get a better signal more easily. [#1568493]

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Pasqua seems to be in the middle of some sort of dead zone. [#1568536]

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I don't get internet connection wifi when on campus and I have to use my data. I don't get service at all in the basement of Haslam Business Building as well as the Natalie Haslam Music Building. [#1568545]

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Cell phones to do work well in the Student Services Building. [#1568546]

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Some buildings, such as HBB, in the basement do not have cell phone coverage. [#1568584]

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There are some building stairwells that are "dead zones". Not sure anything can be done with lack of service in the elevators. [#1568605]

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Overall ok. [#1568620]

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The only cell coverage problems I run into are when the building has underground classrooms and I have class in those class rooms. [#1568643]

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I generally don't have good cell service in HBB classrooms. [#1568681]

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basement of Nielsen has bad cell and internet conceptions [#1568694]

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G4 in Stokely Management Center does not have cell phone reception and, due to its remote location, is not easily seen or accessed by others. In the event of an emergency, cell phone reception is critical. [#1568729]

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My cellphone has never worked in my office. [#1568741]
Very important. Looking up things before class, students doing SAIS evals, looking up info. Cellular coverage is as important as computer internet access. It would be nice to turn it off at will in some classes though. [#1568773]

cover not only inside of building but also outside of building for the Transport Check on application [#1568780]

Several places, particularly basements (Haslam Business, HSS) are deadzones. I don’t know if this can be fixed [#1568813]

No cellular coverage on Food Science and Technology building, lower floor. [#1568821]

The UC has terrible cell service, not even including the down under. Also sometimes the residence halls have spotty service. [#1568844]

Haslam Business Building and Stokley Management Center both have notoriously poor cellular coverage. Any improvement to this would be of great benefit to the entire College of Business. [#1568858]

Sometimes parts of The Hill and down my Neyland Stadium have poor coverage which is inconvenient if someone is expecting an important call. [#1568877]

Having adequate cellular coverage is important in case of emergency. [#1568884]

The new service by Sprint in the Veterinary School was totally inadequate and it took months to get it to the level where it worked properly. This was totally unacceptable. This is a 24/7 hospital and being unable to reach clients was unacceptable. Sprint is a terrible company and did not deliver what they promised. There are still times in my office by my window where I cannot get adequate reception for calls. [#1568889]

I do not always receive my calls in the building in which I work. I work on "The Hill". [#1568910]

If there are limitations to accessibility, It would be nice to know where these limits exist. ie...a no cell zone or direct to the nearest available service area. ie... it is this way [#1568925]

Have been in Conference Center Building in tunnel and not received phone calls. Part of being underground. [#1568954]

Extremely important to receive all the notifications from UT Police an Facilities Services. [#1568966]

Too often I lose cell service in the lower floors of buildings (especially SERF). [#1568979]

I am on a major network (Sprint) and have had significant difficulty maintaining signal in Austin Peay. However, it is nowhere near as bad as it had been previously with AT&T. I have to have cellular service to complete my work and be reachable to the clerical staff. [#1568983]

searching web is not available on UT open - usually cancel wifi on cell phone when on campus [#1568984]
Very important to have that reach from both an operational and safety standpoint. [#1568991]

At the college of vet med. I know you all have worked on this a LOT. I finally gave up the extremely dysfunctional Nextel phone and use my only moderately dysfunctional personal iPhone on Verizon. It is better, but I still have clients complain that they can't hear me fairly regularly [#1569001]

Cellular coverage overall is pretty good, but towards the center of some buildings I've had problems. Particularly, the Hodge's bathrooms. [#1569010]

I don't get good service in SERF, and with an office there it is critical that I be able to make phone calls that won't get dropped. [#1569011]

Building across campus are so highly surrounded by concrete and other interference cell service is just not great. [#1569015]

No service under Stokely [#1569022]

POOR - basement, 2nd and 3rd floor of Walters Life Sciences is horrible to nonexistent [#1569028]

Haslam doesn't always get the best coverage. [#1569039]

I had a UT issued iPhone which was served by AT&T. In many locations within the building I could not use the phone due to poor coverage. I've since retired the iPhone and now use my personal Verizon cell phone when away from my office. The Verizon phone works well. This is not of great importance to me but it would seem that with the variety of people a major university serves we should strive to provide cellular coverage regardless of what plan people are tied to. [#1569063]

Animal Science buildings seem to not have that good of service when sitting in front row of the larger class rooms. [#1569071]

BAD service in the football stadium. [#1569074]

The biggest problem I know about is cellular coverage in the stadium on game day. I have Verizon coverage and have not experienced this, but others that I work with who have different providers do experience problems making call and sending or receiving text messages. [#1569091]

I do not get cell coverage in several buildings, including Stokely Management Center [#1569100]

I work at on off campus location. My cell phone is provided through UT telephone services. Our location is at the very edge of Sprint and ATT's coverage. Coverage is often non existent in some buildings and fields. Often when out in the field, there is no coverage and I have to resort to a personal cell phone with a carrier that has coverage in the area I am working/living. [#1569123]

More wifi is always a good route because smart phones can use that instead of 3g [#1569129]

Some buildings it is just difficult to have reception in because of their construction. I understand that. [#1569141]
Doesn’t work in the basement/floor levels of many buildings. [#1569146]
----
It is probably my phone that is the issue for cell coverage. although there are a few times that I had a problem with my verizon service on campus. [#1569173]
----
I have to make calls for work fairly regularly, and am often irritated by how poor the cell reception in SERF is, especially on the 3rd floor. [#1569175]
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There are a several buildings that don't get service. [#1569202]
----
neyland stadium is a problem. [#1569213]
----
Calls get dropped as you enter buildings campus. There are certain parts of the library in particular that do not have service. [#1569258]
----
In our building it's hard to get any service to work. [#1569307]
----
I am in the new John Tickle Building. I have terrible cell phone service in my office and typically move into the hallway to make calls... [#1569339]
----
Especially in Haslam, cellular coverage is pretty rare. Outside and in places likely the library, there is plenty of cell coverage. [#1569395]
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Unless I'm like underground, I have connection 4G everywhere. [#1569415]
----
Cell service is spotty in apartment/residence halls and in older classrooms. [#1569429]
----
MY office is in South Stadium Hall, where wireless coverage is poor. [#1569448]
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This is a restated answer from another question that pertains here: This has gotten better but is still sub-par. Was trying to access via my i-phone a paper on Bb while walking to class, and I was not allowed to check in. This annoyed me to the point that I called the help desk, and they gave some long baroque explanation for it and some long baroque directions for how to fix it. I found this inexcusable. And I didn't get to read the paper while walking to class, either. My suggestion: FIX IT, so it doesn't happen to anybody in time of need and so nobody is expected to fix it when the problem isn't even within their realm of responsibility in the first place. OIT’s response to this left me feeling unsupported; I do not feel the technology support on this campus is as good as at others, nationwide. [#1569455]
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in some places in the library there is no survice [#1569468]
----
Some of the building have poor or no cell service. The first floor of Haslam has no cell service. I am a mother of a 10 year old and it is important that I can be reached at all times. There are also a couple other places that have poor service. [#1569479]
----
I don't get any cell reception on the first floor of the University Center or in Down Under. This spot is obviously important, and as I meet people there for meals, cell service is necessary. [#1569483]
----
basements have poor reception sometimes or places like the Arena [#1569494]
Does well here I never have trouble and I use Verizon Wireless [#1569509]
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n/a [#1569524]
-----
Overall again pretty decent [#1569534]
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If I'm out in the middle of nowhere, I accept that I may not have cell coverage. When I'm in the middle of Knoxville, even if I'm in a building, I expect to have cell coverage. [#1569570]
-----
I have terrible cell coverage in the library and I spend a great deal of time there. [#1569583]
-----
nothing the university can really fix. [#1569588]
-----
The bottom floor of Haslam is the only area I've found without cell phone service. [#1574616]
-----
I cannot use my cell phone in my office. I must walk outside or to the center of the building for it to work. It would be great to have that access in my office. Thanks. [#1597742]
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Having campus Web sites and online services that are easy to use.

make is easier to search for groups on campus by broadening the key search words [1566169]
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faculty evaluation online is a joke—we just post pdf documents [1566211]
-----
The new format for some of the websites are difficult to navigate. For example...One Stop website not good. [1566232]
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Someone needs to do some serious usability testing on most of the campus websites. Hard to find the information one needs. [1566240]
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There are lots of dead links on critical administrative sites including HR/payroll and the Center for International Education, it is not obvious who to contact to get corrections made, inquiries with those offices result in workarounds like mailing me a pdf instead of fixing the dead link. I had this experience with two different administrative offices on the same day last week. Also, the UT home page was changed from a much more usable design to one that is frustrating. If recruiting is the purpose of the UT home page, a more functional page should be provided for staff, faculty and students to get important links easily. [1566264]
-----
It's hard to find answers to administrative questions because they reside in so many different places, e.g. HR, Treasurer's Office, Risk Management, etc. [1566278]
-----
web site redesign is terrible, bordering on laughably bad [1566308]
-----
The UT Human Resources Employment Web site is awful, and thus a low overall score. I've heard many complaints by UTK users trying to fill out an application. Also, the internal job search function works less than 50% of the time. The link is dead. The UTK HR Web site needs serious attention and improvement. People call HR regularly but no improvement is made. [1566326]
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It is extremely difficult to find relevant information on UTs various websites, even when trying to google search for it. [1566400]
-----
Navigation does not flow as well as I would like. Some links I use frequently are in out-of-the-way or difficult to find places. [1566422]
-----
VetNet needs usability improvements, detachment from Microsoft proprietary requirements (document links open in Word interface instead of automatically downloading, for example) and modernization to meet web standards. The virtual microscope program is PC Internet Explorer-compatible only (Active X), making it unusable for the increasing number of Apple users. [1566453]
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you have to work to find anything. When parents call and can't find scholarship forms easy I have to walk them through [1566457]
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It is integral to have well indexed/presented/accessible sites regarding information (VERY IMPORTANT), but individual course websites really only need the essential documents (pdfs of assignments, schedules, etc.), and maybe a grade summary. It's _critical_ to have information and answers about policies easily and efficiently available. [1566464]
"easy to use" only applies once one already knows how to use the services. A lot of the main university websites are not intuitive and take a lot of random attempts for success. Thankfully, the OIT staff and support team are great. I think that information on the university website is not adequately maintained in its current state. Too much information. Terribly organized. My suggestion would be to hire more people on your design team that have library science and information science degrees (obviously still having the tech background to support the work). [#1566466]

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On some campus sites it's ridiculously hard to find the simplest information like a phone number and it stresses me out and makes me want to cry. [#1566474]

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When I search with a proper keyword in UT main website, it does not find what I want. [#1566489]

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I am not informed of Web sites that UT offers and it would be good to be notified of these services. I do not know how to use many of the services that UT offers that I know about, such as the library databases. Free classes and tutorials would be good to have on using Web sites and services. [#1566494]

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Navigating is difficult - no two sites seem to be consistent. Everything from formatting to how to find information is different. Streamlining would go a long way to improve usability. [#1566508]

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Need departmental support for webpage development and upkeep. [#1566526]

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I find most campus web sites helpful. What I find very troubling is the number of campus websites that will not provide a telephone number. [#1566537]

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There are numerous website (for both departments and student services) that are woefully out of date. You need to hire additional competent web designers for all colleges and academic/student services [#1566541]

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The main UTK website has a TERRIBLE search function. Absolutely god awful. Searching for classes is also one of the worst. [#1566545]

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Timely updates [#1566560]

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Have someone like me show you how we neophytes navigate through the web. Why is it so hard to find departmental emails, lists of workers, etc.? Some of the sites are very user unfriendly. [#1566573]

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Better training for the older employees. [#1566603]

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No suggestions. [#1566618]

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See above [#1566672]

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We could use a virus protection software on personal and office use [#1566712]

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Maybe it's my age, but I find the latest updates to the University websites are unhelpful. Finding certain departments or University documents are at times frustrating. [#1566720]

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Campus web site is pretty good, our College web site is bad. Academic Catalogs have FINE PRINT related to what year you are looking at----it is very easy to be in an archived catalog from 5 years ago without knowing it. Academic policies are buried. [#1566733]

The campus websites are very confusing and hard to navigate at first. It took about a month before I was able to handle them well. I sometimes still find my self having issues ever now and then. [#1566762]

HTML5 needs to be the standard for ALL of UTK's websites, not just the 3 you want to show off at orientation. [#1566784]

Sharepoint is still kludgy and needs improved ease of use with less ticky tacky habits. [#1566803]

For my needs as faculty emeritus, the services are excellent as they currently exit. Thank you for all the services available to me [#1566813]

I have no idea how to use half the tools UT apparently provides online, nor do I find it easy to locate them. [#1566814]

this rating mostly pertained to MyUTK and the way it forces you to do an entire search every time you want to add a class. [#1566815]

The OIT self help websites are difficult to find. I have to google everything to find it. The UTK calendars (specifically event calendars are horribly difficult to use/access) [#1566861]

Sometimes on the main website, the navigation is not straight forward especially for grad student information [#1566935]

I don't use these services because I don't know of any online services. Only when I got academic probation and bad grades did I then go online and found out about tutoring services, meal times and hours of operation to maintain my schedule, and library databases. Also, the system around the dining halls and POD markets should be changed to accept people who has unlimited meal plans. Sometimes I just want to get that sandwich, chips, and beverage bundle and then one hour later go to the dining hall to get some ice-cream and it does not work. What is the point of unlimited if you don't allow it? Seriously! Stop lying about being unlimited. [#1566961]

The utk.edu website is difficult to navigate, impossible to locate information and needs a facelift. [#1566978]

Library's site could be more user friendly. [#1566980]

Must work with apple computers [#1566982]

Utk.edu almost always works for what I need. [#1566985]

Quit screwing around with the different websites! It seems like every year there is some new we sure to "replace an out dates system" only it's still a crappy non user friendly website. [#1567004]
See banner [#1567014]

Many websites are not updated frequently, especially when describing required courses for specific programs. [#1567033]

Yeah, takes about 20 minutes to find what you are looking for..... [#1567044]

Not all menus are listed in logical locations or are even listed on the main site of utk.edu. why do I have to type in so many specialized web addresses when there should be a link on the main site that can directly navigate you there? [#1567055]

The library website is sometimes difficult to use. Often times, if I don't already know the title of an article etc. that I am looking for, I am unable to find related material by topic. Also, various databases are confusing to access. [#1567056]

The websites of UTK are very difficult to maneuver. I can never find anything I am looking for. A-Z is about the only thing I can use. The pictures of people, while charming, use too much space. The content on each page is impossible to find. Then I use the search box at the top of the page. Only retrieves documents from 2007 or other irrelevant nonsense that does not inform. Can the pictures be smaller at least? Can that search engine search some web sites from 2013/14? [#1567058]

Blackboard has never been intuitive to me, the layout of the homepage is fine but navigating around has always been difficult for me. Perhaps add more shortcuts? [#1567059]

When searching/registering for classes, don't require students to reset every time they click on a class. [#1567076]

In my opinion, every Institute, College, Department, Center needs to have on their home page their full postal address, building location, a general contact phone number, and a general contact email. Several times recently, I've looked for such information to send to someone off campus, and many of the "About us" or "Contact us" webpages of these units simply DON'T have that basic information. (Rather they have aspirational verbiage about their vision, mission etc etc). [#1567087]

Blackboard isn't very easy to learn. Things are easy to miss. Email should be through an easier service like Gmail instead of Mail 365. [#1567092]

I find the search function to be less reliable at times. I have to wade through a lot of junk at times to find what I really need. Might be the searcher, however. [#1567096]

This is extremely important because half of the classes here at UT now require online work. If these websites aren't working properly, then you could actually get a bad grade. [#1567098]

with as many departments and services that utk has you're never going to have easy navigation [#1567116]

Stop forcing all units to use the UT template. [#1567142]

web sites are just as easy as they need to be [#1567159]
Campus websites are nice, no one in Nashville can answer questions. [#1567163]

Make things easier to navigate and find. [#1567207]

Many of the websites are difficult to navigate and are not necessarily user friendly for the student population [#1567213]

Although the UT web sites are getting better, the search listing isn't updated frequently enough across the entire UT web--which means it doesn't reliably find information. I've had to resort to keeping bookmarks because it is hard to find information by following links because frequently it is stashed in a place that, although logical to whoever designed the specific website, it isn't logical to the user. Again, the UT search engine needs to crawl and index the entire UT website much more frequently. [#1567274]

While the UTK web site has improved in recent years, it is still not easy to find some information (especially when it comes to HR related info like benefits). [#1567304]

Explaining on the sites in clearer and more specific terms how things like receiving financial aid (particularly scholarships) or registering for housing works, ensuring that ALL relevant links are included and clearly indicated on each page, and ideally streamlining the processes to the point that the student isn't required to go to five different websites before hoping to get anything done. [#1567313]

The new site is difficult to navigate with the rollover dropdowns. [#1567319]

The One Stop website is very difficult to maneuver and it takes forever to find what you are looking for. [#1567328]

The University web site is greatly improved but many smaller units still need help. Colleges' success directly impact the University's success. Somehow, these smaller units need more resources to create and maintain robust and easy to navigate web sites. [#1567356]

I believe a centralized webmaster group for all of UTK (at least) would greatly improve this problem. Take the webmastering out of the responsibility of individual departments, colleges, etc and centralize it. Content management could stay with the smaller units but the central group would provide structure, support, direction, administration, etc of the entire web collection. [#1567365]

All campus web site should have ser surveys a user can voluntarily take to address user needs and improve the site. [#1567373]

We need more support to update and maintain our departmental website. [#1567376]

Navigating some of the sites is a challenge for me. Maybe with more practice... [#1567430]

Try finding some of HR or the Bursar/Treasurer's Office forms. Specifically the Job title list. Good luck! [#1567456]

I am not pleased with my department's website. Other sites for other departments and offices are much better kept. This is not really an OIT problem, it is an issue with our department person in charge of the website not doing a good job. [#1567465]
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they are ok [#1567476]
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The new OneStop Web site is by far, the worst Web site UT has, but it is also one of the most important for faculty, staff, and students. I can't find anything there, and when I have called before to ask the OneStop people, they have told me to use the search button because they can't find anything either. Even trying to go through the Registrar's Office sends me to OneStop, where I am going in circles before I finally give up and call someone or do a search. [#1567486]
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I feel like I spend a lot of time trying to find information on the UTK web site. [#1567487]
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The utk.edu site is difficult to search. Making this a more user-friendly site is necessary. [#1567516]
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Staff who work with Wordpress are dissatisfied with its ease of use and find the training sessions on campus to be useless. We need either high-quality training sessions or a different CMS. [#1567535]
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Have a template for what departmental website should/must follow. [#1567542]
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Easier access and training for updating each department's website. I took dreamweaver from the computer center downtown and they did not have the same version as is currently being utilized by UT due to the expense of the service. [#1567543]
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Finding phone numbers and contact information is entirely too difficult (e.g., Career Services Center). For example, some websites for departments are extremely outdated. [#1567545]
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See my comment about class registration. [#1567571]
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I would like a better online map. Maybe showing a catalog of all buildings by their letter abbreviations without having to type them into a search bar. [#1567609]
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Websites are easy to use [#1567619]
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One Stop has definitely not improved my online experience. It has made it far more complicated to get any issues w/ financial aid resolved. Forms are much harder to find as well. [#1567627]
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Sometimes I get frustrated trying to find contact info for depts/offices. Information at the bottom of some websites is sometimes generic UT contact info (974-1000) and sometimes it is the office info. I just find the screens "not easy" to navigate sometimes when seeking information. Other times, it is the content, but I know that is not up to OIT. [#1567650]
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I always have to google anything I want to find on UT's webpage. The menus never lead me to relevant information. A very attractive but very dysfunctional webpage. [#1567665]
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many of the web pages are very hard to use. some are difficult to fine. search the website does not take you to pages, but brings up everything including 10-year-old newspaper articles related to the search topic. [#1567668]
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I wish our state 4-H page was in line with our state Extension and county Extension web pages. There is no relation to the Extension pages and its yellow, a color that ties to neither 4-H or UT [#1567675]
MyUTK is not at all intuitive to use. Banner requires programming knowledge to be able to use successfully. Blackboard is the most user-friendly but has serious issues with program/browser compatibility. [#1567716]

too many links that take you places when I am looking for something simple [#1567748]

The Sharepoint OIT website is not user friendly and is hard to find the documents you are looking for. [#1567753]
n/a [#1567759]

It is often difficult, and frustrating, to search through the UT website for simple campus-related items. I usually end up searching through Google for things that should be readily accessible through our site (for instance, a CV for faculty member). I hear this complaint from many of our staff members. [#1567788]
The UT website is a hot mess. If it was a shopping website, we'd go bankrupt. [#1567795]

UT websites are not that friendly and easy to use. Why do we not have live chats available? [#1567815]

There are so many empty links and random redundant pages throughout the utk.edu website. [#1567840]

It seems that the UTK.edu website is frequently slow. [#1567853]

Fix the search engine on the utk.edu page. I don't want google results or results from papers published in the 70's. I just want to be able to find basic functions on the website with EASE. I can use the A-Z function for finding website links, but the search bar would be much faster and more convenient. [#1567855]
The current UTK web site is an unsearchable mess. It's easier to bumble through the web pages than search for something. [#1567868]

Website navigation is confusing, needs more links, an all inclusive search bar, etc [#1567870]
don't know how much can be done about this, considering how much material is out there, but I find it confusing when trying to find something [#1567871]

To many things to go through to get to something. Have it as direct link is desired not clicks on five different things [#1567887]

Imperative; and we have very good online services. [#1567944]

It is very difficult to find things. Not sure this is OIT's organization or the individual unit. Much time wasted trying to find information of course this can happen if you are on the phone system. Last weeks call to the registrar resulted in 5 transfers, including routing back to the origin with no one knowing the answer to where a fee went. [#1567954]
my.utk is terrible! [#1567961]
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Are there any? [#1568025]
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I am sure web site design is not managed by OIT, but hopefully OIT will have some input into this. There needs to be better assistance for units who are responsible for their own web sites. WordPress written instructions would be very helpful. [#1568032]
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Blackboard is not as functional as I would like. Student surveys, polls, calendaring should be easier. [#1568038]
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Most of the time, I am able to locate the information I need on the utk.edu domain. I will note that the search function often returns results that are not helpful or even intuitive. [#1568044]
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University Printing and Mailing's web-based order entry can be tedious and difficult to use. [#1568058]
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Our most recent Website redesign was inherently flawed (even if visually appealing). Everything was very hard to find and unintuitive in terms of navigation. I am beginning to be able to access things more routinely now--months and months later . . . . Thank heavens the search function was improved. Without that, the new design would have been a total disaster. Please keep end-users in mind when you make such major overhauls in important things like our primary face to the world . . . . Our Web site is how we attract our students, faculty, staff, etc. It's critically important. [#1568059]
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We are not leading among top 25 colleges [#1568061]
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Make sure links are up to date and working [#1568096]
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Not so much that they are easy to use, but rather up-to-date, accurate, and have a consistent look across the board. Not all UTK websites have utilized the updated template and should. Doing so would make the university's online presence more presentable. [#1568108]
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There is SO much on all of your websites that you dont know where to look. Is it the top nav? vertical nav? expanding drawer? mini horizontal nav? The photos are pretty, but dont help to navigate. See what other schools are doing with a huge photo in the background with the website template on top. [#1568109]
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No input. [#1568113]
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The campus web template is too top heavy and forces unnecessary scrolling. More compact and easier find buttons and links would help. [#1568163]
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Please create a search results page that has useful info in a readable format. Current search results are just blobs of text with mostly useless information. [#1568171]
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I am considering Blackboard in my response to this question. Blackboard is buggy, user un-friendly (uploading items one at a time via a web interface instead of FTP!), and un-configurable. Why should I have to contact OIT to merge two cross-listed classes? Why does OIT have such a hard time accomplishing this task? [#1568178]
I find the OIT site challenging to navigate. I usually have to call OIT or send a ticket and ask where to find something. [#1568191]

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Need to be more intuitive i.e. Blackboard and Sharepoint [#1568192]

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The library website works very well. Finding Human Resource information can be difficult though. [#1568197]

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Some individual web pages are difficult. These are always the responsibility of some department that is not OIT. I see no way to cause everyone to be a great web page programmer. [#1568202]

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Getting us all on the same thing, with the proper training and maintenance [#1568226]

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The search function on utk.edu is basically useless. The OIT website is also very hard to navigate, I think because things aren't in intuitive places (menus / submenus). [#1568271]

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I don't know of many things, but allowing access to face book during class time seems antithetical to learning. [#1568275]

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The new library web site is badly organized; the search boxes don't search the things you think they should be searching. [#1568282]

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There are some dept. websites that are highly lacking in organized structure or consistently present and placed elements. While 100% uniformity is not expected perhaps some assistance from website designers would be helpful. [#1568328]

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The UT website is confusing and it's very hard to find information. There are many campus units that don't include names and contact information for their department. Financial services is one of the worst for not knowing who does what and who to go to for help. [#1568334]

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The Banner system is hard to use for many things. For looking at graduate applications, it is ridiculously terrible. [#1568350]

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See myUTK comments... Our web infrastructure is vast so this is a tall order. [#1568357]

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Make utk searches look at utk first-- even looking up a name can be a major pain in the ... [#1568402]

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I think the OIT web sites are easy to use but the UTK web site is awful. [#1568429]

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Some websites, such as the one for the bookstore, or confusing and the navigation is complicated. For example it is impossible to find the hours of operations quickly or at all. [#1568430]

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The main website is difficult to navigate. [#1568434]

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Yes [#1568468]

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UT has a LOT of sites and places, so it can be kind of confusing to even know where to look for things. [#1568482]
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I would recommend a standard platform for website maintenance across the campus. [#1568502]

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The UTK Home page is too "busy" and it is very difficult to find what you need. The only saving grace is the A-Z Index...and that is if you know the name of the department you are seeking. [#1568550]

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More easy to navigate through websites. [#1568553]

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The pages are not consistent or up to date. I'm not sure the using secretaries in web designer slots has been entirely successful. [#1568555]

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Again consolidate websites. [#1568575]

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My frustration with the campus website is the search mechanisms. Say if one is searching for a department - say Purchasing - if you put Purchasing into the search bar you come up with 'articles' about Purchasing. Never a link to the department searching for. And many departments are buried deep. I wanted to find out about long term disability recently. The search provided me with nothing usable. I ending up calling Benefits. I care little about 'articles' on the department. I want to find the department. Or form. I want it to replicate Google for the campus. And further, there are no links to either the UT System site nor other campuses sites. Very frustrating to get to those sites. [#1568582]

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When receiving the email to change my password, it would be helpful to have a LINK to the change password page. [#1568607]

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The navigation through the newly designed UT website is cumbersome, requiring that we click on many different segments to get to the one that we are looking for. Personally, I liked the previous website better. [#1568639]

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Sometimes it is hard to find statistical information about the University. It used to be on our front page. Now the front page is ever-changing. Can be confusing. [#1568657]

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It is difficult to find unit and departmental information. [#1568684]

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I think websites are inconsistent from department to department, college to college, etc. [#1568692]

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The library website it terrible. You have to know what you are looking for in order to find it! I may only know a topic and not the name of the database or journal most applicable! A general search would be very helpful. [#1568741]

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I consider myself to be pretty tech savvy and while the revised website looks good, it is MUCH less user friendly. I find myself going straight to the A-Z guide. Nothing is intuitive. [#1568746]

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A lot of information is buried under layers of links. Search functions often turn up irrelevant links first and foremost. The interface of the home page seems focused on promoting the university to outsiders and not about accessibility for those actually at the university. [#1568773]

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The search engine on the UT website is not always helpful. Not sure if it would be possible to improve. [#1568775]
Searching for classes in the catalogue could be a bit more streamlined. [#1568777]

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UT's course listings and registration resources are a joke. It's impossible to find anything you need to know about classes offered. [#1568792]

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No improvement is needed at this time [#1568829]

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The library portal can be very confusing and also searching around on registrar can be very indirect in getting information. [#1568877]

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The current website is helpful but it caters to student which it should. It is not as easy to find business related areas which staff uses. [#1568884]

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The redesign of the OIT site is not user friendly at all, it appears to be designed for the OIT staff not the end users. [#1568931]

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Sometimes doing a search takes me to several places. Would like to have access from one Web page. Keeping everything straightforward: tmall versus volmail verses students from Memphis who have a different email. Banner/ISIS/etc. Not intuitive as to where to go for what. [#1568961]

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Some campus websites are a little harder to find info on them. Some departments are part of bigger websites and it is a little confusing (ex.key shop) [#1568984]

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Generally we do a good job but many campus websites need to be updated and made to be more user friendly (such as volsconnect.com). [#1568991]

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Instruction accompanying downloads of software confusing--e.g., JMP. Book store used to have CD versions that could be purchased. No longer have. Would be nice for OIT to automatically update Jmp licenses for using faculty annually. [#1569000]

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Again another web browser compatibility issue. [#1569035]

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It's often a challenge to find basic information. In an effort to be fresh and current information which is normally only needed a few times a year gets moved so it is difficult to find. Search boxes for the University are stacked for those for the department. Once a search is performed I can't tell if I'm searching within the department, the university or all of the internet. [#1569063]

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Campus Web Sites are confusing to use and access under websites to find who assists who and who is in what department is difficult to find. [#1569074]

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I think the easier a website is to navigate the better for all areas of the university. I know that there are times when I use IRIS that it like being on a safari to find the particular page I am looking for. [#1569091]

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Not all departmental websites are maintained and kept current, which confuses the student population that we are here working to serve. I do not have a suggested way to improve this flaw, other than perhaps to establishes timelines for departments to comply with policy on a periodic and ongoing basis. [#1569117]

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I think they are easy to use when you get to the university. I know I was extremely confused being a senior in high school and knowing nothing about college. Some tutorials could be helpful.

This is very important for students to be able to access a website or service, get the information they need and move along. Having problems with these systems slows down students and preoccupies them when they could be doing something else.

Due to the nature of my appointment, and age, few of the tech items are important to me.

There is not continuity between different departments' websites. I lot of times I feel that I have to already know where to look. It is not user friendly and the search feature is a real hit or miss.

I am a relatively new employee at UT and there is a wealth of information on the utk.edu and Tennessee.edu but the information is often hard to find and sometimes out of date. It would be nice to find straightforward and practical instructions on how to do basic things like travel claims for example.

It is very important as a distance education student to be able to navigate UTK website with ease. Currently it is not completely user friendly. You can easily get lost within the site and not be able to find specific departments you are looking for from the main site.

Sometimes UTK.edu site does not find what I need. For one instance, I was looking for the technology center thru the book store.

As a returning student from a few years ago, finding the email service link was a bit tricky, at first. Obviously once found, that issue was resolved. Perhaps a link on my.utk.edu to email services would suffice.

I have an awful time searching for sites I need to use. I'll eventually find them, but it takes a lot of clicks or use of the search tool to find them.

campus map works very poorly

GMail. Please. Outlook "just" logged me out while I was writing an email, and I had to rewrite it. Outlook gives me trouble frequently. Why why why why are we using it instead of GMail?... I can think of no good reason. Put effort into switching because it's not that hard and it will make a big difference to students.

Finding things online can be difficult, and some sites are cumbersome. The A-Z guide helps, but is missing some obvious listings.

See earlier answer re. no obvious way for student to download and print unofficial transcripts. This is possible even at my daughter's high school via Knox Co. Schools' IT services!

The UT web page is one of the most confusing web pages I've ever seen.

I have a difficult time finding staff related information on the UT site and for a few years it seemed like things were being moved around every few months. My searches tend to bring up more press releases and the like when what I am looking for is a question about UT policy.
I needed training to use the website when I got here and still have trouble finding certain calendars and things. It's way difficult and long. [#1569508]

Potential students and high school counselors often have a hard time finding information on the website. [#1569521]

n/a [#1569524]

Financial information is hard to track down [#1569534]

Since the last upgrade, I struggle to find the contact information on some pages of our departments or colleges. The people finder is not "people friendly" - one should be able to type in almost like a "keyword" and get options of names. The current search seems "rigid". [#1569550]

Generally speaking, public-facing campus web sites and online services are usually the best in usability, with internal sites and services usually being the worst. Having a minimum standard that all follow and meet would help with all the inconsistency. [#1569577]

Sometimes it is difficult knowing what to find where. [#1569583]

Web site is pretty good. little easier access to the kb and certain other sites (itc sites for reserving rooms, etc) would be nice. and the auto redirect for bblearn would be nice too. [#1569588]

better search relevancy in campus search - often documents are the top results, when what is needed is the webpage, contact info etc. A-Z list limited to page and titles, some sub departments not well represented. [#1569601]

the password reset procedure is harder and more complicated than it should be. clicking through the UT website to change or reset a password should take no more than 3 clicks to bring us to the correct page. depending on where I am on UT's site, it might take seven. Create an automated, email based way to reset it, similar to my bank or social media site. [#1574618]
Accessing important campus Web sites and online services from my tablet or other mobile device.

make the system compatible with any device, minimizes frustration [#1566169]

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I am just starting to use tablets and think that having that access with UTHS would be awesome. Really though, I use my email more than searching the website. However, looking up articles is pretty important so whatever can help that.... oh yeah [#1566188]

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It would be extremely nice to have an Android mobile app for tmail. [#1566264]

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Blackboard not fully functioning on Samsung Note tablet. [#1566277]

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I consistently have trouble accessing volmail from my mobile device. I have also had trouble accessing UTK on blackboard. One particular issue I have is when I have had to update my netid password, I have not been able to reconnect to these services on my phone. [#1566307]

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Mobile versions of sites are terrible [#1566308]

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Basement of Walters life sciences needs better signal. [#1566315]

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MyUTK doesn't make it easy to get to grades from the mobile platform (Using Andriod on HTC Thunderbold). [#1566325]

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you can't find ANYTHING that's useful to anyone easily on mobile. Actually the whole website is really a mess and useless for anyone who actually wants to find something useful. [#1566359]

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Baseline ut website just got mobile compatibility mid year, but other services are near to non existent or work very poorly. SharePoint is bad, can't use enterprise programs effectively. [#1566392]

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The mobile version of myUTK doesn't have the parts of myUTK available that I've tried to access on my mobile. [#1566422]

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Myutk mobile is not useful, I want to be able to see my balance and schedule from this mobile site [#1566433]

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Similar to the comment above, development according to W3C web standards would allow this. [#1566453]

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Mobile Blackboard does not include full functionality. For those of us who teach, we can't upload grades or check on files we posted. [#1566460]

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The MYUTK website should be more mobile friendly. Other than that; I think that the mobile accessibility is pretty good at UT. [#1566494]

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Myutk and the UTK website aren't as easy to use as they could be. Maybe easier found tabs with commonly visited options to be better displayed on the mobile versions on the two apps for phones and tablets. [#1566524]

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I would like to have the full benefits on my tablet (android) for MyUTK for example along with the offered ones only on phones. [#1566585]

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The mobile myutk doesn't have all the features as the desktop version (like checking GPA and such). [#1566589]

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Sometimes outlook won't load or the ut-open will kick me off. So a more reliable mobile system would be great. [#1566602]

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Would aid in accessing online blackboard notes. Maybe an app that automatically downloaded note for the class every morning. [#1566712]

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Pretty good. Some navigation issues that occur more often than I would like, but not too bad. [#1566770]

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Same comments here as for apps@utk.edu [#1566784]

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I'd love to see more mobile addressable surveys. Maybe educate the professors more on this issue. [#1566789]

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It's the future get with it. [#1566814]

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I am OK with the current support. [#1566864]

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The mobile version of myutk doesn't provide or Let us view all the same information as the desktop version. [#1566925]

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Can only access the UT app. [#1566930]

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the Blackboard app needs to remember my username and password. Or at least ask me. See, the problem is that I receive notifications from my teachers on Blackboard on my phone, but when I press on it, it's blank. It needs to be smarter and send me to the log-in page. [#1566961]

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Make uthousing available on phone. [#1566964]

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bb often makes my phone crash [#1566975]

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There is not an app for my Windows Phone. [#1566985]

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GradesFirst needs to go more accessible [#1567000]

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I get restricted performance on my mobile phone. [#1567003]

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This is really big!!! Keep making updates so that it is easy to use on all devices, especially phones! [#1567018]

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I click on some pages from my tablet that make no sense; I can't find what I am looking for and cannot open the regular site with a regular browser. [#1567058]
Make MyUTK mobile friendly, and make it include everything that's available on the PC/Mac version.

Mobile services are good.

This is important. I don't believe the map app is good. I could actually benefit from using that a lot, because sometimes I get turned around and can't find a certain building. I wish this app was better.

Last time I checked MyUTK has limited features for mobile devices.

Mobile websites should be just as easy to use as a website on a large computer.

I have tried to access MyUTK on my tablet and the layout is weird. It is not even close to the interface that is viewed when using a computer. As a result I rarely look up any important academic information with my tablet.

Access from tablet and phone is great, however UT-Knox is one hour behind Nashville.

I pay a technology fee and don't think I should pay for this - in fact I forgo it so as not to have to buy the app. As you know, the web page formats largely don't work on a mobile device.

Many UT websites are not Mac/iPhone friendly.

Encourage professors to use sites that are compatible with tablets and mobile devices.

Sometimes the UTK app is hard to navigate or doesn't work and the Blackboard app is not always reliable on my phone.

The new blackboard isn't as good as the old. You now have to search hard for where it downloads the documents to.

I like being able to check my class schedule in PDF format on the computer. It would VERY nice to have this ability on the mobile App.

The UT app available could use some work. It is only relatively user friendly, and then you try to access myutk and the experience quickly becomes not worth your time. The interface of the myutk website is fantastic, everything you need at a moments notice (your schedule with buildings and room numbers, your financial and volcard balance, and the status of your account) are easily accessible. The true should be able to be said of the UT app. In-app access to a myutk with a mobile/tablet friendly interface would be a great improvement.

The inconsistency is probably the worst issue. Some sites load fine, some are almost unusable. Again, centralizing/standardizing would help.

OIT needs to be immediately behind current technology as it is released not lagging behind. This includes ALL web browser compatibility issues not a select few as well as application support for current and newly released and updated applications.
For a while after registering a device the utk.edu site would redirect me to the IT services and I could not access the main page, which was important at the time for weather updates/closure news. This problem seemed to go away. [#1567407]

This is most difficult and always a problem to access files, etc. [#1567415]

The templates that the university requires everyone to use is not mobile-ready, so the responsibility falls on each department or program to make the pages accessible on mobile devices. Not really an OIT issue. [#1567448]

Often you cannot login to the library’s site from off campus. [#1567456]

i am usually accessing from my phone. [#1567476]

Web sites are getting better. Most are not updated. There is not any consistency. None of the ones I access look like they would be conducive to using via a mobile device. [#1567487]

Make all sites capable of accessing full versions so can see everything on smart phone. [#1567502]

better than it was, but some still need improvement [#1567503]

Main platform for one-off, quick interactions is my Android cell phone. Need more cell phone formatted options for T-mail, myUTK, Blackboard, and utk.edu. [#1567528]

I have a hard time accessing any ut websites on my phone. They refuse to come up. I have a Galaxy S4. [#1567609]

Web pages are a bit confusing and not always user friendly (library especially). [#1567611]

Most websites work okay on mobile devices, but there is much room for improvement. [#1567616]

The BB app can be slow and spotty [#1567678]

slow to load even on a 4G phone [#1567693]

Most UTK websites do not display correctly on mobile devices. I do not want to have to download an app for every single website in order for it to be functional. [#1567716]

N/a [#1567748]

n/a [#1567759]

Increase the number and range of subscriptions to scientific journals [#1567761]

Have outlook and myutk be more accessible for earlier versions of phones. [#1567780]

Not UT’s problem...I have an older tablet. [#1567795]
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this is a nightmare from home at times. Iris does not work well even on Tablet. We need to be able to work 24/7 home and at work. [#1567815]
-----
I love the blackboard mobile app, but I wish I could view my grades on it. [#1567825]
-----
I really, really, really wish that myutk had an app or a smartphone-compatible version that was actually useful. [#1567840]
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Not compatible with older devices [#1567870]
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sometimes I have to use my computer because something doesn't come up right on my phone [#1567871]
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The default template used across UTK-branded websites uses a responsive design that switches to the mobile version on tablets (including the iPad Retina display) instead of displaying the normal-sized website. This makes for a frustrating user experience. [#1567878]
-----
Easy on iPad not so much phone [#1567887]
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Provide apps to android devices. [#1567898]
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How do I find the A to Z list of resources on my iPhone app? How do I look up a department on my iPhone app to access its phone number? [#1567920]
-----
I know this isn't OIT specifically, but Blackboard needs to go more to app-based applications. I should be able to bring up a single student's grades (to go over with the student), I should be able to take attendance easily and send out individual emails to students of exactly when they missed, when they were tardy, etc. (this can be done on the Attendance 2 app which I use). Students should be able to write blogs on their tablets or even Smartphones. [#1567949]
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The service is ok but the site is confusing. We have many templates/looks at the site which makes us look bad [#1567950]
-----
So many things don't work with tablets - UT is so far behind and seems to have no standard. Do we use Fire Fox, Google Chrome, Safari - WHAT THE HECK? [#1567954]
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I would like to see more websites compatible with tablets. It would be great to be able to access DARS on my tablet. [#1567976]
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Sometimes the sites just don't work with mobile devices. It will take some time to get mobile versions up and compatible with most devices, so not so big of a deal. [#1568029]
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Not bad at all. [#1568061]
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This is extremely important to me. Outlook works pretty well on my phone and iPad. I had problems setting it up on my phone but OIT was great in resolving them for me. Blackboard also works really well; MyUTK does not, though. [#1568095]
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Allow access to course instructor functions (grading, posting material, etc.) [#1568096]
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I use a smartphone, not a tablet, so my desires here are probably unrealistic. [#1568107]
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No input. [#1568113]
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Need a better blackboard and banner app [#1568115]
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It's 2014, as we all need a social media presence and website to engage, we need mobile optimized viewing options to conduct work on the fly. [#1568148]
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The unit where I work has a mobile friendly site however, most university sites are not. They need to be caught up. [#1568163]
-----
The Tennessee mobile app is not very useful and most students don't use it that often. The two main uses available on the UT app are the BlackBoard section and the Transloc gps bus tracker, which are both actually are both better if they are downloaded seperately. Make the UT app more customizable and intergrate the Outlook email so students with androids can look at their email on their phone without having to use an internet browser [#1568176]
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The Sharepoint calendar doesn't work very well on a smart phone. [#1568197]
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Make my utk as functional in the mobile service as regular terminal service. [#1568209]
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Multi units on the same creative applications, that work cross platforms. Including appropriate software/training for mobile devices [#1568226]
-----
Make all web sites mobile-ready if you are not going to make an app for everything [#1568228]
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I can't [#1568275]
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This is becoming more critical each year, so I believe improving mobile access should be a focus of OIT [#1568288]
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my phone and tablet seem to get confused and do not automatically connect. then i have to search for the log in, which does not always appear. sometimes i never can figure out how to get connected. [#1568297]
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We need more things to be mobile ready. For instance, TALEO is a nightmare and it would be hugely beneficial if we could access search information on a tablet during meetings. [#1568327]
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Clunky [#1568334]
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have issues with iPhone and iPad in the Vet School. Easier to get access as a 'visitor' or whatever the case [#1568370]
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This is the future of internet communication (tablet and mobile devices). [#1568405]
As I said earlier, The main website is difficult to navigate, especially on a mobile device. [#1568434]

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Not full access for myutk [#1568468]

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Many UT sites do not render well or lose great functionality on a mobile browser. MyUTK is especially limiting. [#1568480]

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Hodges Library offers no easy immediate access to the online catalog, esp. in the stacks. I have to use my Android App to access the library's site and search. HOWEVER, in most spots in the library, I receive bad or no coverage. [#1568506]

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Several websites that professors use in class are not available to tablet users. Web assign, aplia, etc [#1568532]

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The mobile UT app is awful. Mainly it has to do with Blackboard and I can't check all my grades or there isn't an easy way to do so. I should be able to go to one place and see everything. [#1568545]

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I can't interface wit my utk with my iPad [#1568547]

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Making myUTK and Blackboard more accessible on mobile. [#1568553]

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Improve mobile apps [#1568575]

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n/a [#1568620]

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It is difficult to use email from my Virgin Mobile cell phone. [#1568684]

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At home I may need to access websites and usually even though I am using my net ID and password it takes forever for the website to accept my info. [#1568741]

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I have trouble using android based browsers on the UT website. [#1568782]

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Volshop hours are not available on mobile viewing format. Please address this issue. Also, the mobile platforms in general are not very robust or detailed, maybe work on that harder. [#1568791]

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some difficulty involved in ease of accessibility of the full features on mobile sites [#1568797]

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Blackboard App crashes often. [#1568844]

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I find discontinuity across departments and colleges within the university. this makes it difficult to access information. [#1568861]

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MyUtk would be an awesome thing to either have an app for or be able to access on a mobile site. [#1568877]

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Extremely valuable as we are going to a web based system [#1568925]

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Improving the sites as mentioned above could improve the ease of using a tablet or mobile phone to navigate them. [#1568991]

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The webhcs website is a fantastic idea, and I'm so glad we have it. It is only partially functional on computers outside of the building, with glitches and malfunctions common. [#1569001]

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Blackboard is a pain to navigate on my droid phone. [#1569010]

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Just don't like the new web pages. It just seems harder to find things. [#1569015]

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Improve access/efficiency of volmail on mobiles. [#1569030]

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Still cannot get banner on phones. And the new change to the bus locater service is bad. I want it to stick with the app, not take me to a new website [#1569039]

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N/a [#1569057]

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Difficult to get service for guests [#1569074]

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This can be a pain. Make mobile sites for Iphone, droid, tablet, etc. because most people use that much more. [#1569129]

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I use my iPad for most classes and it is helpful to access the sites on it [#1569173]

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As a distance education student this is most important. Sometimes I am on the move and I must be able to access UTK sites by tablet. There have been few times when I have not. Mostly I struggle with the libraries databases. Sometimes I am unable to get into the journals and databases because of weak signal. [#1569290]

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BB Collaborate is tricky. I'd like to be able to use my iPad, but the app doesn't work with the OS, and I can't upgrade my OS since the iPad is older. Without an app, it requires Java, which means I can't buy a Surface or a chromebook or use my iPad. I just really hate bb collaborate. [#1569354]

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MyUTK does not work excellently on the IPhone, it gets confusing which link to follow [#1569367]

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I have found many of the sites to be horribly unfriendly from a phone or tablet [#1569381]

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I have never been able to access Myutk on my phone which needs to be fixed. I have the most updated Iphone, so it's definitely not my phone! I have also had problems with outlook 365 on my Ipad. It never seems to work. Blackboard is doing just fine mobile wise, so props. [#1569395]

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site isn't very mobile friendly [#1569400]

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MyUTK and BlackBoard are a pain to access from phone/tablet (iphone/android tablet) [#1569404]

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Bootstrap. [#1569426]
Accessing UT related web sites and services from my phone (Android/HTC One) is painful at times. Sometimes I wonder if it's even worth it. This needs to be improved! [#1569429]
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Having to go to the Commons to set up a new Apple device is a hassle. Please work on that. [#1569450]
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Vol Mail is always slow and then crashes when I attempt to log on using my iPod. This is one of the most important school online services, so it is frustrating. Also, I like the T-link bus GPS service better before it was upgraded. I like it when it was still in the UTK app and it was easier to click on the bus stops and find out their expected time. [#1569483]
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Our mobile pages are awful. They don't provide the information a staff person needs to get to. Have to find a way to decline the mobile page in order to go to the normal web site. [#1569498]
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My phone is an Apple and it does not access the server or anything of that nature. I have never tried the apps available; I just heard of such this week. [#1569508]
-----
n/a [#1569524]
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Mobile device access is limited in some circumstances [#1569534]
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Accessing Blackboard is a bit of a trick. However, I am unclear if it is on our end or theirs? [#1569550]
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Some websites require utknetid for login and it would be nice if netid@utk.edu was a supported username. It would be nice if I could force the desktop view of a web site on my mobile phone. That doesn't seem to be possible though commercial sites usually provide a link to do that. irisweb.Tennessee.edu doesn't render well with my iPhone. [#1569570]
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I have found that I may be able to get on a site, but then can't download a particular form. [#1569583]
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the mobile access versions quite frankly suck. and the app is barely function (bb app too, but that is a not UT's fault) [#1569588]
**Having campus technology services available that improve and enhance my collaboration with others.**

Having the technology available, like sharepoint, is great but the expectation that users become sharepoint design experts is making the implementation of that system problematic and impeding its wider use and value added. [#1566156]

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blackboard collaborate is great when it works [#1566211]

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SharePoint is not user friendly. [#1566230]

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Not so important because my dept has developed our own infrastructure for this and collaboration often involves people at other institutions, so we use things like google docs, dropbox and web forms. The thing I'd most like is a shared calendar system that isn't based on Exchange, because the majority of my dept doesn't use Exchange. [#1566264]

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The BlackBoard forums take too many clicks to navigate, read posts and post replies. Then, once one has made a post, there is no navigation button to take one back to the forum or string one was reading. [#1566422]

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you are doing great [#1566433]

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Google and Dropbox already provide these types of services for free and with widely available access. However, the video collaboration on Blackboard has shown useful for review sessions with professors from home. [#1566453]

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Live Online at UT is not reliable. I have students who frequently get kicked off the site or cannot use it. I have had trouble even using it on campus on campus computers. It would be a great resource if it was reliable. [#1566460]

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Diversify the platforms available for online teaching. (or more training for graduate student teachers, if there are additional platforms besides Collaborate and Blackboard and we just don't know about it) [#1566466]

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If we have services like this other than e-mail I would like to know about them [#1566494]

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Blackboard is pretty shoddy at the whole group work thing [#1566545]

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Sharepoint works well up to a point, but I do use it a lot since I create documents with co-workers across the state on other UT sites. [#1566552]

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Need software that are easy to use and powerful to communicate with classmates, like when working on a homework [#1566585]

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Software that was available that was consistent like Endnote wizard [#1566712]

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Josh rocks! He really helped me to get set up with ArcGIS. I was having a big difficulty getting the software installed on a dual harddrive, and he was just awesome helping me get the information I need. So was administrative! Thank you all so much! [#1566770]
Sharepoint is not user friendly. Our office has a license for GoToMeeting which is a wonderful collaboration tool. [#1566775]

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Non campus specific items Google work perfectly [#1566783]

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No good solution for online meetings with non-UT people and these are our customers. [#1566801]

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Coming need to do more of this and do it better, particularly as new technology options and approaches arrive over the next few years. [#1566803]

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In general, I find the collaborate sessions (synchronous and sometimes asynchronous) are problematic. Perhaps it's all operator error but I've been in too many classes where we had to wait while teachers set up collaborate or reboot collaborate or loose display functions. I have had classmates have technical issues during our weekly synchronous meetings and they've said it took them hours to get it sorted out. Meanwhile, they miss the lecture/discussion. [#1566945]

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See comments under blackboard collaborate. I believe all of us should have free access to GoToMeeting. [#1567014]

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N/A [#1567018]

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Blackboard is very slow. Ugh. [#1567033]

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Blackboard and Collaborate are complete jokes. [#1567044]

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Blackboard is the only tool I know that we have. It is very complicated to use for informal conferencing or for collaborating on projects. [#1567058]

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There seem to be a lot of outages. [#1567092]

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Having a server to share (Large) online files with group members. Having easy to access and use projectors in group room settings. [#1567124]

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The Nashville campus falls short; a lot is required when we aren't fully staffed. [#1567163]

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n/a [#1567238]

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While such technology services may be available, said availability is not apparent enough to actively enhance my collaboration with others. [#1567285]

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Yhe OIT Help desk needs serious HELP. Often when calling in the person answering the phone is clueless as to what UT supported application are or who supports them. [#1567373]

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Need collaborative services that work well with non-UT people. [#1567377]

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There is more available than in use. The thing that bothers me in one class is that blackboard and other sharing tools are not being used, while in the other two it is working excellently. I'm not sure if the TA
does not have access to post items since he’s doing more of the class than the professor, or a lack of training. [#1567407]
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More interactive applications on blackboard Reinstate the library reference help Perhaps open forums or chats on blackboard [#1567471]
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I don’t really have any “sharing” of materials that I do. [#1567522]
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Sharepoint is difficult to use and does not allow collaboration with outside institutions. For Skydrive and other services like Dropbox, security is questionable. We need an easy-to-use collaboration platform that will permit collaboration with other institutions and that provides a reasonable level of security. Some institutions are using Box and have been able to assure a certain level of security (although highly sensitive information cannot be stored on Box). [#1567535]
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Additional training would be helpful [#1567543]
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There is an issue (which I don’t blame OIT for) between the PC’s in my dept and Macs that some have getting our public calendar to work correctly. [#1567558]
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We need the best and fastest internet. [#1567573]
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I use Skype and Google+ but we really need a better platform. [#1567575]
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There is a big problem with sequencing data to and from ORNL and the ability to analyze it with significant computational resources. How to keep systems secure and speedy is very difficult? I do not have any ideas on how best to do this. I wonder why there cannot be a secure dedicated line(s)or processes between the two institutions that would facilitate data transfers. [#1567712]
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N/a [#1567748]
-----
n/a [#1567759]
-----
once a month classes for Ag would be great. [#1567815]
-----
SharePoint has been an excellent tool. However, it needs to be supported more across campus as the go-to solution for collaboration. [#1567913]
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we primarily use sharepoint which is not user friendly or easy to use unless you use it regularly. It is also not the most attractive presentation if you were going to use it for anything more than sharing information with a group. plus you have to remember the address or book mark it. it would be nice to be able to access these automatically by signing on with your net id [#1567953]
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The renovations in the commons are great for this! [#1568022]
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Classes or directions need to be provided for SharePoint. [#1568032]
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Online group document editing via course site on Blackboard. [#1568038]
This is less about the technology than it is about user training and acceptance. I have a hard time getting 100% buy in when I try to get groups to use online collaboration tools instead of traveling to meetings, expensive conference calls, or ineffective video meetings in large meeting rooms. [#1568107]

It has to be easy, simple, available off-campus, and work well with different browsers and operating systems. There are collaboration tools now, but I don't feel they meet those requirements. [#1568134]

Sharing large files (>100mb) between campus collaborators is difficult. We frequently resort to dropbox, thumbdrives, external harddrives to transfer data [#1568143]

Why can't Blackboard have a simple chat interface so I can conduct chats with students during my office hours? [#1568178]

I am a distance educator, I do not live in the area, thus having connectivity at all times is exceedingly important to collaborate with other faculty and students. As ON-line programs expand this will need to be taken into consideration. Expanding bandwidth for courses is needed so that students taking on-line courses can submit Power Point and other types of presentations. [#1568191]

Sharepoint is not user friendly and thus is not used like it should be within my department. [#1568192]

Blackboard is NOT a collaborative tool, and neither is microsoft whatever. Get behind Google or other more useful services that will allow REAL collaboration to take place! [#1568228]

Provide a webex type tool that's easy for us to use. [#1568268]

no suggestions. if I knew how to do it, why would I ask you for help? [#1568275]

SharePoint is a great concept but too granular in a lot of cases. The improvements to add non-UTK users were HUGE though. [#1568357]

It is probably more lack of knowledge. I would like to see collaboration software allowing multiple online meetings, chats, file share and project management in a single location. [#1568361]

This is important for any issues that occur. Our IT staff - much to be desired. [#1568370]

Maybe allowing to contact other classmates made easier. [#1568553]

You provide several opportunities to learn more about services and how to use them. [#1568650]

Right now we use Sharepoint to share files, but Sharepoint is not user friendly and is a clunky application. [#1568716]

Having very graphically readable colored floor plans with areas of responsibility (College or Dept) clearly marked being easily available from a cellphone or tablet would be immensely helpful, not from a complex web of menus like Archibus but a CAFM systems like InSite which was started at MIT and now has 30 university systems worldwide on it. http://www.insite.org/solutions/visualfm.asp [#1568751]

Actually happy with Blackboard for students but frustrated that faculty groups now have limited access. It is ridiculous to have to have so many different programs. [#1568773]
Good [#1568851]

Couldn’t set up a basic Skype/Facetime connection for one of my instructors who was ill and needed to teach from home for a few days. I can do this with my iPhone. The “security” claim seems weak. We ought to have basic Skype type capability in classrooms. [#1568878]

technology newspapers? webinars? [#1568879]

I always end up using third party stuff rather than using any service provided by UT, partly because I don’t know about what’s available. A file sharing service like google drive would be nice, or a collaboration center like bigtent. [#1569010]

It is extremely difficult when collaborating with others outside the University without any centralized tools. [#1569052]

buying better technology [#1569129]

The issue here is the technology literacy of the faculty. My experience has been that the faculty’s technical knowledge has been minimal on average which is extremely concerning given that I am taking distance course. SO, the full experience of the technology is limited by the faculty's knowledge in facilitating those collaborative features. [#1569246]

Yes [#1569256]

N/a I am a distance education student. [#1569290]

More training opportunities are needed, or at least need to be more widely advertised. [#1569448]

They don't exist. [#1569454]

Teachers often do not post the e-mail addresses of the students in their online courses to Blackboard. This is information that, when available, makes not only collaboration but also simple communication MUCH easier. Apparently, this is a step that instructors must make. But why aren't these e-mail addresses imported automatically so that students don’t lose out when teachers don’t take the time to post/import/do-whatever-is-necessary-to-share them? Not having them is a HUGE inconvenience and obstacle in an online course, to the point of undermining not only community but even the democratic process--students cannot compare notes on their experiences to mount any sort of effort toward very necessary constructive feedback for the instructor. I hate the online course experience at UT, which is primitive. This is just one example of how it could be better. [#1569455]

As a staff member I receive almost no information about what is available to me to help improve collaboration. I see information being provided to faculty but rarely is anything directed to me as a researcher. [#1569491]

n/a [#1569524]

All engineering rooms are well equipped in JDT. What about gen ed classes [#1569534]
I used Blackboard organizational sites constantly. And particularly for my collaborative research with students and colleagues - even those outside the university. SharePoint doesn't hold a candle to the work one could do with a Blackboard organizational site. Additionally, I would like to get on SharePoint and have access to all of my SharePoint sites. This seems basic to me, rather than having to go in to each site through a link...cumbersome and inefficient. I really appreciate the EndNote Collaborate service and access to librarian people who can teach/guide through it. [#1569550]

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SharePoint is cumbersome and requires separate links for each SharePoint group one is in. I'm sure there is a way to consolidate this but it is not intuitive. [#1569561]

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SharePoint is not the answer. [#1569577]

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What are these? I don't know about them. I tend to use Google Hangout for all of my collaborative work. [#1569583]

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Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.

other universities are many decades ahead with the classroom technology. equip each classroom and meeting rooms across campus with smart boards. [#1566169]

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We have this [#1566188]

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smart classrooms are not well maintained, and service takes too long when needed (such as when I am beginning to teach a class and something breaks down). If you teach at night you are out of luck. Technicians seem not to understand what is wrong. [#1566211]

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In this day and age access to technology is a necessity. [#1566230]

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Without software for our personal computers, Sympodiums are useless. [#1566277]

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Definitely. [#1566306]

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It is great [#1566312]

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The Jesse Harris building has the most pitiful technology I've seen on campus, and its where all my classes are. Even our projector screens are so fuzzy and dark you can't tell what is happening [#1566376]

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It's good [#1566433]

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Having a computer lab in the department of anthropology is a must. Right now we have an old room with old computers. We need new computers, more computers and a good printer. [#1566442]

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Some of our technology in our buildings is dated and malfunctions from time to time; ex. projectors overheating during class. [#1566482]

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I think our technology is very good in the classrooms. It should be known, though, that chalkboards and white boards are integral parts of learning in many classes as well and should be implemented along with the technology, not replaced by the technology. [#1566494]

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Many classrooms do not have laptops specifically tied to projectors. Often faculty or staff must bring their own laptops to connect. Would be much easier were each projector equipped with a laptop. [#1566508]

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Some of the so called smart class rooms are not so smart anymore. They have outdated technology and so far as I can tell some of the technology does not work. I call your attention particularly to SSH 517. Technology capability in this room is a nightmare. [#1566537]

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So many of your classrooms are behind the times. Every classroom should have whiteboards, smartboards, and a working LCD projector! Also, make it easier for faculty to check out equipment (especially for night classes) like laptops and portable projectors to use in the classroom [#1566541]

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Some classrooms have nothing more than a chalkboard (EPS) while others are completely decked out with 3 Promethean boards (HSS) [#1566545]
My department tried using EdNet to broadcast our courses, but it didn't work well. Interaction is not a possibility with the current technology. [#1566552]

Make these services idiot proof. Step by step, what to do if there's a failure, how to turn things on and off. Don't assume we faculty know those things. [#1566573]

A better Smartnote system, this current one is slow [#1566585]

Getting projection and sound to work would help [#1566712]

Many professors currently do not even allow students to utilize their own technology, much less use their own. [#1566748]

Would be nice. Have been to NC State's new Hunt Library and wish I was a student there. It makes you want to work more by having the technology that increases the motivation to work better and faster. It allows for increased collaboration and productivity. [#1566758]

Smartboards would be great! [#1566770]

I teach small classes in Austin Peay and have to carry speakers, computer, projector etc with me. e.g. rooms 308 and 408. Need built in equipment. [#1566782]

Provide workstations in EACH classroom. This is inexcusable. [#1566784]

Sharepoint is a bust. It is not possible to share documents this way with non_UT people and these are the folks that we need to work with. [#1566801]

Most classroom technology is fine, but we need all podiums to have HDMI connections. Even better would be wireless projectors. [#1566808]

Some projectors do not work [#1566861]

I think the Jessie Harris building could definitely use some upgrades [#1566935]

I find that people in the College of Nursing (especially the lecture call CON201) don't know how to properly operate the technological equipment. I wish there was a readily available resource for them to get trained and to troubleshoot. [#1566945]

Strive to make all classrooms electronically compatible, with all the 'bells and whistles.' [#1566968]

the color is usually off from the computer to the screen and this makes some of the writing hard to read or makes it so that i can't see it at all. sometimes the color is important to the slide. [#1566975]

Equipment should be checked regularly for quality and reliability and/or there should be an easy way to report problems. The "emergency" problem reporting system works great. I'd love to be able to report simple problems in a simple way -- perhaps online. For instance, I have minor problems with classroom
technology in both HSS 71 and HSS 60. They hardly seem worth calling about, but they do need to be reported. [#1566984]

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The professors have no idea how to use the technology, even the EECS professors. Smart Boards are useless without a smart professor. [#1566985]

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If a class or meeting is in HSS, things are great (other than the missing doc cameras). In other buildings, tech is hit or miss, which creates a problem in planning two sections of the same course that take place in different rooms/buildings. [#1566990]

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Projectors in all meeting rooms. [#1567003]

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Now a days most of the rooms have technology, but also most of them have tech issues. It would be nice to have a technician that is constantly going over the classrooms checking what is going on. [#1567011]

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Update the AG campus classrooms and library with updated technology. It needs it! [#1567018]

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There is no technology in most of the classrooms around campus. Seem to only be in the business building. [#1567044]

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Professors should be encouraged to let students use technology within the classroom. [#1567092]

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Classrooms having varying levels of technology sophistication. It would be nice to know that the same technology is available wherever we go. [#1567096]

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I had difficulty in the education building (bottom floor) during a presentation the other day. Audio would not work. Seemed really old. [#1567099]

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the video recording classroom at UTSI records the lecture as if it were a slide show. I understand that this greatly saves on storage, but it is worthless to watch if your professor uses pdf files to teach (all of mine use them exclusively). You see a blurry hand while they say, "This equation relates back to this one on the other page, and then we see this result and it leads to the conclusion shown here." The audio gives no instruction and the video doesn't show where they point. It might as well never have been recorded. [#1567116]

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many of the buildings have "technology" that teachers are not trained to use. Many of these "technologies" are out of date, specifically those found in EPS. [#1567139]

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Ok. Staff don't know how to work it because they seemed stressed. [#1567163]

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Need in every meeting room! [#1567187]

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Smart equipment often does not work properly and does not get completely fixed. Cords & wiring exposed, hanging out of walls. Unfortunately, folks (teachers and students) do not take care of the provided equipment. [#1567191]

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Show professors how to utilize technology. [#1567207]
BB learn app is great. Need my.utk app!! for both android and iPhones.

There are still some classrooms on campus that are shabby technology wise compared to others. I am thinking of buildings like BEC as compared to Haslam. I understand Haslam was recently renovated, but I should be able to plug my laptop into a wall at BEC without having to use tape to hold the cord in.

This is a university in the 21st century! Having conference rooms not equipped with teleconferencing and at least moderate conference equipment and staffing is 19th century thinking.

Technology needs for UT-related committee meetings should be provided free of charge. Are we not all working for the same entity?

Computers in classrooms would be helpful, as this would eliminate some of the technology I have to carry from class to class to present.

I do not teach, but apparently from the instructors in my dept., some rooms have much less technology than others. In our university's goals, I am sure OIT is working toward making all classrooms have the best technology.

Having a posted set of instructions for classrooms with newer technology to assist professors that are not familiar with it to save valuable time during classes.

Technology is important and helps presentations.

be sure ALL classrooms have operational technology including DVD players and window blinds that are functional. Every classroom should have lights that dim.

Smart boards are amazing! Need more on campus.

Need to equipment more conference rooms with web cameras and monitors.

It's okay to have Smartboards in some classrooms and not others (especially because so few instructors/professors have adopted use), but we have to have HDMI connectivity in every classroom. In HSS, we have HDMI connectivity but some of the rooms are setup to have the HDMI carry the video only; sound still has to go through the headphone jack.

Many times, the technology doesn't work. Smart boards rarely work, and the main monitors are iffy as well.

Need better service for SharePoint.

Some classrooms still only have chalkboards.

White boards are INCREDIBLY inconvenient especially in long classroom. You can't see what's being written while the professor is standing in front of it then it gets erased. Or you can't see through the person sitting in front of you. Professor need to take advantage of smartboards or at the bare minimum document cameras that are strategically placed in the room. Therefore, all classrooms need at least one of these. Example of a building not fully equipped, Nielsen Physics.
Very important. [#1567689]

I see this most useful for meeting room as I am not in the classroom. Many meetings have inability to pull up video or web link during presentation. I suspect this is due to web access or speed. How to improve for classroom may be mostly setup in black board - but I don't teach. Do we have a short course on-line or otherwise for video conferencing? I just received and email that ORNL is going to use bluejeans. Is this program in the UT future? Also I have not ventured much into video conferencing as we have mainly used google hangout to collaborate with up to 8 colleagues in Canada -McGill, Princeton, UT Austin, ORNL, LANL, univ. SC and ulesswhere in U.S. This program sometimes knocks participants out and generally we can get back in. Learning about other options may work but it may be worthwhile to have an OIT person sit in on a video conference to see what is presented and how the participants work together to then assess how to improve the experience or what other programs may be worth trying. [#1567712]

It seems that while the campus is a very wired space, more outlets for laptops would be much more tech friendly. [#1567723]

n/a [#1567759]

Install more Smartboards. [#1567798]

Estabrook, Dougherty, Bueller, Perkins, and Pasqua are all terrible when it comes to the incorporation of modern classroom technology. [#1567843]

All I need is a document camera and a projector that will also project the screen of my laptop. But I need that very much! [#1567848]

Connections within the classrooms are NOT always up to par and make for awkward presentations sometimes. Get everything up to code. [#1567856]

making progress - some classrooms still the old style [#1567871]

There needs to be routine check up of classroom equipment. Some of it kind of works, but not really...and instead of struggling with it, I go back to using the chalkboard if that is available. [#1567905]

Please install enough whiteboards in all rooms. If there is a projection going on at the same time in the room, there is often not enough space to write on, because the screen covers the white board, Maybe the screens should be hung next to white boards, not on top of them. [#1567907]

It would be nice to have more study areas [#1567929]

We should be able to capture in all University classrooms [#1567944]

Many rooms do not have minimum technology services. This makes it especially difficult when I teach four of the same classes and one of the classrooms does not have technology, meaning I have to come up with a completely different lesson plan, copy materials unnecessarily, etc. [#1567949]

Many of our classrooms are not equipped with technology........interactive whiteboards, etc. [#1567950]
Most meeting places are outdated and do not have current technology, including any kind of collaborative technology [#1567953]

I would like to see more training for teachers in most departments. I'm talking about good knowledge of internal structure or even just using basic programs like power point word and excel. [#1567976]

Total picture is difficult to manage [#1568061]

Include projectors in larger conference rooms [#1568096]

It's a matter of cost. [#1568107]

Poll students and instructors on their perceived classroom tech. needs and incorporate the necessary equipment in a standardized uniform method based on the needs of each building's users. I feel that this would be much more effective than having inconsistent equipment (especially within the same building), as well as more consistent than purchasing technology for the sake of utilizing the allotted funds regardless of the technologies performance record/maintainability and regardless of user needs. [#1568113]

There are services and technology present in the classrooms, but on many occasions I am unable to get it to work properly despite having all the right hook-ups and connections. [#1568172]

Classrooms routinely have only SD projection and poor sound. [#1568178]

I do not know if Go TO Meetings is OIT driven or The College of Nursing driven. The sound quality is not very good, if the speaker is on the computer at the front of the lecture hall, it is very hard to hear if someone is asking a question from the back of the room. It would be nice to have speakers that could be connected to capture all meeting/lecture information. [#1568191]

Many of the classrooms in my building do not have good resources. [#1568192]

We spend so much money on smart boards that we ignore very inexpensive alternatives that could free up monies for some amazing in-class tools and experiences. And no, clickers are NOT that. [#1568228]

A little spot on training would be nice [#1568275]

The veterinary school projectors need to be bulbs regularly and fade making it difficult to see what is projected; however, they say they don't have enough money to replace the bulbs when we pay $20,000-40,000 a year for school. The pointers, slide clicker, and microphone consistently don't work as well. [#1568286]

I see this as a critical requirement for UT [#1568288]

Some teachers appose using technology in the class room. I would suggest that those that appose the use of Blackboard or use of computers or tablets in class should take a technology seminar on how useful these tools are too students. I have three professors this semester that don't use blackboard at all, and two of them do not allow students to use tablets and computers in the class room. [#1568289]
There doesn't seem to be any comprehensive plan for standardizing the classroom and providing faculty assistance with the technology. [#1568334]

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Not all classrooms are "Smart" [#1568403]

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Again, this the future of education. [#1568405]

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A problem some students come across is having an adapter for Mac computers. [#1568408]

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Having actual projectors available for check-out through the library would be extremely helpful so that any classroom could become a practice presentation room. The ones that the library has for check-out now are total shit. [#1568435]

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One of my prof doesn't know how to use the projectors and presentations in classroom [#1568468]

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Easily connecting to projectors is a common problem on campus. Laptops have some many different inputs these days that students don't know whether they need adapters. [#1568480]

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Please get some new projectors to Ellington plant sciences, the building has the technology of a poor high school. [#1568520]

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The only place that accommodates group meetings is in hodges, which is always packed. Having more places spread throughout campus would help [#1568532]

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Having DVD/VHS, audio, projection capabilities in all classrooms is important [#1568547]

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Having more wireless connection outside of buildings. [#1568553]

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Many classrooms are not updated with interactive whiteboards and faculty do not know how to use them. [#1568555]

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Classroom is not always user friendly. There are often equipment problems (malfunctioning projectors, etc.). [#1568605]

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n/a [#1568620]

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Most meeting locations on campus are great. In the Conference Center Building the HR Meeting Rooms lack such equipment. [#1568684]

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actually there a several interactive tools that I just haven’t found the time to work upon [#1568694]

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Have something that is simple to use and uniform across campus. [#1568744]

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Rooms that have tech are wonderful. Rooms that don’t are enfuriating because different lesson plans/handouts/etc need to be developed and it is time consuming. Need to have all class rooms have tech, especially as we are all increasingly encouraged to use it. Document cameras, though expensive, are long lasting, efficient and elegant--great for all kinds of impromptu student and class work, etc. All classrooms should have them. [#1568773]
Regular checking of projector bulbs would be great. Also, in my opinion, chalkboards/ whiteboards serve as technology for presentation and communication of information. Some department needs to take responsibility to ensure dry erase markers and chalk are available. If you did, you'd be heroes in my book. [#1568775]

I love having projectors and other things to use in classrooms, they should be available in all of the classrooms on campus. [#1568877]

Why don't we have wireless connections to projectors in rooms like the renovated HSS? Blackboard is a horrible system that keeps me from using technology that could enhance my courses. [#1568878]

I'd like to have the capability to do both BluRay and DVD in Hodges Library Auditorium (and in at least some of the group rooms). [#1568959]

clicker technology causes powerpoint presentation to fail when have videos and need to call up web urls. Had to give up using clicker technology as a result. [#1569000]

Service is generally pretty good, but some teachers can't stand laptops and that's what I take all my notes on. [#1569010]

Smart Board seems to be difficult to use (for teachers). When using overhead projectors there are often problems or lack of knowledge (for students) on how to use for presentations. There is often not the correct connection for laptop to overhead. HDMI and VGA connections should both be available to plug up different types of laptops. [#1569027]

good, could use updates in the science buildings [#1569028]

Desirable, but not necessary [#1569032]

Maintaining up-to-date and consistent technology in all classrooms seems to suffer as the university only has the resources to bring new buildings the latest classroom technology. All classrooms, regardless of what College they serve need to be includes when considering priorities. [#1569063]

Teachers have it, but do not use it as much. It could be helpful. Maybe every teacher should go through some learning course on how to use boards, technology when hired to university. [#1569129]

Not all classrooms are designed with the same technology (which is understandable). [#1569132]

Seems like a lot of the classroom technology is out of date, especially in Jessie Harris and Bailey. [#1569146]

Having just returned from a study abroad program where I lived on a ship for four months we had extremely limited access to technology. We did however have a "public drive" where we could post files and other things that helped with group projects or just sharing pictures. It was great! [#1569166]

none [#1569238]

N/A [#1569288]
Yes meeting areas such as Blackboard have certainly enhanced presentation and sharing of information. [#1569290]

Basically every class on campus has awesome technology for teachers to use! The only problem is that very few teacher know how to adequately operate the equipment! This is especially true when it comes to hooking laptops or other devices up to the podium for use during class. [#1569395]

Again, I am in South Stadium Hall, where not every teaching room has adequate instructional (av) equipment. [#1569448]

We need to update classrooms more frequently. [#1569450]

As I commented before, Blackboard and Bb Collaborate seem to me to be primitive tools toward holding classes online. These classes, currently, are little more than glorified Powerpoint presentations. Since students are sacrificing the very informative opportunity of simply sharing the same space, then the online environment should offer every innovative digital tool possible to make up for this. Yet there is not even the capability for online live video presentation. Surely, the online course experience could be MUCH MUCH MUCH MUCH BETTER! [#1569455]

Turning Point is a little clunky, but I guess it works well once you get the hang of it. [#1569466]

The Smart Board in my math class is fantastic, I believe there are projectors in all my classes. [#1569483]

n/a [#1569524]

Very helpful when used correctly [#1569534]

This is improving across campus [#1569550]

Amazing that technology works one week and then doesn't the next. Frustrating!! [#1569583]

Have Mac adapters in the classrooms. [#1574611]

BlackBoard is not available enough; too many outages and strange issues. And please provide after-hours / weekend support for it instead of dumping everyone to our undermanned and underresourced helpdesk. [#1574618]
Technology support staff who are consistently courteous and thoughtful.
While I have seen some improvement, the lack of feedback and follow through is usually the biggest problem. [#1566156]
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Sometimes staff are not as knowlegable as they could be. [#1566198]
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Is a must! [#1566306]
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Continue to improve [#1566312]
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My tech support team provides adequate service. However, antiquated thoughts about how to troubleshoot issues has left our team with under-powered technology. [#1566359]
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cultural competency training for non-professional support staff (for example, student workers) [#1566466]
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I had an issue that was easily resolved with a google search, but I failed to do that and so did the IT specialist. So we spent an hour trying to fix something that could have been done quicker. [#1566467]
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Almost all of my interactions with OIT help desk have been extraordinarily helpful, and none have been bad because all of the people have helped me. Almost everybody has been very kind and considerate and friendly and very very helpful. [#1566494]
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Training to keep knowledge up to date. [#1566560]
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All have been friendly [#1566667]
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Too many support staff trying answering the same question because they are not knowledgeable. [#1566712]
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I am always thankful for the skills and energy of the OIT help folks. [#1566775]
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Being courteous and thoughtful to me means being respectful and helpful, even when the solution seems difficult to find. I do not seek technological assistance very often, but I still feel that positivity on the job is important. However, I understand how having a bad day can affect work performance. [#1567006]
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They have been generally nice and helpful what I have a question, keep up the hard work and training! [#1567018]
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I wrote OIT over a week ago about problems with SafeAssign and never received a response. You guys never respond to any Help tickets. Useless. [#1567044]
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Be courteous. Be patient. Don't be jerk. [#1567124]
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The day staff is excellent. The night staff is sometimes dismissive and unengaged. [#1567151]
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They are short and rude, I'm in Nashville and I feel they are focused on getting people on and off the phones. [#1567163]

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Most are ... a couple are not. Thanks to all OIT who have diligently helped over the years! [#1567191]

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With rare exceptions, tech support is excellent. When it is not, it is usually due to the tech person not listening to the end user or not asking good questions to narrow down the issue. The few times I've been frustrated is when the tech person tells me the answer to a question I didn't ask, but doesn't not listen when I try to explain that is not what I'm asking. Soft skills training (listening) might help. [#1567365]

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OIT support staff live in their own bubble and speak their own language often forgetting and being verbally combative when dealing with users who are not interested in all the technicalities of using computers and software. Most staff members need and want just a basic lay mans explanation and solution from cradle to the grave about their issue and the resolution without the added headache of support staff with inferiority complexes. [#1567373]

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While OIT is pretty good with their customer service skills and manners with staff outside of OIT, they seem to forget that staff within OIT are sometimes customers too and the service skills and proper manners tend to go down the toilet. [#1567435]

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never had any help. [#1567476]

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My response applies only to OIT on main campus [#1567482]

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Whatever you are doing in this area, keep doing it. OIT treats us with respect and patience, and that's such a vital part of the campus interaction with that office. Please continue to make customer service a priority in training for your staff. [#1567488]

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See above answer. [#1567502]

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Need to staff the phone lines with less students and more staff [#1567517]

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I work with one person on the program that makes up the vast majority of my job responsibilities. (Probably wouldn't be considered support staff. It is a niche program that impacts students, individual faculty and academic departments.) And that person is TOP NOTCH. Courteous, timely and thorough. However, one of my biggest fears is that this person will leave the position or the university and no one will know how to step in quickly and solve the inevitable problems that pop up with the program. [#1567599]

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They are unapproachable as of now and seem constantly irritated. [#1567609]

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Whenever I have encountered a problem the staff is always helpful [#1567619]

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Always get good response and help from the help desk. Saves interrupting the office IT person. [#1567667]

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Our IT staff are courteous but it seems that if you are "buddies" with them then you get issues fixed faster and get special projects done for you. [#1567675]

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staff isn't always very friendly and helpful when calling the help desk. [#1567757]
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n/a [#1567759]
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It is not very common to get courteous and thoughtful help on Ag Campus from Tech Support. We need more people for tech support on Ag Campus. [#1567815]
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The helpdesk is very good, but support staff behind them are lacking. Responses are hazard. [#1567868]
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Last I used support the person gave me no answers [#1567887]
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They just need to be more available [#1567907]
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I have always been impressed with OIT support. Thank you! [#1567949]
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We are lucky to have an efficient, friendly OIT person in our building, but I cringe when I think about having to contact the help desk when she is not here. [#1567953]
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Main campus is great. Local OIT is variable from great to cranky depending on the person and the mood. [#1567954]
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I am satisfied with the support staff. They do treat you like an idiot if they have to explain something more than once. [#1567976]
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OIT support is good, but my department has lots of technical equipment that is not supported. [#1567978]
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Courtesy and thoughtfulness are two things you should look for when hiring people who work for OIT. Some of the personnel are rather unfriendly or don't want to do their job. [#1568001]
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Sometimes the staff are a little rude and make me feel like I am technology illiterate. So, I don't go often. [#1568022]
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This does not always happen in our department. [#1568025]
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Most of our tech support staff are fantastic, but even 1 with little to no skill is unacceptable. [#1568038]
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I love the campus and college IT support. Great folks. Very helpful. [#1568059]
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Always helpful [#1568100]
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The students in the commons are always chatting with each other. It is annoying to have to go to a screen, login, make choices, sit down, and have someone call you back up to the desk when they are not doing anything but just sitting there. That is not good customer service. [#1568109]
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none [#1568160]
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Again, our departmental folks are better. [#1568163]

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Responsiveness, courtesy and problem resolutions have improved dramatically over the past year! [#1568171]

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SEE ABOVE MESSAGE PLEASE!! [#1568214]

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Never had a problem with the courtesy, but I feel as if I'm talking to a drone with a script. We don't support a lot of things, and when we do, it always seems to be the low-hanging fruit. I don't know if it is the staff or the campus technology I have a problem with. [#1568228]

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OIT staff are superb! [#1568297]

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Staff have always been helpful and courteous without sounding like they are reading from a card. [#1568328]

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Recently, I asked for help with QDA Miner and never received a response. Blackboard support is not always great. However, other support is fine. Fred Kelly is fabulous and has been a big help to me several times! [#1568339]

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Our IT staff can be demeaning at any point. For most part - they are nice, but [#1568370]

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My main concern is SharePoint support. All other support areas are good. [#1568434]

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Some times [#1568468]

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OIT support staff have always been able to solve any problem I have had quickly and in a professional manner. [#1568607]

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This is a bonus! Yay to the support staff. [#1568620]

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I just wanted to thank the technology support staff at UT. Any time I have ever needed assistance, they have been very polite and helped me quickly. The customer service I have experienced has been top notch and that is rare these days. [#1568659]

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I have had some conversations with staff that were very rude and entitled. [#1568692]

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Student workers who answer the phone for the Help Desk tend to refer situations to Housing that is not a Housing function, i.e. - phone, internet, and cable issues. It frustrates the students who live in Housing facilities; then Housing has to call back to the Help Desk and get them to address the problem. Too much run around for the student that shouldn't happen. [#1568732]

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The people at Telephone Services are very helpful and friendly! [#1568792]

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When there is a big problem (like when the power went out a few weeks ago) there was no one to take calls for technology problems. [#1568813]

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I have had many encounters with the staff members and have only had one person who was short with me and was not very helpful. Everyone else has always been perfectly pleasant. [#1568877]

Thoughtful is the problem. When I've had real tech problems, I haven't experienced thoughtful solutions. More like directions to web instructions and good luck. [#1568878]

Not a problem. Please help them to continue to be so. VERY important that IT remembers that most of us are not well versed in their language. [#1568961]

May be difficult to attain and I believe tech support personnel is getting better in general. All it takes is one support individual who is routinely condescending, and needy people will begin to think twice about asking for assistance. [#1568974]

They are for the most part of WONDERFUL! [#1569015]

N/A [#1569028]

Every now and then, I will submit a support ticket at help.utk.edu, and based on the response, it is obvious that the OIT support representative did not read my entire ticket but rather just skimmed the title, which can be very frustrating. [#1569038]

hiring students who care, and staff who know what they are doing [#1569129]

staff is excellent. the best aspect of OIT. Staff respond immediately. Every single staff member i have met (at least eight) have been incredibly professional. [#1569213]

Yes [#1569256]

Not how to improve!! I have yet to interact with a disgruntled employee. Each support person has gone above and beyond my expectations. [#1569291]

They are always nice. [#1569508]

n/a [#1569524]

The OIT staff are incredible. From the help desk to all of the education specialist and technology assistance - staff are so courteous and helpful. It is one of the joys of working at UT. I have also enjoyed working with the graduate students who assist...especially through Cyndy Edmonds...I believe they are graphic artist-type students. Very helpful! [#1569550]

Courteous and polite but not very knowledgeable [#1569561]

The OIT student staff that works in the library leaves quite a bit to be desired. Sometimes I feel like they are annoyed they have to start working at 9am (often they don't even make an appearance until 9:01 and then they have to login and get situated before helping others. It shouldn't take 10 minutes for them to get ready and to eye roll at the people waiting for assistance. [#1569583]
Although the staff is very competent, I did feel that customer interaction could be improved. The few times that I have been to Tech Support for help, the staff was not very friendly; I felt like an imposition.

[#1574611]
Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.

help desk people are fabulous getting help with a smart classroom is a nightmare [#1566211]
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This is a hit and miss situation depending on who one can talk to. Many times one many know the person to talk to but unable to directly contact. [#1566231]
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We have too few staff. [#1566278]
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Michael is very polite and knowledgeable. Another colleague of his, I'm not sure of her, name has been very rude to me when I asked her questions about the classroom pc and issues that were happening in the classroom with the outlets. She had very sharp comments back and I felt like she was talking down to me. I did not appreciate that, I did not have an attitude with her I don't understand why she would have one with me for asking her a job related question. [#1566295]
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Can really help. [#1566306]
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I do not understand the reasoning behind moving techs from one venue to another. We need a go to person who know us and how we work and our level of experience. [#1566313]
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My tech support team provides adequate service. However, antiquated thoughts about how to troubleshoot issues has left me with under-powered technology. [#1566359]
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Huge lack of competence when it comes to Apple products [#1566396]
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Please train your staff better when it comes to solve problems related to computers and related devices. Sometimes they have no clue about solutions for students. [#1566442]
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The tech support people are great! Rossy Sasso and Fred are well liked by everyone in my department for being so helpful. [#1566460]
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I had an issue that was easily resolved with a google search, but I failed to do that and so did the IT specialist. So we spent an hour trying to fix something that could have been done quicker. [#1566467]
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Need to support a wider range of programs, like SKYPE [#1566486]
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Very good overall experience with OIT staff. I have only had one person not know how to help me; they were a little impatient but overall were okay and fairly helpful. [#1566494]
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Please stop hiring people that have zero knowledge of technology. A BA/BS in computer science or a technology related field should be a minimal requirement [#1566541]
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It is nothing OIT could improve upon but the fact that my machine is locked down so tightly that OIT can't help me is a real problem for me. However, my departmental IT support (who is not really a support) person claims it makes his life easier if we can't install or update anything. [#1566552]
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I would like to see us return to a system where we can ask for a specific tech person or a rotation so that we are not seeing the same person all the time with computer problems. I would like to have a tech
person who can set up a new computer in a timely manner (less than a week) and get the staff member back to operation quickly. We have had to restore our own printers etc. [#1566622]

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Most of the staff is not knowledgeable about software install [#1566712]

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Sometime the help desk staff do not know who to direct the problems to when it comes to specific software, ie Oracle [#1566745]

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I tried to set up a wireless printer and I was informed by OIT that they would not register this on the network and would not allow it. My next door neighbor talked to a different person at OIT and was able to use his wireless printer on the network. Also, there should be services for local network set up and maintenance for labs. Even if it is for a fee for OIT to set up a LAN for you. [#1566861]

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In my experience, the technology support staff resolve problems by e-mailing me links to sites that I can peruse on my own. If I ask for help, this means that I have already explored the options listed on the tech support website. [#1566877]

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I was not able to receive help on connecting my Xbox to the internet. [#1566930]

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The support staff are not knowledgeable about using Apple computers. Almost all students and a good percentage of faculty use apple computers. OIT should hire some people who have expertise with Apple computers. Also, trainings should be available for software using both PC and apple computers (e.g., word, excel, and all other trainings should be offered using both types of computers). Also, when UT purchases products (e.g., IRIS and the employment application product) it should work on both products. [#1566982]

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N/a [#1566987]

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Staff possess the knowledge, but not the power to make things better. [#1567014]

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Again, the staff have been very nice. No complaints here. [#1567018]

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Some problems with Blackboard specifically that can't seem to be fixed. [#1567025]

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Clearly no one knows what they are doing. [#1567044]

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This has improved by leaps and bounds in the last few years. I usually talk on the phone to people, and they are usually helpful. [#1567058]

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Sometimes it takes more than one attempt to resolve an issue. I attribute this to lack of knowledge of the techs. [#1567106]

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I do not want to talk to someone, and them tell me that THEY need help. The first person I talk to should be able to help me through any issue I may be having. [#1567124]

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The day staff is excellent. The night staff is frequently unable to help and uninformed about problems. There have been times when they have known less than I have about an issue or how to solve it. [#1567151]
I needed a cord for my mac and the guy at the desk had no clue what he was talking about.  

The IT person assigned to our department frequently does not seem to be very familiar with the IT issues that are common to our IT use.  

It took almost a month for staff to fix myUTK page.  

I have only needed to contact the support staff a couple of times. While the staff was friendly and eager to help, I felt their technical knowledge of limited. Their suggested solutions often involved simply rebooting a machine or deleting/re-adding email client configurations. There was no obvious effort to understand the underlying issue to prevent it from happening again.  

My Qualtrics survey was severely messed up by the Qualtrics person.  

Many colleges have support staff that understand their college's needs and desires better than centralized IT support. These assets should be leveraged to improve overall customer satisfaction. Let's keep making progress away from us vs. them toward we.  

OIT support staff live in their own bubble and speak their own language often forgetting and being verbally combative when dealing with users who are not interested in all the technicalities of using computers and software. Most staff members need and want just a basic lay mans explanation and solution from cradle to the grave about their issue and the resolution without the added headache of support staff with inferiority complexes.  

If you're going to put some one in a position where they have to help resolve technical problems, then make sure they know how to garner the information they need. Even if they can't effect the reparation, they should be able to coherently pass on the information to the next level technician.  

I continue to have problems with Outlook both personally and departmentally that have not been resolved. We have four copies of our department calendar none of which work all of the time.  

n/a  

only applies to main campus - not the College of Veterinary Medicine  

In the last few years, technology support has greatly improved. They are always courteous and never have that "you're an idiot" attitude that is easy for support staff to adopt (let's face it--they probably get some pretty stupid questions).  

I had one encounter with a technology support staff where she did not give me a resolution to my problem and did not follow up when she said she'd get me help. I had to go out of the office physically to get help and then she wrote me back and said she saw she had helped me when in fact she had not. That should never happen again as far as I'm concerned. Normally your people are good to resolve problems and are usually courteous.  

Would be nice to reach a support staff when calling, not have to wait, wait, wait.
Sometimes the help desk workers seem like they are reading a script, and do not really understand issues. As an IT guy on campus, it would be nice to have a way to skip the lower level tech support as most times we've done all the routine things. [#1567562]

I'd like staff who actually have advanced computer skills, such as programming and knowledge of hardware. [#1567609]

Having different equipment in all the buildings will make this difficult. I think the support staff is individually knowledge about different things, so it is hard to find the right person to talk to about your specific situation. [#1567660]

I think its a problem when the IT people who are supposed to serve our county Extension offices, have no computer background and can't fix some of our basic problems such as setting up network printers. They need more training or we need an IT staff that knows more about our technology. [#1567675]

I would be ecstatic if there was Linux support on campus, even if the hours were kept to a minimum. Tech support for Windows has been great (not a Mac user) and I have no complaints. [#1567688]

From a staff perspective, automatic updates are a real problem. OIT needs to do a better job keeping up with new versions of IE and Java for Banner and Argos, for example. Help desk people need to be kept up to date with of the combinations of programs that need to be installed in order for other software to work and the consequences of having to use older versions. Sometimes I can't see certain things, and I think it's because I don't have the latest version of Java installed. For example, I can't see the crazy letters and numbers you have to type in to prove you're a real person. Better communication is needed when problems like these arise. [#1567708]

Support staff often offer no other advise other than "restart and try again" when questioned about technology problems. [#1567716]

n/a [#1567759]

my office OIT helpers are not well educated and can't fix my computer needs well [#1567790]

The only problem I've experienced with staff is unavailability after 5 pm. I often teach distance education and my classes begin at 6 PM. If there is a problem with Collaborate, it is too bad because everyone has gone home. This is an unacceptable position for a research 1 university. [#1567795]

All I can say is hire better, more trained, consumer service oriented people. [#1567815]

They are hard to reach by phone. Maybe there are not enough qualified personnel available for help [#1567907]

Since we have these people on site, why do we have to go though OIT, it is not time saving, in fact it takes three times longer to get things done now. Please go back to allowing on site people to work on on site problems. [#1567930]

We are lucky to have an efficient, friendly OIT person in our building, but I cringe when I think about having to contact the help desk when she is not here. [#1567953]
Train the people who work at OIT to be more knowledgeable about all sorts of computer issues. Some of them are of no help what so ever. [#1568001]

I get confused as to when I need to contact our in-house IT professional or when to contact OIT. [#1568025]

Staff are very pleasant to work with, however, they some of them are not familiar with software such as SharePoint. [#1568032]

Always helpful - good folks [#1568061]

Installing a new computer should not take 10 days. I should not have to go over to the UC and purchase a part (Dongle) only to realize the part was already in the box and the tech didn't look for it and clearly didn't understand having dual monitors. It's also difficult to install a computer when the tech is constantly having to leave to answer phones or catch a trolley. This particular tech is VERY personable and nice, but not very knowledgable or efficient. [#1568065]

Increase the initial training and continued education options for technology support staff. [#1568113]

none [#1568160]

I only use them as a last resort. The departmental IT folks are more knowledgeable and easier to work with to find a solution. [#1568163]

Again, responsiveness, courtesy and problem resolutions have improved dramatically over the past year! [#1568171]

I often have the impression that some of the younger OIT support staffers do NOT want to be bothered to help anyone in the Commons. They seem to be interested only in surfing the web or chatting with other "techies" and some of them are not as helpful as they should be since we are all paying a MANDATORY technology fee, in my case for 80 hours of course work! [#1568214]

...unless it is anything not related to Microsoft or Dell, then it is like watching the tech version of the Keystone Cops. Start supporting Macs like you mean it, and recognize that Linux and Chrome OS exist. [#1568228]

I am at a point that it is important that equipment is "plug and work." I am very thankful that OIT provides someone that I can call and they can walk me thru the steps or remotely work on my computer. [#1568232]

I think they are nice, bu some of the problems (like reading pdf files) should have been solved before the commons system was put online. [#1568275]

I am quite tech savvy and do not typically need assistance, but the one time I needed assistance with Blackboard configuration, the OIT "expert" would not listen long enough to understand that they were not answering my question. She was closed minded - not good for a tech support person. Another option to help with that problem may be to add tiered tech support and include a way for a more tech
savvy person to bypass the "level 1" OIT support and get right to someone who has deeper knowledge. [#1568288]

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I asked to have CPRS put on my computer, while it was put on my computer, it was the old version so it didn’t even work- having staff that are awake and pay attention would be helpful. [#1568301]

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If there is a campus wide change (i.e. cable conversion) all staff need to be knowledgeable about what is happening and need to have solutions instead of my having to run in circles to figure out something that could have been solved easily with the correct answer to begin with. [#1568312]

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Need more help [#1568334]

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I am sure our IT support staff is knowledgeable . . . just not always willing. [#1568370]

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This is the most important IT issue, good people to provide assistance and help. [#1568458]

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Not a all the time [#1568468]

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grateful for Jeff and James in BEC and CEB. [#1568516]

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My wii will not connect to your network, it is a problem on your end and not nintendo. Very annoying. Never know anything about mac computers. [#1568520]

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WE need Blackboard technical help available 24/7 for faculty and students. More and more courses are being taught online with students and faculty accessing course sites and materials at all times of day and days of the week. [#1568538]

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Already doing pretty well [#1568575]

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If I always have to depend on the Help desk students, they are not always as knowledgable as I would expect. Theirs seems to be just a general knowledge. I often, however, get someone that speaks in such a way as to be condescending. Just because I am older does not mean that I don't know what I am doing in the world of technology. Maybe if they looked at my title before they speak to me it would help them know that I know my way around! However, when I deal directly with the OIT folks that I know and go directly to, they are wonderful and always work with me for the solution or setup needed to get my jobs done! [#1568657]

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Support has minimal understanding of Mathematica and LaTeX, let alone how to change characters and print on two sides of the paper. [#1568694]

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I've had good experiences so far, however, I'd appreciate more help with MAC computers. [#1568723]

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Same as previous question: Student workers who answer the phone for the Help Desk tend to refer situations to Housing that is not a Housing function, i.e. - phone, internet, and cable issues. It frustrates the students who live in Housing facilities; then Housing has to call back to the Help Desk and get them to address the problem. Too much run around for the student that shouldn't happen. [#1568732]
The main issue here relates to BlackBoard and SafeAssign. It was down for about 5 days. Staff did not know much about the problem and were not great at communicating the status of its resolution. More often than not, staff are knowledgable and do help. [#1568775]

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The people I have spoken with at the IT desks in the library aren't that helpful. I've asked simple printer questions (like, "where is it?") and they don't know. Also, I wanted to use Visio software and the assistants couldn't tell me where I could find a computer with that software. [#1568776]

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Remembering that most users are not as knowledgeable as the technology support staff. [#1568884]

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Blackboard improving ability to upload presentations and connectivity challenges such as disconnections and audio not working. [#1568905]

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I use a computer system for charting. We need a dedicated IT person well versed in electronic medical records. And one that is available onsite(not shared) with other departments. When a problem occurs, it is important to have timely intervention. [#1568961]

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For the most part support staff are great however if they don't know something most of them will not say let me find out or I DON'T KNOW. My laptop was set-up from scratch last year and even after explaining that I MUST HAVE my emails and tell the tech I was not sure how to save them or where they were saved. The back-up was not done and when he brought my computer back...all email archives were gone. I was sick for a week or more! It was historical documents regarding the department I worked and was the best way to have a reference to go back to. Needless to say...it will not happen again, if I can help it. [#1569015]

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good [#1569028]

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Technology support staff can sometimes be unknowledgeable when I call. I can generally tell when I am speaking to a student worker. [#1569038]

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Your folks are wonderful and so very helpful!!!!!!!!!!! [#1569065]

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It is nice to have everything here. Just when hiring, make sure they are familiar with technology. [#1569129]

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none [#1569238]

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Yes [#1569256]

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N/A [#1569288]

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I had trouble during a tech class that involved a personal website that we were to set up for the class. I had trouble using my Mac to do it and nobody seemed to be able to help. I gave up and used a PC from my workplace. That was very frustrating. [#1569388]

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If you are going to have staff they better be computer genius-s [#1569404]
Staff are courteous but often I must call back at another time to access better-trained staff, and often these have told me that they are not responsible for tech problems like mine and that maybe I should take a course. [#1569455]

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Our helpdesk folks are always extremely helpful and have managed to figure out my issues every time. The response time is very quick. Everyone I have ever spoken with has been extremely knowledgeable, courteous and are extremely professional when they could laugh at my lack of computer skills. [#1569498]

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They are solid, but we rarely need to use them. When we do it's generally an emergency, and can not be corrected soon enough. They generally need time, at least 24 hours to respond to the issue. By then I normally have the issue fixed. [#1569508]

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n/a [#1569524]

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Staff are very knowledgeable and helpful. The only thing that needs to change is we need to have 24/7 assistance. We have students and faculty working at all hours of the night AND who live throughout the US - including Alaska and therefore need more access to true assistance - not just help with a password after 10pm. [#1569550]

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I have experienced calling the help desk and having the individual obviously reading through a step by step trouble shooting guide. I can do that on my own - I expect higher level of expertise service when I call [#1569561]

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The support staff I have worked with are knowledgeable, they just need to be more courteous! [#1569583]

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There is a big difference between perceived service level and actual ability of off-hours helpdesk. Our staff are often expecteded to do the following: login remotely to the users PC, forward them to the BlackBoard support, send someone over to help with a tech issue (in the case of special non-sports events). Yet all signage indicates 'one call, many solutions'. The end-users are not getting the level of service they expect and the helpdesk is not being adequately trained and supported. Both lose and it makes OIT looks bad. Either fully commit to a true 24x7 helpdesk or scale back on their hours and better advertise what the off-hours helpdesk can and cannot do. [#1574618]

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Getting timely resolution to problems that I am experiencing with campus technology services.

It really depends on who you are dealing with and what the issue is. This is totally hit or miss. You never know. Sometimes it is amazing, other times you just wait until you ask again and again. [#1566156]

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more warm knowledgeable employees [#1566191]

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Takes too long to resolve IRIS questions or problems. [#1566278]

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The printer in the computer room will stop working and I call the number of the Printer and it goes to Computer Services and they respond to the problem in about 30 minutes, it has taken as long as an HOUR! [#1566295]

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this would be lower if I were referencing TIS within the College of Business instead of OIT [#1566463]

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The ticket generator is very good at letting you know when your problem should be resolved. I think that campus should automatically let you know when there are service problems rather than you having to sign up to receive the alerts. [#1566494]

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so tired of having to wait for the department IT person to resolve issues. I should just be able to contact OIT and have them resolve my issue [#1566541]

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Good, but there's always a room for improvement. [#1566585]

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Getting someone who can stay and work on a computer problem without having to leave to catch a tolley and get back to the office to be on phone duty. This delays fixing problems for days.... [#1566622]

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Most of the time I have to figure thing myself [#1566712]

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Sometimes it is impossible to get an IP address from the network. This was addressed in Min Kao but it took months, and is still a problem occasionally regardless of the time or place. Wireless [#1566783]

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Weekend is the time when we use computers to do homework and when it crashes during weekend we have no support. Please do the needful. [#1566851]

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This is hugely important to me, especially if I am relying on technology for a presentation. [#1566887]

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N/a [#1566987]

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Not much background with this, but it is a good thing to have! [#1567018]

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Sometimes I have asked questions or asked for help, and they disappear, never to be seen again. Some even say they have been referred to others, but still no response. Not in connection with blackboard, for which I usually have prompt answers, but other issues. [#1567058]

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Good. [#1567092]

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The main problem is the availability of services and the quality of the technical support after hours, which is when many online courses are taught. Also, when something goes terribly wrong with a faculty computer on the weekend, support may not be available till Monday morning. [#1567096]

I do not usually have lot of time to deal with problems, so I would hope that expediency would be first priority. [#1567124]

I don't call because one stop is rude. [#1567163]

You guys and gals are great. Honestly I expect high customer service and have no complaints to date. [#1567166]

I wish they could call you like tech support instead of having to go to the OIT help desk [#1567216]

See above. Better integration of ALL IT assets across campus. [#1567356]

Get the HelpDesk to ACCURATELY verify the user contact information on the service tickets so that technicians who have to contact the users can effect the timely resolutions. This is not too much to ask [#1567435]

Did not resolve problem of logging into training on my computer [#1567467]

n/a [#1567476]

applies only to main campus, not college of veterinary medicine [#1567482]

Time to address issues is generally lightning fast! [#1567486]

See above answer. If person cannot resolve problem they need to get someone who can. [#1567502]

Cooperation between department IT and OIT is sometimes limited. [#1567543]

Doing good here. Keep it up. [#1567609]

We can't get any help in county Extension offices unless we do an online trouble ticket, sometimes we can't do the trouble ticket because we are having computer issues! They want everything to be done through remote services but sometimes you need an IT person to come to the county office. Seems no one wants to travel anymore. [#1567675]

I am still experiencing issues with technology in some of my HSS classrooms. These need to be working before classes even start. [#1567684]

The helpdesk and desktop support mostly do this very well! [#1567689]

my only problem is the IT dept at my college. my computer is always "out of whack" when I get it worked on and it takes me a week to get back to how I had it before it was worked on. Or the people in that dept don't really know what they are doing, so its a guessing game and I can do that myself. [#1567754]
Swifter responses to emails.

My advice: don't have a technology problem after 5:00 pm.

Sometimes it is like pulling teeth to get tech support to explain what you need to do. They need better training skills.

Blackboard was down for three days to certain students before exams last semester!!!!!

Every time I ask for help I must call OIT. I must explain my problem to the person who answers the phone, that person then transfers me to someone else and I must explain my problem all over again. Then that person gets in touch with the IT people on site and they call me and I have to explain my problem again. This is a huge waist of my time. It used to be so simple to simply call the IT people on site, explain my problem and get it fixed, now I have to go through all this. I want it back to the way it was before, let me call the IT people here and let them take care of my problems. Also, the last time I called, I explained my problem to OIT around 8:00 am. I waited a while and got nothing done...then I had the bright idea of rebooting my computer. I did so, it fixed the problem and I called OIT back to cancel my service call. Not only did they not cancel the service call with our IT people, but out IT did not show up to fix my problem until nearly 4:00 pm. They said they had just gotten the call from OIT. That is totally unacceptable service.

re-align the overarching management structure so that technology support works in the same light of responsiveness as the rest of the support staff. too often, IT people manage other IT people. this structure perpetuates the near-ubiquitous customer service problems; as IT supports what it (individually) decides to support or understands -- oftentimes, not what is actually needed or even wanted. Tech-speak and playing on people's fears of technology is too often used to confuse and justify a fundamental laziness that seems to persist. Technical oversight can be accomplished in a parallel process that reports to same non-IT management. It should not be the role of IT to decide what tools I require or will get -- rather, it should be a collaborative process of advisement.

We are lucky to have an efficient, friendly OIT person in our building, but I cringe when I think about having to contact the help desk when she is not here.

I waited a week for a return call, and then I called back and insisted on getting help.

It isn't my intention to call out anyone by name or get anyone in trouble-but there is one tech that is super slow, cant resolve the problem in a timely manner. My computer may not seem that important to him, but it and the time sensitive work I do; is very important to the University.

Resolve problems/provide resources to help with calendar sync issues

Have had an open OIT ticket since Oct. Called in January and person wasn't in. Still haven't heard back from them.

Daily, serious network response time degradation in server access remain unresolved after almost a year.
Sometimes I have to email our OIT tech person multiple times to even get a response, and relatively simple services take a long time. I understand you guys are busy, but our previous OIT person was much faster. [#1568271]

Generally with a problem I am 40 miles away, and I just have to wait for the service to return. [#1568275]

N/A [#1568303]

We basically shut down when the internet doesn't work. [#1568334]

The few times I have interacted with support staff they have not been quick to respond but once they do they are very helpful. [#1568362]

Our IT staff (computers) except for 1 (Instructional support person is FABULOUS) leaves much to be desired. If there are teaching emergencies w/computer issues, and they have a meeting - too bad! They go to their meeting. This has happened on 2 difference occasions in this semester alone. Also, whenever there are issues and they have to 'rebuild' a computer (not sure why that is always the 'cure' for a computer), the computer NEVER comes back with the same programs on it. Computer NEVER is the same. Just not very happy with the IT service group here. Their immediate reply to any issue is "Have you tried rebooting?" [#1568370]

always takes time to submit to OIT which is, then, transferred to my college, and get actual service. Usually quick with students-related problems; very delayed for my office needs. [#1568401]

My main issues are with support of SharePoint. [#1568434]

Not really [#1568468]

Mostly can be solved here; if not there's the apple store. [#1568620]

I think the current "Footprints" system is not very helpful to end users. Often tickets get resolved without any communications from OIT. The online access to Footprints only shows you your own submissions, not comments by the person handling the ticket, etc. Sometimes tickets don't get any response, not even a "we are working on this" for days or even weeks. [#1568636]

Can't get timely response when people don't understand the problem. [#1568694]

The issue with SafeAssign was really inconvenient. There was very little communication that issues had arisen, and still less when it was would be/was finally resolved. [#1568775]

Usually get help in a very timely manner [#1568877]

In almost every case the help desk and computer support people do a good job. It's really crucial to have that help available to enhance productivity of students, staff, and faculty. I appreciate their work. [#1568959]
I gave them my computer and it took them a week to let me know that I would need to buy a disk that allows me to restore my computer. I never needed to buy said disk, but was not informed of this until after it had already been shipped to me. As an Electrical Engineering student in CS classes, I cannot be without a computer for that length of time. [#1569005]

Most of the issues I've encountered in almost 18 years have been resolved in 10 minutes or less. [#1569015]

excellent [#1569028]

Sometimes the email response rate is very slow. [#1569038]

N/a [#1569057]

Sometimes it takes a long time to hear back from for some of my co-workers [#1569074]

make sure people are doing their job, and returning phone calls, emails, etc. [#1569129]

I've requested a doc cam in my class several times via the online request form. I am aware they are costly, but I didn't receive ANY reply to ANY requests. I am in HSS, so it's odd that with all of the upgrades, some rooms don't have doc cams. [#1569156]

response time is almost instantaneous. [#1569213]

The only problem I have here(and the only thing I am basing my judgement on) is that I tried to get help with some technological problems last year and it took them almost two weeks to do something that should have only taken about 3-4 days. [#1569220]

Yes [#1569256]

Having more than one location on campus [#1569367]

its a computer (a computer is life) it better be fast [#1569404]

n.a [#1569524]

See previous note about 24/7 access to fuller assistance - not just help with a password after 10pm. [#1569550]

Help Desk seems happy to let open tickets bounce in responsibility from one area to another rather than dealing with issue. [#1569561]
Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.

Sometimes I feel like IT folks want you to understand their job as well as they do and want you to give direction on technical issues you are trying to follow but don't fully appreciate. [#1566156]

Add everyone to the mailing list as soon as they have an email set-up [#1566169]

Receiving communications from OIT with links that are not hyperlinked is extremely ineffective. The organization of the OIT website is also not intuitive; it often takes many clicks to find the answer to a question. Imagine a more better conceived architecture would alleviate emails and calls to the OIT help desks. [#1566179]

Very Important [#1566232]

Significant connectivity outages should be reported via the UT alert system and by contacting departments by phone instead of posting them on websites or through email we can't access! (as sometimes happens) [#1566264]

I absolutely agree [#1566306]

It'd be really beneficial if photoshop training sessions were more flexible time-wise [#1566355]

I took SharePoint classes last year and the instructor used so much jargon and acronyms it was hard to follow sometimes. I'm a user, not a tech geek. When I call the helpdesk or take a class, I expect the OIT employee to talk to my level and not expect me to be at theirs. Just because I'm not fluent in tech-speak does not mean I am stupid. [#1566441]

security warnings and other notifications are not at all clear for non-techies. I can receive a warning and have no idea what I'm supposed to do--even after I have read the email 6-8 times. I (Lisa Murray) teach business communication and would be willing to do some training in audience-oriented communication with OIT over the summer. [#1566463]

Campus should be automatically notified on technology services rather than there being a need to sign up for the e-mails and explain everything with much more clarity. [#1566494]

UTK has a lot of resources available for students(even compared with other major schools usually seen as better than UTK), the problem is that when I was an student I never knew about many services from UTK/OIT. I new about services from older student, student from other schools, professors, and former students. The email you send help, and provide information, but some time they look so long/crowded that we just forget about read them. Recommendation will be: 1) in induction time tell new comers something about technology services (just what we can access) and 2) write shorter email and maybe with some mystery that "makes" people interesting in more details (i.e. do you know you can have free access to the best statistical and mathematical software? Click here to know how. [#1566529]

The transcript service: Sent me about 10 notifications that they had sent my transcript. It was scary. I once had an IT issue and the problem ticket email was sent to me saying that issue had been resolved when it had not. [#1566542]

I am 82 years old. I had a granddaughter before I had my first desk computer' I have no good instincts on what to do when I bump into an unexpected problem. UT has never offered me a training course in
any related field. So, when in trouble, I ask one of my graduate students. This makes two happy guys: him and I. I managed to survive but not thanks to UT help. [#1566696]

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Most of the staff is not knowledgeable about software install [#1566712]

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Sometimes folks who are very good with technology are not great at communicating to the non-techie folks. This is always a challenge. [#1566775]

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Emails about power outages is not the best idea or emails about servers being down -- not effective if you cannot get to your email... Just a little more thought about the specific situation at hand and then communicate appropriately [#1566801]

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very important [#1566808]

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the index or contents page of oit does not get you to all the information on installing various software, such as matlab. You have to google it to find oit’s page on it. [#1566933]

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N/a [#1566987]

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OIT have been really helpful with I need them, great job to them! [#1567018]

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Nope. You guys never respond. Ever. To any help tickets. I don’t even know why that is an option if you aren’t going to do anything. [#1567044]

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Slow to find out when things aren’t working. And never in time to figure out a work-around. I just recently found out about UT Vault. By word of mouth. Quite by chance. It leaves me to wonder what else might be available that I have not heard of yet. [#1567058]

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SafeAssign is a mess. [#1567092]

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It is very important that this is quick and easy to understand. [#1567124]

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No one calls Nashville or texts when our campus is closed. Everyone seems to wait on UT-Knox, the weather is different this is not fair. [#1567163]

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Needs improvment [#1567187]

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some people are confused and some of the forms are unclear and hard to percieve [#1567216]

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So far, the communication has been well done. E-mail and phone are both very satisfactory. [#1567255]

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I was completely unaware of the research software available until it was required for a course. [#1567319]

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Get too many notices about non critical things in my area. [#1567339]
Again OIT is behind the curve and self-centric in its belief that just posting updates on their web pages is sufficient. 99% of UT employees are not hired to routinely search OIT’s web pages for updates and information on a daily basis or periodically throughout their work day to be aware of updates. [#1567373]

I didn't make any suggestions. Shouldn't the question be something like, "If you made suggestions feel free......... [#1567411]

n/a [#1567476]

applies only to main campus, not college of veterinary medicine [#1567482]

I never receive this communications. [#1567528]

I believe we need more help here - for example, "myutk" just sort of appeared without explanation or what it's purpose is suppose to be. I had to learn how to use myutk in order in assign grades to graduate students and demonstrate the students with grants are showing up to class. [#1567575]

I am not aware of how the university currently does this, so I can't answer this question. [#1567663]

n/a [#1567759]

List contact e-mails for individual people as opposed to an e-mail alias for an "office" [#1567761]

'Timely' is relative...I know IT staff try, but there aren't enough of them to adequately serve a university this large with this many diverse needs. [#1567795]

Hands on training is best with technology. [#1567815]

UT does not HAVE easy forms. [#1567817]

I get an email from the UTIA IT people on tips. I don't think I ever receive anything from OIT UTK or UT System. Would like to. [#1567920]

The weekly newsletters print the same things over and over, almost word-for-word. You might consider cutting the "filler" from those and only print real news. Otherwise the monthly is enough. [#1567925]

Most instructions and explanations are too wordy and too jargon-laden. Prefer the short and sweet cliff note version of whatever you are pushing out. Always very timely, however. [#1567954]

I don't see these announcements.. where are they being sent? [#1568022]

Would like to receive. [#1568025]

I must have clicked something by accident regarding this-I think the communications are timely, relevant and easy to understand and I am NOT a "computer person". [#1568065]

Need to identify a "one method fits all" approach when disseminating information regarding technology services, maintenance updates, and/or outages. While the Traffic Center is great, not everyone may be
aware of it or subscribe to that particular listserv. Would there be any 1 way to ensure all UTK users receive notification? [#1568108]
-----
none [#1568160]
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Often there are outages and issues that are not showing on the OIT main site. Once a call is place, then it becomes apparent there is a wide-spread issue. The phone call could have been saved if the OIT website had been accurate. [#1568163]
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I don't receive information about campus technology services on any regular, generalized basis. Should I? [#1568171]
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Seems fine so far [#1568209]
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Have I ever received information like that? [#1568275]
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always takes time to submit to OIT which is, then, transferred to my college, and get actual service. [#1568401]
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Idk [#1568468]
-----
Text. [#1568575]
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Some type of format that is sent in language that can be easily understood. [#1568884]
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It is obvious that some items are rolled out without consulting the end-user, i.e.: CIE approval for foreign travel. [#1568910]
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Joel Reeves' newsletters have been welcome. [#1568959]
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Rarely receive technology service information. [#1569028]
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This would be a GREAT asset for me personally and I'm sure there are many others who would appreciate this service. [#1569091]
-----
automated emails [#1569129]
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Yes [#1569256]
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I have benefited from the Tennessee Today emails and I would like to see more technology services news in this medium. [#1569381]
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I wish OIT was available 24/7. College students stay up late and problems can occur late at night into the morning and you're stuck not being able to do an assignment due the next day. [#1569429]
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More frequent communication about what services/training opportunities are available would help. [#1569448]
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The only communication I receive from OIT is when my password is about to expire. [#1569491]

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n/a [#1569524]

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I wish I knew more about what was available. [#1569583]

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Mass email communication about technology updates and warnings should be clear. Mostly, my communication with technical support has been fine, and the Blackboard announcements are fine, but some of the warnings and updates use jargon and are not clear about what actions I should take. [#1597697]

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Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.

I wasn't aware until lately that IT gives training to employees which is a great idea. This is a good way when you have issues, the tech person is right there to explain. [#1566200]

I was unaware of the trainings offered until I became employed with a UT agency that encouraged me to do software trainings with OIT for work. This service needs to be better advertised among students. [#1566307]

Great opportunities [#1566312]

Access to technology training has definitely improved since I started at UT nine years ago. I appreciate OIT's training classes for things like SharePoint, Excel, Dreamweaver, and other things that I use in my job. It is better than paying for classes outside of UT or paying to take them through EOD. The level of knowledge of the trainers through OIT is very good, too! I just hope OIT keeps offering the classes and expands the topics! [#1566441]

I don't want training. I want the systems to be intuitive enough that I can use them without training. [#1566486]

We should be notified of classes and self-help available. The help website should be easier to use as well. It is hard to navigate. [#1566494]

I don't have any idea about any such services. I would certainly love to have good ones though. [#1566585]

Training sessions are not adapted to low vision users. [#1566618]

With the recent movement to Wordpress for the university, I was surprised to find that students did not have a workshop option related to WordPress. [#1566655]

Would help if help staff was located at the Ag campus also [#1566712]

Have software tutorials and workshops - specifically Photoshop and other Adobe related. [#1566717]

Great work at providing training. [#1566775]

make self-help websites easier to find than a list of FAQs [#1566861]

There are lots of programs (like EndNote) that hardly any students know about. We pay for access to all these "free" things but no one tells how to access them. [#1566980]

Must work with apple computers [#1566982]

I'd like to go to some of the workshops they hold to teach people how to do PowerPoints or design websites, but the timing for the workshops always clashes with my school schedule. Maybe do them later in the evening? [#1566999]
I think this is critical in helping students learn outside of class and in a different format, make it creative and not boring though! [#1567018]

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I am not aware of any training or self-help information or materials. [#1567056]

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Including things like this in orientation might be nice. [#1567059]

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Have the technical classes at a reasonable times, instead of prime class time [#1567075]

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Again, on the UTK campus the OIT support has been extremely helpful. On the other campuses, trying to access on-line services and get authorization is difficult. [#1567079]

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More how tos would be nice. [#1567092]

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this is fine [#1567116]

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I would like this, and I would equally like to be well informed of the opportunities. [#1567124]

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There are no Alcohol Drug Substance Abuse certifications, Nashville falls short. We pay the same price other colleges offer this, UT is supposed to be the best in the state. I feel I should transfer. [#1567163]

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I use forums for other non-UT areas and would love some UT forums of list-serves to troubleshoot everything from specific classes to technology. [#1567166]

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I have found no self-help services, except YouTube. [#1567319]

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The basic training offered on some software/hardware is fine, but departmental admins or new techs need additional training. It is not always an option to spend money on outside training. I think this is one of the areas in which UT is the most lacking - dedicated resources for advanced IT training for all IT employees. Either OIT should offer this training or the community should partner to help defray costs or... some other solution. Online/elearning only goes so far especially if the training is done during work hours (IT people are constantly interrupted!) [#1567365]

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Better updating of OIT Training web pages would be a start. On more than one occasion posted links to training lead to pages with little to no information on the classes or when the next class will be so staff can plan for them. [#1567373]

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Need more training geared towards staff and not just for faculty.....such as an iPad course for staff in order to better utilize connectivity. [#1567415]

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I am pretty satisfied with services I currently have but know there is more available. Don't know that they would be all that helpful for my current position [#1567430]

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FIX THE KNOWLEDGE BASE! It is nearly impossible to easily find the information needed because the search functionality is pitiful and mostly in-navigable. [#1567435]

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Basic and Level 1 needed [#1567462]
Please expand your excellent software training offerings, even if it is on the elementary level so that we can explore new software options.

I like to call a number and talk with a real person for all of these tech support issues.

Despite the depth & breadth of the Service Catalog it is frequently necessary to call the HelpDesk, wait for them to run around the KPB talking to people, then wait for them to call you back with the info you needed; I'm thinking of web conferencing here, specifically information on things like WebEx/GTM and Polycom systems. If all requests end up with Mike Berger and the answers are the same, wouldn't it be easier for him to fire up SharePoint and get this information out there instead of answering calls & emails?

Offer more basic training (i.e. email) and/or on-line handouts that can be printed off with 'quick-tips' etc. Sometimes I feel I am not using Outlook to the best that I can be, features that I do not know about.

I wish I knew where to go to simply "google" a utk connectivity issue.

Training for 2013 needed

Advertising the availability of tech training. What is out there? Many people are not aware and need someone to explain how available technology & use of the technology can enhance their job.

There are training programs for users (like Microsoft Word, or IRIS). It would be nice if OIT had training for IT Staff on campus. Either on specific applications, or certification programs (Such as A+, Linux+, MCSE, etc).

As I said above, I feel that training to use Blackboard effectively would be helpful as there are more functions that I have need for.

Training is focused on MS applications. Would like to have training on more specialized things like programming C#, .Net, SQL etc.

Making it to training classes has been problematic. Could some of the trainings be provided on-line via OIT or blackboards (powerpoint and videos as needed)? I still would like to take an using the Ipad class.

Some of the self-help is buried on websites. It can be found with a search, but if it were organized better, that wouldn't be necessary.

It'd be nice if you could find out the classes you need to take by looking at a department's website. It ALWAYS seems harder than it should be.

I feel there needs to be more awareness of what training is available to faculty and staff.

n/a
Advertise services on e-mails and library bulletin boards more often. [#1567798]

Once a month classes for Ag Campus covering different technology training [#1567815]

I love that OIT offers classes in excel, photoshop, etc, but they should offer them on more dates and times because with just a few classes a semester, I find it hard to not have scheduling conflicts. [#1567825]

We would like training for the Adobe we have on our computers. The training offered is not for the most up-to-date version. It would also be helpful if the training was free. [#1567831]

The free workshops is something I stumbled across after 10 years on campus, and most people I talk to haven't heard of it. Advertise more! [#1567871]

Limited exposure to training programs but not positive experience [#1567896]

I would do more training, but it typically happens when I am teaching classes. [#1567905]

Where is this training and self help? I've seen account management access at OIT for webmail and unix, but is there anything else? Where do I hear about this training? [#1567920]

It would be very helpful if OIT would publish (to the web) a minimal list of programs and processes that have been vetted by OIT in terms of all aspects -- security, network interface, won't lag our individual systems, anything that our contracts oblige us to keep on our systems, etc. [#1567936]

I believe OIT is now charging the department when people get training. This may not be obvious to people who would like to sign up (they may think they have to pay for it themselves). In addition, they may be concerned that their department won't pay and don't even bother signing up. This should be made clearer by all concerned. Also, I would like to see training expanded beyond the Microsoft Suite, Photoshop, and Dreamweaver. Why not have 30-minute "quicky" sessions where perhaps things like Acorn (photo editing app on Mac) or Attendance 2 are offered? [#1567949]

As a transfer student, there are several aspects of technology services that I feel I may not know about, and I have no idea how to access any self-help or training that might be available. I can say that I appreciated the e-mail telling everyone that certain software packages were available for download and that e-mail gave very clear directions on how to do so. [#1567968]

There needs to be more times available for training. I would like to go to training sessions but as of now I have schedule conflicts with most of them. [#1567976]

This is good. [#1568022]

Important. [#1568025]

Have too much to do to take advantage of these. [#1568029]

OIT website is not user friendly [#1568100]
Offer technical use training sessions for vital software/firmware students need to succeed at and manage their daily academic requirements. [#1568113]

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Offer more training opportunities and also provide updates of new technology services. (even ones that are not fully integrated on campus yet) [#1568137]

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Yes especially for older adults [#1568161]

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Individuals who train are excellent. Availability of online, on-demand help is ... well ... where is it? [#1568171]

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I have been on OIT's website many times seeking answers to technical questions about Blackboard, email, etc and have often found out-of-date info. [#1568178]

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Have more training sessions in the evenings (after 4pm) or on weekends. It is hard to attend them in the middle of the day when you have four classes to teach. I would love some training with Smartboard on UT software, but I can never make the training times due to having classes to teach. [#1568180]

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Need Sharepoint training and need sharepoint to work well. [#1568192]

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Software training on the ag campus would be nice....Access, Frontpage, advanced Excel, Sharepoint, others [#1568197]

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I am now in my eighth year of an eight year doctoral program. At no time in the entire eight years did any OIT person indicate that OIT would or could provide training to help me with the mechanics of my dissertation. Now that I have almost finished the 230-page document, I realize how helpful it would have been to know how to control the writing process and make sure that I was not working in different fonts, etc. [#1568214]

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Training times have not be convenient to my class and clinical obligations. Mondays are best. [#1568258]

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There are so many different programs and software options. It is difficult to determine best fit at times. Also it may be good to have a core curriculum for staff, as well as perhaps a designation or certificate to become an "expert" using particular programs. Departments may be able to designate certain individuals to assist with others have issues. [#1568272]

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I suppose. Probably too late. [#1568275]

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my schedule sometimes does not allow me to attend a class; however, the classes are available. [#1568297]

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There's training? [#1568334]

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The trainign currently offered through OIT is by its nature very generic. Training tries to address the entire campus at one time or to address every possibility with one piece of technology. As such it doesn't offer enough depth to be truly helpful. It would be like the UT libraries having a round robin of research librarians instead of research librarians being assigned to subject matter. OIT does do this to some degree by assigning specific staff to particular technology, but to make the technology training
truly advance the end user you need to turn that paradigm a little to also thing about targeting specific uses of the technology. An access training class for scientists doing data analysis... a different access class for financial people like business managers... by targeting it to an end user I think you'd see increased class participation and you could tailor the courses to specifically address items of interest to that group. [#1568357]

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While I know there are a lot of training opportunities, it has not been clear how to find out what is offered and when. [#1568429]

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I am sure there is access to training for all of the technology used on campus; however, I rarely see it advertised. I do not frequent the library, so I do not typically see signs posted there. Perhaps more advertising through email or in the Daily Beacon. [#1568439]

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Maybe getting more emails regarding how to get around the home pages of the main websites. [#1568553]

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As a whole, training is not provided to staff. [#1568605]

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Your offerings are presently during working hours and, therefore, seem more focused on staff vs. faculty. [#1568723]

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Training information is sometimes very hard to find- would be nice if all self-help manuals were listed in one place. Other things are also sometimes hard to find on the website. [#1568729]

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I attended a free Dreamweaver training course and it was very beneficial! I see the workshop flyers posted around the library and I think that's great. [#1568776]

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Self help courses that can aid in training and understanding the process. [#1568884]

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I believe it is available, I not sure everyone is aware of it or feel reluctant to sign up. [#1568925]

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There isn't much available for this sort of thing. Or at least, I'm not aware of it. So that means that teachers aren't talking about it, students aren't talking about it, I'm not getting emails, etc.. Or it doesn't exist. [#1569010]

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I am 'technology challenged' in ares. It would be nice if class offerings were emailed to us rather than having to look for classes. I'm not sure I even know where to look for class offering including non-credit classes offered thru the university. [#1569091]

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advertise help more often and every where [#1569129]

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one-on-one training for faculty is the most desirable way to get faculty to move forward. Classes seem inconvenient [#1569213]

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This is not that useful to me. Tutorial classes on other software such as adobe photoshop, matlab simulink, or even basic coding would be more of my interest. [#1569234]

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none [#1569238]

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Yes [#1569256]
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I know some are offered to staff throughout the year, but they are not well advertised. I think an email to all staff and faculty would be a good route to take to let us all know what is available. [#1569258]
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The primary functions I use are email and ANDI database as well as wireless internet on campus and the public web pages. Overall I think my knowledge of available resources and capabilities is fairly limited. I would enjoy having some education about the resources available, probably through email, online tutorials or "short bursts" of information, not a long training session. [#1569313]
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Make more relevant and up to date classes available via OIT. [#1569381]
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It would be a huge benefit to the faculty, staff and students to have a campus subscription to Lynda.com. This is the industry standard that our peer institutes have been using for years. [#1569420]
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Have you seen some of the "help" information that is posted on some OIT pages?.... uhg. [#1569426]
-----
I can not remember the last time I received information about upcoming training on technology. [#1569491]
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The Microsoft IT Academy could be improved. They are difficult to access and counter-intuitive to use, at times. I realize you have no control over this, but could we look into providing more online tutorial links that are easier to use? [#1569511]
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As a transfer student I didn't receive anything telling me what was available as far as technology. I didn't know about apps.UTK until another student told me. [#1569515]
-----
Helpful sessions could simply be: how to use your iPad [#1569534]
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One of my favorite parts about this are: how staff LISTEN to my needs, then help me consider the best options. And I love the various videos and help sheets. [#1569550]
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More asynchronous online training and less scheduled classroom training. [#1569577]
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The trainings I have attended have been very good. I just wish there was a way that I could be sent information instead of having to search it out myself. [#1569583]
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Electronic mail (Tmail, Exchange)

E-mail is critical to our operation. [#1566230]

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From work it is great, but when I access it from my home computer it isn't professional looking. It is very basic. [#1566232]

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Enlarge mailbox quota. Upgrade the "light" version of T-mail, at least so that one can italicize or underline a passage of text. The regular full version of T-mail is cumbersome, clumsy, has a bad visual presentation, and does what it thinks you should want it to instead of what you actually want it to (for instance, in the way it silently groups together all your messages with similar headers, as if they were all on the same subject). In many ways, Microsoft Tmail was a distinct downgrade from the old webmail, on which you could do more simple things more simply. [#1566252]

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There must be better options than Exchange! [#1566264]

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Volmail/Microsoft email is not as user friendly as gmail. Please switch to gmail. [#1566276]

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eliminate restrictions on inbox/storage size for faculty! [#1566286]

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This may be due to user error, but the capacity of my email is very limited. I have been employed here for two years and have had to clean out my email (delete almost everything) every couple of months. Granted we all keep too many emails and it doesn't hurt to purge stuff. However, I have had other email accounts at other institutions and kept far more emails and never went over capacity. [#1566289]

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GREATER FLEXIBILITY WITH REGARDS TO STORAGE SPACE, INDEXING, TASK INTEGRATION, ETC. [#1566319]

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I routinely have to send business email through other mail services while on travel, because the UT Exchange system routinely refuses to accept emails with any attachments. This does not happen all of the time, but it happens almost all of the time. I suspect there may be some configuration issues with Exchange involving timeouts or such. This is a major impediment to me conducting my work for UT in a reliable manner. I also would greatly appreciate IMAP support, rather than just Exchange support, as Exchange almost never plays well with non-Microsoft products and Microsoft products almost never play well with Apple software. Just about everyone in my department is now using Apple laptops. Outlook for Mac is horrible and unreliable, but UT does not provide another solution. I have lost significant amounts of email and time to Outlook for Mac. Our Exchange server does not play well with Apple Mail, but at least I can recover from failures more easily. [#1566352]

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Interface is terrible and confusing to use - please improve! [#1566396]

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I don't like using Tmail, but I probably only access it about once a week or less. It's just not as easy to use as Outlook on Exchange. But I don't have any specific suggestions for improvement. [#1566441]

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My Mac gets stuck when I open my volmail account. Since UT changed to office 365 I've been experiencing more problems when trying to open my email and/or send attachments. [#1566442]

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is slow to update I don't know what can be done to fix this issue [#1566457]
Have not really had any problems with the interface. Using it on a cell phone, access is also adequate. thank you! [#1566466]
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Get rid of Outlook and go with gmail. [#1566467]
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Frankly, the tmail system is not convenient. [#1566489]
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I really like the e-mail service because it is able to be connected to Microsoft Outlook! It is great! [#1566494]
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I loved Eudora and was sorry to see it go. I wish there was an easy way to archive email to my hard drive. [#1566537]
-----
Fine [#1566545]
-----
I and most people I know just use gmail instead of Tmail because it's easier to navigate and store messages. [#1566570]
-----
I think that OIT does a great job. [#1566595]
-----
More storage. Tired of getting messages my mail box is full. [#1566650]
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I wish Tmail and Volmail could share calendars. In my opinion, students and staff should be on the same system. [#1566655]
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TMAIL is sometimes clunky and doesn’t mesh well with some of my contact (and other) information. [#1566672]
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I have had issues receiving emails that have been sent to me. [#1566681]
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Was having issues during the migration this past summer [#1566712]
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TMail is a pain to use but Outlook is sometimes undependable and it appears emails disappear. Also, the size of storage is disappointing as I need to keep most of my work emails. I archive a lot of my older work emails in my Gmail account but feel uncomfortable with Google’s acknowledged reading of our emails so they can customize ads. [#1566720]
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huge problem with address book and automatic imports into my iphone. i cant sync my address books. [#1566733]
-----
doesn’t always work. sometimes emails don't go through [#1566742]
-----
It’s okay. I don’t really like MS Explorer very much. Not sure how they could change their interface to make it easier to recognize emails in my inbox, but that would be good. [#1566770]
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Better interface. Confusing inbox. Sometimes attachment won’t work [#1566772]
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Unfortunately, have to have and have to have very very reliable. [#1566803]
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must be nearly 100% [#1566808]
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I am really frustrated with Outlook/Office 365. It times out at weird times (like when I am working on an e-mail). And when it times out and I put my password in, it comes up with another log-in screen. Why should I have to put my password in twice? Also, The 'search' function seems to ignore subject lines. Also, if I'm replying on an e-mail chain where I was the last person to send something, it sends the reply to me, not to the intended recipient. An even bigger problem is the way that UTK's e-mail system seems to straddle Outlook and Office 365. For some reason, NEITHER of those apps (android) recognizes my account, and I have to access the lite version through a web browser. PLEASE PLEASE PLEASE SWITCH TO ANOTHER SERVICE. OUTLOOK / OFFICE 365 IS JUST AWFUL. [#1566815]
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bit fuzzy and not accessible from mobile devices sometime [#1566851]
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These sometimes dont work well on all browsers [#1566861]
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Problems with outlook since updates. [#1566933]
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It took me a while to figure out that typing volmail.utk.edu takes me to the microsoft email for utk students. I had to suffer through my first semester never knowing that. The website on OIT is too confusing and I still have no idea what the difference between Tmail and Exchange is. [#1566961]
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Provide more memory storage for Tmail - I am always delayed in responding to emails while I clean up/delete messages to allow me to respond; reduces my productivity [#1566968]
-----
I need to keep email even when the email has a large attachment. I'd like to be able to detach and delete the attachment but keep the original message. That would be really helpful. [#1566984]
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Volmail works fine, I like Microsoft. [#1566985]
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Tmail was AWFUL! The inbox data limit was ridiculously low and even emptying all folders wouldn't always fix the problem. Volmail is better but still not great. Again, you have to keep changing it, regardless of whether or not the new version is better. [#1567004]
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Many times I have problem getting and sending attachments. Also, t-mail gets in after about 15 minute delay at the least. I think this is unacceptable. It should come in immediately. [#1567011]
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Capacity in individual mail odes is far too small. I feel as if I spend half my life dealing with warnings that my mailbox is full. As a faculty member who directs a program and has multiple grants and projects, I get countless emails a day. Even though I empty junk and deleted mail multiple times a day, I am constantly facing the dreaded warning about full e-mail. I went through this just again yesterday, when I spent 5 or 6 hours sorting, archiving and ridding myself of old emails. And it was probably just a month ago when I did it last. If you want productive people, email capacity is essential. This is a major university aiming for top 25. Goodness! If that is the goal we need to help faculty and not make life difficult by limiting email and making faculty purchase their own access to platforms like GoToMeeting that actually work reliably. [#1567014]
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Allow more than 2gb of memory for staff [#1567017]
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I think it is good- except it keeps on signing me out on my phone. Maybe fix that problem. [#1567018]

About 1 time in 7 I get an error message when I try to access tmail ... “that module not recognized” [#1567019]

Using Outlook Exchange sometimes gives me trouble when I am trying to sign it. It will switch over to Tmail and I can't log in with Tmail and I have to enter in volmail.utk.edu several times to get back to Outlook Exchange. [#1567022]

The vol mail is not very functional for me with regard to being able to purge trash items and organizing mail into various categories. Sometimes unread email items are obscured from my view. [#1567055]

Email is vital. This is another service that has improved over the last few years. I would like to see some integration with Office 365. We are just working randomly with Dropbox, Cubby, Google Drive, other Google applications, just whatever we can pull together. I know the environment is changing every day, and it is hard to get a large campus to use one piece of software. [#1567058]

I wish there was a much easier way to sort mail as it comes in- send email from a particular person or listserv to a certain folder as well as showing them in the inbox. [#1567059]

Difficult to get a mobile app for it. [#1567092]

This needs to be dependable. That is all I care about. [#1567124]

Stop being wedded to microsoft products. [#1567142]

n/a [#1567163]

I have VolMail... Should I have T-mail? I thought I upgraded from Tmail to VolMail...WTF? [#1567166]

Needs improvement [#1567187]

N/A [#1567207]

I have noticed some delayed delivery of Tmail during recent episodes of severe winter weather. [#1567247]

Looks old and takes a lot of time to download to my mailbox [#1567252]

Support for non-Windows or non-Exchange clients is spotty. Exchange tends to deviate from many of the common email standards which makes using alternate email clients problematic. [#1567304]

Wished mail could be as seemless remotely as it is from my desktop. [#1567339]

On occasion email gets lost in the system taking up to an hour to be delivered from the time stamp it was sent. [#1567373]

For large attachments, I have to use Dropbox or an old Lotus Notes mail system. [#1567377]
Campus email is ludicrously poor compared to free services like Gmail. Outlook/Exchange is kludgey, makes mailbox management difficult. 1GB data limit is ridiculously low. [#1567380]

works great, although I’m still confused about this news I have two email addresses and I’m not sure how they are connected, but I haven't missed any email and just use the utk.edu address. [#1567407]

From time to time, I work after hours or on days off. I sometimes experience difficulty in opening messages that were previously opened. [#1567446]

volmail is pretty good [#1567476]

I have problems with using Outlook on my tablet, but other than that, the e-mail system works pretty well for my needs. Tmail could use more functionality or a better user interface to be able to do everything Outlook does. [#1567486]

I am constantly having trouble sending and receiving email through volmail. I do not like the outlook format, too many glitches. For example, I can not cut and paste something form word into outlook. [#1567514]

t-mail stacking of emails is annoying; some items are just overlooked as a result. Wish it could be disabled in t-mail. [#1567520]

Mail works fine, but the online Outlook makes it hard to do things like group emails and forwarding. [#1567528]

Get rid of Microsoft Exchange. It is the worst. [#1567573]

I don't use it as it is so inefficient. Emails sent are often lost and never received by sender or the other way around. I lost so many communications that I use Gmail instead. In addition, it is extremely difficult to clean out the mailbox - have a "check all" box that you can delete. [#1567588]

Easier downloads. My tax information would not download for several days. [#1567658]

I think that my e-mail gets send to some people that I would not like to send me e-mails. I do not like getting this spam. ie. campus housing; campus food-court; academic businesses. [#1567663]

Usually works very well. [#1567689]

The little gear symbol isn't easy to see on my cell phone. It's an easy way to get in to the tmail log in, but I can never remember to use it because it's so hard to see. [#1567708]

Exchange mailbox and email size limits are much too small. [#1567716]

emails that you respond to and go back and forth never show up as new. so if you aren't continually checking to make sure they were done you don't get the whole thing. every new email should show up as new even if its part of a chain [#1567718]
constant sync issues working from an ipad and a laptop - especially with the calendar - seems like I have to delete then re-add my account with each iOS update [#1567727]
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I would like to be able to get to volmail easier [#1567748]
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n/a [#1567759]
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Sometimes signing in can be frustratingly slow. [#1567770]
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Outlook is not near as efficient as Lotus Notes has been in the past. [#1567815]
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Cannot access my archived folders when I log into Tmail. This is not ok [#1567834]
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replace Jeff Smith..... [#1567868]
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getting signed in is sometimes a hassle - it often switches out of Office 365 to Outlook when I try to sign in [#1567871]
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Hated tmail [#1567887]
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Allow for signing on to email account from regular outlook website (i.e. mail.office365.com). Having to go to two different websites to use two outlook accounts is inconvenient and inefficient. [#1567898]
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Move the graduate students to the same system as faculty and staff. Allow for better/easier access to mail folders that are largely kept on resident system in the offices of faculty/staff. [#1567936]
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I am fairly computer savvy, but I have no idea what is the best way to access my Tmail. Should I be using Outlook? Does OIT offer it for me to download? It's hard to connect it when one gets a new device. Etc. [#1567949]
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Increase capacity of Tmail to at least 10GB for faculty [#1567993]
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Tmail thread strikes me as being less userfriendly, more confusing and more problematic than the previous system. [#1568015]
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Sometimes the log in page does not come up. [#1568022]
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We all thirst, so drinking the Microsoft kool-aid is fine. [#1568029]
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The volume of email I send and receive is extremely large, and I often have to go back more than a year to review previous conversations with students, faculty, and staff. I have a very low storage amount for what I need, and it's not easy to retrieve archived emails. I would like for certain staff to be identified and allowed a 5 GB or so storage limit. [#1568030]
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Tmail is not user friendly. [#1568032]
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Larger storage capacity. Better recipient capture, storage and recall/prediction. [#1568038]
Generally, Tmail works just fine. Most of my problems using Tmail are a result of Microsoft Outlook; however, the web client is nightmarish. It’s sluggish, the user interface is clunky, and often the email formatting in sent form does not reflect what I see as the sender. The calendars are very difficult to navigate as well. Also, using Tmail on a mobile device is not fun for many of the same reasons listed above. [#1568044]

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It disappears from my phone but is still in my inbox when I check it online [#1568093]

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Try to make it easier for students to link their school e-mail accounts to their phones/mobile devices in much the same manner they can access their hotmail, yahoo, and gmail accounts. I personally got fed up with the method currently in place for use with my Samsung Galaxy S3 and am forced to check it through the internet access from my phone. [#1568113]

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Email delivery, even for on-campus emails, is often delayed up to a day or more. [#1568171]

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No complaints. [#1568197]

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My former university, Wake Forest, switched our email addresses over to gmail in my last year there. Most everyone uses gmail these days in addition to their utk accounts. To me, it makes it easier to organize my mail and is far better than Outlook, in my opinion. [#1568207]

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I actually use Gmail because I've had TMail bungle so much of my workflow! [#1568228]

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Provide additional storage space for email. [#1568268]

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Sometimes I don't get messages that students send me. This doesn't seem to be terribly common but is a big problem when it happens. [#1568271]

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Critical services [#1568288]

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More training on how to use Outlook Exchange [#1568334]

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none at this time [#1568354]

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The instructions to setup mail forwarding with Gmail need to be easier to find. [#1568369]

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More storage space is needed for faculty accounts on Tmail. [#1568447]

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Ever since we switched to webmail, it takes much longer to load. [#1568536]

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The Tennessee.com email is not very accessible. [#1568553]

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Don’t use Window Outlook. Most students on class have Apple devices, so why use a Windows software? [#1568560]

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Need a lot more storage space. I don't know if I can trust to keep important files on my desktop and often need to access older files from overseas, without my trusty laptop. [#1568620]

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more storage for t-mail or a more effective archiving system to keep old emails and attachments searchable (this is very important for collaborations and working with data [#1568645]

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T-mail is more cumbersome to use than Microsoft Outlook I am not sure what can be done about that. [#1568650]

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Exchange has been frustrating. Sometimes it doesn't let me insert attachments. [#1568681]

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You lose a lot of functionality moving between Volmail and outlook [#1568692]

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More storage space. [#1568747]

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Do not love outlook interface. Hard to navigate and search at times. [#1568773]

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Don't use tmail anymore. I wish we could use the full capabilities of Outlook, like the calendar. [#1568776]

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Must be up at all times. [#1568782]

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Stop spamming students with emails from outside, off campus, nonacademic sources! [#1568875]

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No comments here, works fine for me [#1568877]

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Perfect email. [#1568879]

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I'm not a huge fan of Outlook, I'm more of a gmail person. This one is really more a personal preference thing. [#1568979]

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Office 365 is horrible. The older format was better. Sometimes I can't even log into office 365 or I have to google search it because office 365 doesn't bookmark [#1568982]

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I personally detest exchange. I do not think it is secure. It is pain to access through browsers, and my apple mail client. We need to offer other choices. The storage limit for exchange is also too low. [#1568983]

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Could move more quickly, but overall good. [#1569028]

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There has been an issue will student email ever since the latest Internet Explorer update. Email is compatible with Mozilla Firefox but UT has yet to make email compatible with the most used internet browser? This puzzles me. [#1569035]

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The whole shift from outlook to office 365 is messey and not consistent. [#1569039]

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N/a [#1569057]

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Explain what these are [#1569129]
The mail system is descent on Outlook but could be greatly improved with Gmail. Gmail is a more user friendly mail service and creates more interaction between users. This kind of interactivity is what college is all about right? ... Would be worth the extra money.. [#1569234]

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none [#1569238]

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I have to access UTK webmail from my UTK and cannot access it from a bookmarked tab or search engine [#1569359]

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I wish there was a way to see if the person who received your email has received/read it. [#1569429]

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Tmail is rubbish. I simply don't use it. [#1569454]

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System encouraged me to switch to VolMail, was told it would be better. Do not understand why. I switched, but often had trouble accessing Volmail and was told I had to delete my computer history, which is valuable to me and which I NEVER wanted to do. This recurring problem was one I do not feel I should have had to deal with, and would probably not have been an issue if I had not switched to VolMail, which I had been told would be better. [#1569455]

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I need to keep all my emails as a record of my interactions with collaborators and colleagues. There is not nearly enough space on the exchange for me to do this, so I am forced to do all my email through gmail. [#1569466]

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DOes not play well with Macintosh and loses a lot of functionality when not using a modern (Windows 7 or later PC) and online needs many more features such as stackable calendars. Right now I must spend way more time than I wish trying to look through calendars. To answer one question about available dates I have to search through 6 different calendars. That takes way more time than it should. [#1569508]

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n/a [#1569524]

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HUGE [#1569534]

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The server-side part of our email system is fine, but the client side is where I have problems. Outlook is the "best" option I have found on my Mac but it is still a terrible option. A more lightweight and faster option on the client side would be wonderful. [#1569577]

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distribution lists and contact groups are not intuitive to manage. Junk mail folder doesn't ever show any messages so it is hard to tell if a message that you are looking for got classed as spam [#1569601]

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Ability to invite/schedule appointments with others through calendaring services

ABILITY TO SCHEDULE HIPAA/FERPA-SENSITIVE MEDICAL APPOINTMENTS ACROSS A DEPARTMENT [#1566319]

CalDAV support, rather than just Exchange support. Better support for Apple iCal. [#1566352]

I probably should use this more in my job because I maintain an administrator's calendar. I probably should learn more about this function in Outlook. I need to take an OIT class! [#1566441]

Part of this is because I do not know how to do these things. Why not have a neophyte's guide to these things, including screen shots? [#1566573]

This is an unbelievable medieval ritual, in which terminology is mysterious and a single click and a double click get different results. The menu is miniscule and the entire process is counter-intuitive. This is especially a problem for faculty who only need to do this a few times a month. Staff probably get used to the idiosyncracies of this process. [#1566733]

Need to work with apple computers [#1566982]

I am a Mac user. Exchange does not always work well with my devices. [#1566990]

Event invites are difficult to manage through Tmail. Would suggest moving to Gmail, which is more collaborative, and having students do the same. There are issue with accessing calendars and sending appointments to students on VolMail. It makes collaborating with students very difficult to manage in an online environment. [#1567036]

I need to be able to invite our customers to meetings and they don't have Exchange. [#1567377]

Stop rotating your IT people. We need somebody that we know we can call and depend on to fix our problems. We (and the IT person) gets used to how we operate and then they get rotated. Complaints - I just had a new computer set up and that was all the person did. He did not re-attach my printer, scanner or other equipment that he disconnected from my old computer. He was more interested in playing on his phone. Plus - he asked me for my user ID & password. We need somebody willing to do their job! [#1567404]

Again, the Outlook issue is amazingly frustrating. [#1567456]

Insist that people use Inbox or other tool to schedule appointments. Many admins either don't know how to use, refuse to use, or are instructed by their supervisors not to use. What a waste of time calling and emailing to set up a meeting when it should be done via Inbox calendar functions. [#1567487]

At my workplace we now have to go to someone else to schedule rooms. The way it was done before where all of us could do that was a lot more efficient. [#1567502]

Promotion of service and "how to" access this service. [#1567543]

Get rid of Sharepoint. It is the worst. [#1567573]

Not really a problem [#1567709]
n/a [#1567759]
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my boss sent me a meeting request and I have two on my calendar and can't see to remove the other one. [#1567790]
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Too many options. [#1567795]
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Advertise this service more. [#1567798]
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I use doodle.com instead of anything UT offers. [#1567848]
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It's ridiculous that one can't set reminders via a shared calendar. [#1567936]
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I and most of my colleagues do this on Doodle which is not an OIT service. If Doodle goes away (or isn't free anymore), it will be nearly imperative to have a substitute. [#1567949]
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Make it work with Google calendar [#1567993]
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A campus-wide scheduling service that allowed support personal in departmental offices to review all staff calendars in their departments and schedule meetings would be great. [#1568030]
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This system does not work well. A change/deletion cannot be made to a scheduled appointment without sending an e-mail to everyone involved in the meeting. Such e-mails do not need to go to administrators who have assistance who manage their calendars. [#1568032]
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I have not used this service. So I was not able to answer the question. I did not know there was this type of service available. [#1568191]
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Somewhat difficult to get this to work well when first setting it up. [#1568192]
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Never had any instruction on the calendaring possibilities [#1568197]
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Need to be able to include GAs in calendaring systems [#1568221]
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I use a program that allows EVERYONE to schedule and have that information flow to Google and then to widgets I have elsewhere. Try doing that with Outlook without having your head explode... [#1568228]
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Provide a webex type tool that's easy for us to use. [#1568268]
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We've had specific challenges that I'll admit I'm not sure I understand still. Most times everything works perfectly, but we've had to go as far as requesting and OIT Tech visit. The visit resolved the problem. [#1568328]
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good [#1568354]
The industry as a whole needs to improve standardization I know, but the lack of Free/Busy schedule info from outside of the UT ecosystem is a serious problem in an institution that does so much work with outsiders. [#1568357]
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Try to get everyone to use the Outlook calendar! [#1568429]
-----
Ok [#1568620]
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maybe offer webinars on how to use Outlook/Exchange [#1568657]
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Trying to schedule things online is a pain. I usually just call the person. You should not need a tutorial to request an event. [#1568741]
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Only problem that I am aware of is that people using computer from a different time-zone seem to have the appointments in that time-zone versus Knoxville, TN time where the appointment is to be held. [#1569015]
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Room scheduling is truly terrible. The reservation system is counterintuitive. It makes a huge difference if you single click or double click. I think staff members get used to this after time, but for faculty who schedule a room 2 or 3 times a term, this is really problematic. Our IT Tech guy made a handout and it is really complicated. THIS NEEDS MASSIVE IMPROVEMENT> [#1569213]
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Online@UT (Blackboard Learn)

The inability for Blackboard to interface with our personnel management system makes it next to useless for me. [#1566156]

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Often the help staff designated to Blackboard do not know what to do when a situation comes up other than to say "you would do better with a hardwire connection" which is already the case. [#1566210]

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needs not to go down when lots of students are using it [#1566211]

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Can you combine Blackboard Learn together with MyUTK? [#1566293]

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Is good. [#1566306]

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UT seems to be behind the curve about 3-5 years on classroom technology. My former institution has pictures of students, better collaboration tools, it seems greater interface with other systems. FYS class grading was cumbersome with one long list. [#1566326]

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Often there seem to be outages and issues with things like Safeassign. [#1566376]

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Optimize for use of video tools and reducing audio lag during simulcasting (synchronous online class presentations) [#1566466]

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The Blackboard website is not organized very well and when it goes off-line there is now NO way to circumvent the problem and access it with another website like you once could before they changed something about it. It is hard to go back and forth from classes to classes. If it were organized more like the Engineering Fundamentals website then it would be a lot easier to use. [#1566494]

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Very difficult to use. Don’t like Blackboard all that much. [#1566518]

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Clunky website [#1566545]

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Powerful but looking dull and not easy access or easy to find things in it. [#1566585]

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Not user friendly. [#1566618]

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Ok except for outages which are very inconvenient and happen at most in opportune times. Wish I could customize my opening page view and only see current courses but still have access to prior courses. [#1566650]

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Updates on computers sometimes do not allow us to access Blackboard and missing items from the Spring 2014 semester material [#1566712]

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Have custom email alerts for Blackboard for Announcements/ Assignments, etc. Maybe even SMS alerts [#1566717]

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Need to be able to print tests need to have record copy of all emails sent to students (saved on Blackboard site, NOT sent to me!) [#1566733]

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better connection. make it easier to navigate and set things up [1566742]

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Once I got the hang of it, then I was able to use it well. However it took like a month to get used to it. [1566762]

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Different service provider. Blackboard sucks! It's got all kinds of junk on it. Complete rubish. Things I never use, and that only get in the way of being able to use the functions that I do need to use to teach classes. [1566770]

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The update was glorious and so is Blackboard Learn. [1566784]

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Nice but half of my classes show up with two or three different course links in them that don't work. [1566799]

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more or less working ok now [1566808]

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This is specifically about the SafeAssign feature: Prioritize consistency. this system seems to go down fairly often which creates a headache if it is down near deadlines for submitting papers. [1566827]

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The interface should have data for all the course we did. The interface can be improved a lot. [1566851]

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BB has too many options and features that I don't use. They create unnecessary clutter for me, but this may be different with other users. [1566877]

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Certification to access blackboard for the first time could be more informative. [1566914]

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While taking an online exam, blackboard crashed and I had to retake the exam. Then it crashed again. [1566930]

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sometimes it just stalls out and you have to restart it or takes too long [1566935]

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I am very pleased with OIT services. [1566950]

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Blackboard is so confusing when teachers put up the merged classes. Why can't it be alphabetical or at least time-organized (organized in order of the classes I have. For example if I have geology and math on MWF’s, then social studies, CFS, and English, then the order should be Geology, Math, Geography, CFS, then English). If you cannot do alphabetical order, then please at least put Math 115 and math115merged together! Do I really need to search for a few more seconds just to find the merged class?? [1566961]

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Is down WAY too often. [1566980]

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Seems like I have to click too many buttons to get to what I want. Professors are always complaining about how painful it is to operate and some won't put grades up because it is a hassle. [1566985]

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Blackboard will sometimes just quit on students in the middle of what they were doing. This can be an issue when taking an online quiz on Blackboard that only permits one try. And this is not just on personal computers but on the library computers as well. And sometimes it is just down completely, and
it always seems to be at the no so convenient time before an exam. The majority of the time Blackboard is ok, but it can still be frustrating when that does happen. [#1566997]

Same thing, some times you work updating grades for an hour and then you realized there was a glitch. Or your students are taking an assessment and then the system fails. This needs to be working at 120% always!! [#1567011]

Too many outages. [#1567014]

Take a look at ETSU's D2L system! Its so much easier to use! [#1567016]

I don't see any problems with it!! [#1567018]

The configuration of this Blackboard is not intuitive. I've used it on other campuses and it has been MUCH easier to use with far less problems. [#1567025]

Useless. [#1567044]

The email system is within blackboard is not a preference for instructors and I have been asked to correspond with instructors using different mail systems other than the one on blackboard [#1567055]

When we do app shares, people tend to get kicked out of class sessions. Often takes too long to accept a grade submission; it just sits. Lots of time wasted waiting for it to work. [#1567058]

Maintenance should occur later at night. Or tell students days ahead through email. [#1567123]

Be dependable and easy to navigate. [#1567124]

It's really frustrating that all of the teachers aren't required to use Blackboard for grades and such. It's also really annoying that it doesn't give me the option of saving my username/password on my personal computer. [#1567154]

Have the link from the utk homepage direct directly to the login page for Blackboard so that it is one less step to reach the application. [#1567158]

Time difference in Nashville is a problem. [#1567163]

There have been too many times where blackboard was down when I need to turn in an assignment. Thankfully my teachers were forgiving. [#1567193]

Make home screens customizable. [#1567207]

Should allow password cashing, similar to myUTK, so I won't have to type it in every time. Grade Center should be a real spreadsheet, and customizable. [#1567214]

n/a [#1567238]
There are way too many outages and periodic problems with Blackboard. This service is simply not up to quality standards I expect for an Enterprise system. [#1567274]

If Blackboard went down less, that would be great. [#1567292]

Sometimes Blackboard doesn't work. Everyone knows that. Students and teachers joke about it. [#1567293]

Seriously! in this day and age there isn't a better solution to serve our needs then Blackboard? And, if you are asking what's wrong with it then maybe that is the problem. [#1567373]

It would be nice if Blackboard allowed staff to be able to access lecture videos for HR128 training credit without having to have instructor permission. [#1567400]

This program is difficult at times. Sometimes it works and sometimes it doesn't. Seems redundant to have to log in two times to access site. [#1567409]

There seems to be a lack of staff to address questions in this area. The product seems to need constant maintenance and update. [#1567413]

Tracking usage for online training by departments rather than just a generic list [#1567419]

Things do not appear on the announcement or course materials screen, although others can see them. [#1567456]

I know you've already improved the ability to cut and paste text into Bb, but keep working on it; it is still clunky and sometimes junky. [#1567459]

I like it [#1567476]

Blackboard's issues with Internet Explorer are a serious hindrance to faculty use. [#1567486]

Server is unavailable quite a lot and semester transitions are rough [#1567528]

It would be nice if more professors used Blackboard. [#1567536]

Blackboard is reliable. Just wish it didn't have to go down for maintenance. But all websites do that so no big deal. [#1567609]

Few problems with SafeAssign this semester...improving that would help [#1567624]

Sometimes I find Blackboard to be really, really slow (seems to be faster with Firefox instead of IE?). Depending on the computer (work or home) that I am using, it is also not always easy to navigate the Full Grade section for a course. [#1567650]

I cannot remove courses I was a teaching assistant for in the past. This semester, I require a professor to add me as a TA, which they have not done. Thus the students cannot get in contact with me, and I can't answer their questions on Blackboard. I do not know what is happening in the class as I do not get...
alerts. I would like the TA coordinator to have that capability. There are far too many functions on Blackboard and no training in how to use them. Using SafeAssign, I don't know the difference between submit draft and submit paper. I do not get to see what the students get to see. There needs to be training in this. [#1567663]

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grades program does not work with all browsers [#1567668]

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I guess it's more on the faculty side, but I'd like to see collaborative projects via BB, similar to Google Docs. I don't know if that's even possible for UTK IT to manage. I'd like to have more a customizable homepage, like a custom news feed, or custom links, colors, images, etc. That way it would really be like a homepage and not just a site I visit. [#1567688]

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Has a tendency to freeze or kick me out of what I am doing. [#1567697]

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Having experienced both Bb and Canvas, I feel the latter is a better platform [#1567709]

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Provide access to previous class material for an extended period of time. [#1567722]

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n/a [#1567759]

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The panel on the left hand side of the screen is confusing sometimes, but I don't know if that is a reflection of the organizational capabilities of the website or the professor using it. [#1567783]

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Training should be mandatory for all new students, not just available. It should be tied to admissions. I don't have time to fulfill the duties of a tenured faculty member and maintain teaching excellence if I have to teach my students how to use technology at the beginning of each semester. [#1567795]

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Easier for students to receive emails from Blackboard about grades, assignment deadlines, etc. Not just having notifications for the mobile app because those are very inconvenient. [#1567804]

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Changes were made to Blackboard that made it more difficult to find the "help" and options. Recently when I am posting an attachment in Blackboard, I get kicked out and I see a page with red on it that says something like "Access denied" and I have to log back in again. Can this be fixed? Please! [#1567848]

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Blackboard is generally slow and based on a rapidly aging technology (Adobe Flash). A html5 or other substitute will run much faster on new OS and new hardware. Please god upgrade it. [#1567872]

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It needs to be better with the fundamentals: communicating with all browsers. [#1567905]

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I don't have problems with Bb [#1567907]

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The mobile versio of BB needs to have same capabilities as computer access. [#1567908]

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Doesn't work on Chrome more than half the time [#1567918]

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If you insist in calling it "Online@UT" instead of the more obvious "Blackboard", then make the effort to consolidate, at a minimum, links to the other electronic resources and interfaces on campus. Instead, it really looks like everyone is just doing their own thing, their own way, across the University system.
Some effort should be made to make uniform the manner of interface. One shouldn't have to first be aware of our internal system of organization, sources of funding, and reigning political climate before one can find information or perform a task online. Also, like Banner/MyUTK, many support staff (well outside of the Registrar's domain) need access to individual course information and enrollment. Else, we can not support the teaching efforts as is often asked of us. [#1567936]

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The last "update" at the beginning of the school year killed me. There are lots of weird things that Blackboard does or doesn't do which are very unhelpful. [#1567949]

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So much potential. But too many down times, interferences with web interface. As we use this for grading, course exams, and teaching content, this should work perfectly and at all times. This should be a priority. It is the FERPA compliant means to communicate with students and should not be subject to regular glitches. As I said, this should be a priority, we have had this in place for so many years there is no excuse to still be having these problems. The mobile app needs help too. [#1567954]

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This is very important to me. [#1567959]

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Blackboard is a terrible program to begin with. I think that entering information needs to be easier on the teacher's side. It would help if there was an integrated calendar, especially one that says when homework and assignments are due. [#1567976]

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N/A [#1568001]

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In many of the help menus, author does not employ effective writing techniques, i.e. does not write in an easy-to-understand fashion, but rather relies heavily on arcane jargon that impedes communication by creating a high fog index. Authors may want to research effective writing techniques and apply them as much as possible. Among my suggestions would be to use smaller words, shorter sentences and avoid confusing subject-specific terminology whose meaning is not absolutely clear. [#1568015]

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Goes down a lot. Must not have enough redundancy built into it's system. [#1568029]

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See previous comments. [#1568038]

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include a link to bb learn log-in on the utk home webpage [#1568040]

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There is sometimes a lag in distance classes. Sometimes the same icons don't show up on a tablet. [#1568042]

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Difficult to navigate Blackboard. Needs to be simplified. [#1568046]

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I barely ever use Blackboard unless I am teaching outside my college, since my college has more targeted products that are easier to use. [#1568059]

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Blackboard is great, except for a few things. What I would like to see most is a way to give tests so that the students are monitored. As it is now, it's too easy for cheating with ringers or others helping the student. Monitored test rooms would be great (one require all students to have laptops; then I could test in class). Blackboard has improved, but there is still too much clicking needed to get a task done. Also, is it possible to put up a set of web pages within blackboard so they are secure from the general public? I don't want to run my own secure website if I don't have to. [#1568075]

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Allow access to course instructor functions from tablet [1568096]
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dont know if this is just Bb, or our installation of it. It is the clunkiest, 1990's looking piece of crap. the Bb App is much more along the lines of what I would like to see in the web version. [1568109]
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Some aspects of Blackboard are not exactly use friendly. It is sometimes not clear if there is an easier way for some functions. [1568147]
-----
none [1568160]
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I take online classes and always have trouble with quizzes and tests freezing. This has been a real issue for me. Not sure how to address it, but I feel that blackboard could be more reliable. [1568167]
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Quirky issues constantly [1568226]
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So far s good [1568275]
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Need more robust testing features including a way to download raw data without work-a-rounds. Need to have more revision features for test item analysis and other psychometrics after tests are taken. [1568280]
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We use Blackboard in our department (University Housing) for our training (quizzes, emails, interactive presentations, etc) and student staff resource. However, we keep being told it will be taken away since we are not an academic department. Until UT can provide something that offers the same amenities, that is ridiculous. [1568327]
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Blackboard has been useful, however a little awkward for our (non-academic) department. There are some unfortunate workarounds like hosting videos to Youtube rather than UT servers. [1568328]
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too many technical problems with safeassign. [1568401]
-----
Good [1568468]
-----
Constantly crashes and freezes [1568490]
-----
too many clicks. [1568516]
-----
Professors dont use it to upload grades because it is too hard to use [1568520]
-----
blackboard is 1990s website [1568522]
-----
Blackboard is "down" a lot lately, and therefore unreliable. [1568532]
-----
The mobile app isn't worth downloading. [1568545]
-----
De-cluttering home page of BBLearn to only necessary information. [1568560]
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Consolidate online services into one site. [1568575]
Making grade entries mandatory for teachers 2-4 times per semester [#1568578]

Bb Learn is just old and clunky. It does the job, but it's 15 years behind the times. [#1568661]

Blackboard constantly kicks me out without reason and it's interface is none intuitive, this causes problems when I'm trying to download my students grades. [#1568694]

Largely happy. Do not love the new interface, but adapted. But very useful so I live with its problems. [#1568773]

SafeAssign seems to be extremely problematic. Is there any way to change it to allow students to remove their submissions and resubmit? I understand that this might allow students to go back and address plagiarism that SafeAssign identifies (which I would actually prefer), but moreover, it would be really convenient if instructors did not have to manually remove students' submissions. [#1568775]

SafeAssign doesn't work sometimes, and that's a bit frustrating. No suggestions for that. It would be nice to be able to view my grades all on one page rather than having to go to each class's site to look at grades. [#1568777]

May be save some information for the classes we already have token! [#1568780]

App often force crashes so it must be reloaded, takes longer than expected to access class materials or updates. [#1568844]

No issue other than the occasional error, reloading the page usually fixes it [#1568877]

Blackboard is awful. I hate it. Please move to Moodle or one of the more flexible programs out there. We hear so much about student centered learning but Blackboard won't let me give students the run of the site. Also, they keep updating it with so many cumbersome features that only make it more alien for me and for my students. I'm probably switching over to an open blog and googledocs. Right now, I only use it as an email list and filecabinet, and it's not very good at those things. Very cumbersome, can't hold video files, rigid. [#1568878]

This system is not user friendly and I have to get help each time I use it in order to figure out where everything is located and how to find what I need. On your next upgrade, have the new upgrade tested by someone who is not a computer "expert" and see where the problems are. Computer geeks have no problems with it. However, when I only use it one semester a year for my course, it is difficult to find things and therefore I have to consult someone who is an expert. [#1568889]

Blackboard and Banner don't function very well together for cross-listed courses, especially when they are multi-section, lecture/discussion classes. That problem extends into electronic student evaluations (SAIS). Figuring out an easy way for faculty to combine these sections for Blackboard sites and to have an easy way for the cross-listed courses to be grouped together by section for evaluations would be very helpful. [#1568959]

This site just crashes too often, and the teachers don't seem to always know what they are doing with it. I think the site would work fine if training was optimized. [#1568979]
some info inadequate—e.g., adding additional instructors, asks for email or name. But actually requires net id. why not state that up front. [#1569000]
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BB loses much of its utility if the teachers won't use it. I'd love to see at least grades becoming mandatory on it. [#1569010]
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MyUTK is inefficient and inconsistent. BLACKBOARD is less user friendly than it was two years ago. Every time some revision is made, it seems to get worse. Happily, OIT help is prompt, courteous, and competent. [#1569016]
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good [#1569028]
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It sometimes crashes probably because of how many people use it at once trying to do assignments before they are due. Improve the website more. [#1569057]
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Blackboard is not very accessible. There are many key strokes between logging in and finding my classes and looking up info within each class. It is also very difficult to download class materials (pdf, ppt etc) and know positively that they are working for the students. [#1569088]
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No problems with Online@UT [#1569100]
-----
Works well [#1569129]
-----
Make it compatible with IE more often. [#1569141]
-----
Great improvements! [#1569145]
-----
Entering grades on grade center is a slow process. I don't even use it because of that. [#1569156]
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Blackboard discussion boards are awful [#1569173]
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EMAILS; tell blackboard to have a system to save emails related to the course....sent emails at the very least. PRINT TESTS...i cant believe i cant print an online test in a simple way. we needed this for accreditation BLACKBOARD OVERALL: weak system, and I have been using it for 8+ years. They need a suggestion box for specific suggestions [#1569213]
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It would be great if teachers were required to use this to post grades because it makes seeing my average and where I need to improve easier for me [#1569217]
-----
Newest version of Blackboard [#1569226]
-----
Blackboard or useful for what it is. There are some downfalls such as online quizzes only working correctly with Mozilla Firefox.. [#1569234]
-----
none [#1569238]
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Again, faculty literacy with BlackBoard is concerning. [#1569246]
Blackboard is most essential to my education with UTK. It is easy to navigate and is very well organized depending on the teacher. [#1569290]

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This has been offline far too many times while trying to teach classes or distribute assignments to students. [#1569293]

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It is always down when I have a test or quiz on line. It also randomly logs itself off and I still have classes on there I took 3 years ago. [#1569299]

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I don't like Bb. It works well, but the Professors use different things for Homework too, so it all gets confusing having homework come from 16 different things for each class. But it works well technologically. [#1569415]

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BlackBoard just isn't trustworthy. I never know if it actually took my work or not and risk assignments not being turned in on time. [#1569429]

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Ability to take quizzes on mobile devices. [#1569432]

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More training opportunities on how to use Blackboard [#1569448]

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First couple of weeks of class Blackboard is too unstable for me to use in class. I wanted to have students write a short response each week, but first 3 weeks the system was too busy, so I gave that up. [#1569450]

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As stated in many other answers to related questions: Blackboard supports only a primitive online course experience that very much limits student interaction. I feel UT could do a thousand times better. [#1569455]

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Blackboard is very slow sometimes. Even when I'm on my home internet. Increased operating speed would be extremely important to me. [#1569465]

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There are almost too many options on Blackboard - I never know where to put various course information/materials so that people will find it. [#1569466]

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sometimes it is down for maintanance and I cannot access my hw. [#1569468]

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Do not use. [#1569511]

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Blacboard would be useful if the professors used it. Out of 5 classes I have ONE that posts grades and ONE that posts announcements there. This renders it almost useless. [#1569515]

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HUGE [#1569534]

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works fairly well. wish more of my professors would use it more than tokenly. part of that is just that the user interface and back-end is just clunky. Improve the dashboard some, and more people will want to use it [#1569588]

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The Online Library is sometimes difficult to navigate and many times it will not load. Also, reducing the number of times you have to input your net ID and password would be nice. [#1574611]
The UT Bb staff are helpful. The system itself is frustrating. [#1597697]
**UT System Services (IRIS, ANDI, TERA)**

IRIS and UT's implementation of it is an impediment to our success as an organization. [#1566156]

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Ensure the system responds in a timely manner. sometimes the wait to get something done is too long or the system does not respond [#1566169]

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TERAPAMS is a bit tedious, fields are not always fully explained, and the implications of filling it out wrong can look bad for the PI. For example, assigning percentages to all the participants in the proposal does have grave implications on which departments get their cut of the overhead, but this is not fully explained in TERAPAMS. Newbies quickly find out that filling it out wrong can piss off not-so-professional-acting department heads. [#1566198]

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IRIS is inadequate for our needs. It encumbers incorrectly and causes forecasting problems. [#1566278]

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MORE MODERN GUI FOR IRIS [#1566319]

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Too much data entry in TERA. UT lacks dynamic research activity reporting. [#1566326]

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TERA is great, IRIS still needs some work. My biggest frustration is that we are still required to have live handwritten signatures and are required to keep paper copies of IRIS transactions for minimum of 7 years. I'm a department head and spend an absurdly large amount of time signing forms, that have already been approved online. I guess the message that UT administrations is sending to us through these redundant paper/online systems is that they don't trust IRIS, etc. [#1566486]

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Web hosting is terrible. Departments and groups have had to go to outside services due to UT's inability to host modern, free web software like wordpress, or, in one case, fix access permissions within a week of a help request. [#1566568]

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Better training. [#1566603]

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These are not very streamlined. [#1566605]

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TERA works great, but actually getting to it can sometimes be difficult. Plus, it's incompatible with Outlook. [#1566672]

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IRIS is very difficult to use and does not interface with other products... The employee self-service center is a HUGE improvement along with the ability to enter our own travel requests into IRIS. Although it uncesssarily complicated and obtuse for the average non-accounting person. Maybe a lay person interface for travel entry would help! [#1566801]

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I don't use them enough to comment [#1566808]

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These look and feel antiquated [#1566861]

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They must be able run on apple computers! [#1566982]

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Who can understand IRIS? [#1567377]
On my computer, I have consistent issues with IRIS and PDF’s. I have spoken with the folks on the IRIS Help Desk several times and they have tried many remedies; however the problem persists. The issues with IRIS and ANDI and IE and Google Chrome need to be fixed as well so that staff may perform their duties efficiently. In my department we have too much work to waste time with those issues. [#1567394]

TERA data should be used to populate other UT databases, for example, the grants data should populate our annual appraisal form. [#1567413]

I use IRIS daily. The documentation is not up to date. When I point out specific functions that are not operating the way the documentation says it will/is, I get no response. Or I get a response that makes me feel like I should know that the documentation is wrong. [#1567487]

Just plain hard to use [#1567503]

The reporting module in TERA works poorly. The Admin module seems to be more stable, but we are unable to export data from the Admin module into an Excel sheet the way we can with data from the reporting module. For those of us who want to produce reports on grant proposals and awards, TERA is nearly useless. [#1567535]

It would be great if IRIS, Banner, CS Gold could talk to one another. There are inconsistencies which exist because they are three different systems. (i.e. formal names vs nicknames, status of students, TN unique ids which have been created for students by campus and not created to follow a student from one campus to another. We have a problem with same student and duplicate unique IDs. [#1567543]

I don't work within IRIS, but TERA seems okay [#1567575]

Within TERA-PAMS it would be nice if some aspects could be saved by user so that it would be the default. An example, is indication my cost center, why should I have to go through the listing when it could be remembered. I hate those extensive put down menus. The time spent filling out portions of the forms is better used on proposal writing. Maybe this ability existed and I am an uninformed user. [#1567712]

TERA/PAMS is difficult to use. It is very slow most days. Get rid of TERA/PAMS and get a better system. TERA/PAMS only works with FireFox. [#1567717]

n/a [#1567759]

IRIS SUCKS!! Again it does not work well with others updates for it harass banner and they do not like working together. [#1567817]

IRIS system is not user friendly by any stretch of the imagination, whether it is in the document creation process, information input, status check, or retrieval. Documentation (not tutorials) for IRIS is scant. I do not have time to play around with a tutorial and need to have printed instructions on all jobs. The “new and improved” concept of using SAP/IRIS has become a backbreaking headache for those of us who have to use the system in multiple ways. [#1567841]

I have not found the above systems to be easily navigatable. [#1567866]

Difficult to use; confusing [#1567896]
I do not think that these central systems are very responsive or considerate of individual user or campuses needs, especially when it comes to reporting. [#1567953]

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Seems very accurate and robust. But ungodly complicated, even with training. A software program should be more WYSIWYG. [#1567954]

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Provide more services online. [#1568038]

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Using IRIS is an incredibly frustrating experience. Not only does it look like a Windows 98 application, it act likes one too. It is incredibly difficult to locate transactions if you do not know their shortcut name or file path, error messages tend to be vague, and I certainly wouldn't call it user friendly. I realize that IRIS is a very powerful and complex service, but it is aggravating even for a computer-savvy person like myself. [#1568044]

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IRIS is very complicated, and the IRIS team have provided training. However, it is not user-friendly. I wish there was an easier system/interface. [#1568167]

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Support staff at UT Foundation is excellent. System seems intuitive enough that I’ve been able to figure out most of what I need using my database experience, but online help for specific reports and lookup operations would be helpful. [#1568171]

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IRIS is based on an arcane internal architecture that is difficult to navigate at best and in no way reflects the last 20 years of learning regarding user interface design. While probably not financially viable, the system needs to be rebuilt from the bottom up to create a more intuitive, non-command-based interface with meaningful and viable search features. [#1568204]

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There needs to be further open, self-paced courses and instruction for ANDI and IRIS. [#1568272]

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Why do I still have to send paper contracts. Why can’t I just attach them and why does payment for those contracts have to be done outside of IRIS. [#1568334]

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ANDI, IRIS, and TERA are difficult for end-users to learn and VERY clunky to navigate. While the systems are versatile, they need significant improvements to their interface. [#1568357]

-----

IRIS sucks! I travel a lot. I struggled with IRIS travel reimbursement for 6 months with the belief that i had the ability to do the work and that it would save others the burden of doing my travel for me. WRONG!!!! Getting to the point of competency took lots of my time and that of others only to have repeated issues unrelated to my data entry. So i again had to waste the time of others. What a waste of resources! [#1568458]

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Use terms consistently. Some screens ask for information using specific vocabulary, then when moving on to the next screen, it asks for the same information but uses different vocabulary. [#1568516]

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too many acronyms, systems, and confusion. simplify [#1568522]

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IRIS seems to experience a plethora of problems from time to time. [#1568605]

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Regarding IRIS, I would like to have read only access to data tables pertaining to my department so I can create my own queries for data mining. [#1568606]
still a bit cumbersome, but at least there's support. [#1568620]

Iris has problems with logging expenses and grants in an understandable way. Tera is OK but a bit cumbersome and cannot deal with animal protocols [#1568646]

Due to the person side of IRIS being a manual process, issues arise when the electronic position processes before the person side processes. This impacts productivity and causes errors and rework. [#1568684]

IRIS is as outmoded for many information searches as SAP is laborious to use and has been for 20 years. Perfect for a federal entity, but not for a slimmed-down University system. [#1568751]

IRIS - The ability to have an electronic Personnel Change Form to take the place of the paper personnel change form we currently use. [#1568853]

The webpage interface could be updated if possible. The functions are simple and great. [#1568879]

I only employ IRIS and it's an unwieldy system. It must be worse to support and develop. [#1568974]

ANDI is a great system that continues to need TLC. No complaints with who and how it is maintained. they do a terrific job! [#1568991]

Just not a lot of training on TERA and really could use report access on ANDI but that is almost nonexistent. [#1569015]

IRIS is ridiculously slow. TERA doesn't display all necessary information to PIs (only to Grants Coordinators). [#1569064]

Too many emails sent on on a regular basis of updates and problem issues. It seems like there is something wrong with IRIS at least once a week. [#1569074]

Yes [#1569256]

Sometimes IRIS seems slow [#1569286]

IRIS is too difficult, not intuitive, no online services for training purposes [#1569494]

IRIS is little better than cuneiform tablets. [#1569501]

Do not use. [#1569511]

Painfully antequated and difficult to use. Systems are not user friendly or integrated in any manner. [#1569561]

TERA is almost completely useless IRIS is much too cumbersome [#1569567]
TERA is a mess and should be replaced ASAP. The proposal routing and approval part is ok but somewhat cumbersome. The awards module is not ok. Reporting capability is not acceptable for this type of system. I use all parts of TERA/PAMS on a daily basis and frequently get frustrated with its limitations. When we do get a new system, I hope all campuses within the UT system are able to work together through one system. The present set-up, with each campus having to consider another campus as an external entity is ridiculous. [#1569568]

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**Banner/MyUTK**

Banner is appalling. Terrible interface, paper-wasting printing when necessary, and generally 3 to 4 times required to log in before making it on campus. Dreadful. Get rid of it. [#1566211]

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We have more and more reporting requirements each year. Having access and the ability to draw data from Banner is a necessity. [#1566230]

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Banner - searching for classes is clunky, and when I go back to change search criteria, I ALWAYS get this error message: your changes have already been submitted. If using the browser (Firefox) back button doesn't work (i.e. a different method is preferred), it needs to say so. "Return to Menu" takes the user too far back. [#1566240]

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Having Banner equipped to run off another internet engine (Firefox or Chrome) rather than Internet explorer would be great. Internet Explorer is really buggy and crashes all the time, it would really make Banner run better and quicker [#1566287]

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Coming from a Banner institution, I am very familiar with Banner and feel it is underutilized here. I know it is also newer for the campus so it takes time to fully implement (and transfer processes). [#1566289]

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Banner crashes a lot. [#1566404]

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I need some training on Banner. I have an account and password. But I do not know how to do anything on banner. [#1566479]

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Banner is another UTK system that cost millions and is the source of frequent problems. Using it is far from intuitive. Why would you have a system that makes you save your work in order to save your work is a mystery to me. [#1566537]

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Awkward, funky screen access back and forth between one thing and another. Awkward to try and print a roster. [#1566650]

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There are often problems with access. e.g., ADMIT won't work b/c compatibility view settings need adding to, then disappear again, and have to be added to again; advising often won't work b/c the semester I need to work with isn't available (Fall 2014 only just appeared this week--students have been asking to be cleared for several weeks before that). Also, having to fill in utk is an unnecessary complication for ID. It's overall a somewhat clumsy, unreliable web page. I always dread having to use it. [#1566782]

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Ouch - way too browser dependent, problems with Java updates, pages often won't load. [#1566808]

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This system is very confusing [#1566861]

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It has its flaws and its downtime and it should be top notch! Imagine that you turn in grades for 100+ students and then you find out Banner Failed and you have to do it all over again!!!!! [#1567011]

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It should not take hours (and multiple phone calls to OIT) to enter a handful of grades, yet I have never had a smooth experience with Banner--ever. [#1567014]
MyUTK is nice in that it brings together a bunch of links, but it doesn't do much more than that for me. [#1567036]

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The service is too slow and has confusing navigation. [#1567106]

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I just find this unwieldy. Perhaps there is a way to customize / personalize the layout... but who has the time? [#1567350]

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Reliability of Banner is questionable - programs are down much too often. [#1567374]

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I'm thrilled that we are designing a new portal. this is not professional [#1567401]

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Banner is the pain in the butt. I do a lot of adds and drops, and I constantly run into problems. I don't think there is anything OIT can do. Everything I don't like about it is a program flaw. [#1567465]

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Banner is overall clunky. It is not intuitive (neither INB nor self-service), and it causes students problems when registering. Its functionality seems good, but the user interface is terrible. [#1567486]

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Detailed online guidebooks for using BANNER would be great. It is not an easy system to understand and easy-to-access step-by-step instructions are needed [#1567516]

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rather clunky; hard for ME to find what I'm looking for. Too many layers to do anything of import. [#1567520]

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Banner freezes or goes down and it is imperative we have access. Does an offsite host server exist for backup? [#1567543]

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Very slow - much waiting for screens to change, not intuitive for users [#1567575]

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The amount of online locations we have to visit is confusing and frustrating. Please simplify - one location for Banner, blackboard, UT Go, online, I can't keep them straight! [#1567588]

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It's difficult to navigate and use. Overall, my experience with it has been negative. IMO, it should be completely redone. [#1567635]

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I do not find Banner user friendly. I usually spend more time searching for the things I need on there, then I what spend actually getting work done. [#1567660]

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I have to enter information into banner about the professors & TA's RE: CRN numbers for SAIS reasons. **I think the option should be there, to increase the screen size and make it more user friendly to see. Less tiring on the neck, shoulders & eyes. [#1567690]

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I know of one instance in which our admissions office needs consideration to streamline data entry, based on our unique needs, but our needs are perceived as "low priority", we understand. [#1567694]

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This system is often unavailable, does not display well on mobile devices, and requires too many "clicks" per action to get to the desired report or function. [#1567716]
n/a [#1567759]  
-----  
NA [#1567795]  
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ALWAYS on the blink, if you access iris it works against updates for banner etc. The people who made this and other programs ARE NOT ON THE SAME PAGE. Nothing wrong with the old system but no we have to get a new one the is broken more than working! [#1567817]  
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There should be an email reminder for when your INB/Banner password is going to expire. [#1567828]  
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Banner is difficult to use. When I am searching the timetable for classes, if you try to change your search terms, it tells you something like "Search results already found" and then you have to go back to a previous menu and restart in order to do it. [#1567848]  
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Ignoring one of the worst GUIs I've ever encountered (to include re-purposed Oracle inventory packages), the major component missing from the Banner/MyUTK interface and, in a larger sense, the overarching management-concept/philosophy, is the regular need for support staff to access enrollment information on behalf of the teaching faculty without (improperly) having to use the professor's NeID and password. Enrollment and school email addresses, especially, are not a gross concern of FERPA. It's virtually impossible to quickly email a whole class/organization on behalf of a faculty member or department; yet, we are asked to do so all the time. [#1567936]  
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Not as user friendly to get around on as it should be. [#1567949]  
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Banner is ok but clunky sometimes. [#1567950]  
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MyUTK and Banner and ARGOS seem to go down a lot [#1567953]  
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when I look at course details, I'd like to see the day, time, and room. [#1567978]  
-----  
Banner seems to go down fairly often, but I think that might just be unavoidable. I probably access it more frequently than most staff. It would be nice to be able to meet occasionally with a list of questions about modifications or changes that can/can not be made. There are things in Banner that are extremely inconvenient, and having 5 years of experience with the TBR Banner system makes this even more frustrating because they were able to make those changes. My name is Jeff Elliott in A&S Advising if anyone wants to follow up. [#1568030]  
-----  
Make it easier to export a list of students in the class for use in other applications not connected with MyUTK, like Excel. [#1568059]  
-----  
INB is nuts. In this day and age, why can't we have an easy to use student management system? There is a disconnect between the Banner system and the mail-web system. Students are identified either by their ID number or their netid. Nowhere is it easy to connect them. Blackboard has them both, but only for the classes I teach. Students lots of times don't know their ID number, but they always know their netID. Why not just standardize on the netID and drop the ID number? [#1568075]  
-----  
I would like to see the box areas for the courses that you are assigned to larger. Navigation in Banner is a bit challenging. [#1568191]  
-----
I have found parts of the system redundant and confusing as to how to enter and navigate.

Critical services

I'll be honest. I'm not sure what I should or could do with this?

This system is so awful I couldn't begin to comment. But I know you are committed to it, so I won't even try.

The concept for myUTK is great, but the interface is still clunky. Everything requires too many clicks and documentation on how to add things to your myUTK lacks good info on what is available or how units or users might make useful suggestions for improvement/content addition. It is a vast improvement, but it is essentially just hacks lots of other systems into a single interface. The actual systems themselves haven't improved. Banner for its part is a vast improvement Again, it takes too many clicks to navigate the web interface and settings aren't preserved on returning to the site. It's also very frustrating that again this just seems to hack together incompatible bits and bobs. The fact that you have to log into argos through apps@utk.edu to run many reports is frustrating to end users... log into banner, make a change... log into argos, run the report to check the change... go back... log into banner to fix problems... back to argos... back to banner... it is just clunky...

Using the wrong Java breaks it (especially data extracts). This is also annoying for Argos, UC4, Nolij, etc.

too many clicks required. have to start over too many times - especially when searching for classes.

needs better design. interface not completely intuitive

Faculty need to have better access to Banner data-especially enrollment data.

Sometimes one needs to go through too many unexplained links to find/do what one wants.

Klonky and slow. A lot of extraneous info cluttering up faculty pages--often notices for students appar above and in the way of what faculty need. More faculty centered pages possibly? It is better now that it was, though.

I and my staff have issues getting logged on. Sometimes it takes 3 to 4 tries.

Banner doesn't handle multi-section, cross-listed courses very well. It would be good for faculty to be able to combine their cross-listed sections into one alphabetical groupings for each section and to combine all cross-listed sections into one large group for Blackboard (presently we have to go through Blackboard help desk people to make that happen). The listing of cross-listed courses needs to be simplified for student evaluations, too. Best, Chuck

difficult to navigate. Have to repeat effort often

Banner is not user friendly. Going back each time you need to run the same report for a different account or code is crazy. All the information required and back forth on the same screen is crazy.
Banner is no improvement over the old system of placing blocks on delinquent patron records and I have yet to find a way to generate a report showing the outstanding blocks I have placed. [#1569063]

I use Banner infrequently so I sometimes find it hard to navigate. I wish the pages could be simplified—for instance—if I need to look at a student's schedule, I almost have to know there major. I don't always have that information available. Or, sometimes the DOB is requested—I generally don't have that information. [#1569091]

Banner is by no means a "one size fits all" campus records software program. While it has been tweaked in-house at UT, it still is not as seamless as it should be. It can be tricky and perhaps more training opportunities from OIT need to occur to ensure that campus employees become more proficient in using it. [#1569117]

Yes [#1569256]

Not a very intuitive design. [#1569381]

It would be a lot easier if we could type in student names rather than having to remember how to look up their student numbers every time we need to find someone. [#1569466]

I do not know what this is but would like to learn more. [#1569491]

Do not use. [#1569511]

MyUTK is very confusing for newly admitted students. Especially if a student has been admitted to another school in the UT system. If that happens it is EXTREMELY hard for them to access MyUTK. [#1569521]

Make Banner more reliable [#1569527]

It appears that information is rarely updated in a timely manner. Sometimes I find this system hard to use [#1569552]

no training [#1569561]
LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support

Video quality is often poor and choppy at times. [#1566210]
-----
needs not to crash so often. [#1566211]
-----
Would be nice [#1566306]
-----
I have never used this before. [#1566494]
-----
Fine [#1566545]
-----
This is the clunkiest collaboration software I have ever seen. I am taking classes and this software makes it difficult. WebEx makes better stuff that's easier to use. It also seems to fail on a regular basis. [#1566605]
-----
Ok to use, I wish it was a bit simpler, the screen seems crowded with too much info all going on at once. [#1566650]
-----
Have not used this yet [#1566712]
-----
better connection. video/audio that works when it rains. [#1566742]
-----
I don't ever use this, and I don't know anyone who does. Seems like a waste of time and energy to use it. [#1566770]
-----
It doesn't seem to me like anyone uses this [#1566799]
-----
I teach with this tool a 2 hour class semester in and semester out. It is pretty reliable but It could be better. For example, you cannot access the session but 1 hour before, not one day before. Another problem, you cannot record what is going on in the individual rooms when you put the students in groups. At least they should be able to archive their chat. This could be done with the chatrooms before we had LiveOnline, but this capability was lost and it was pretty helpful to organize outside class hours discussions! [#1567011]
-----
I eventually used my own money to purchase GoToMeeting for my classes since Blackboard and/or Collaborate was out of service during my scheduled class time. In the years when I was using Collaborate we had nothing but problems: it wouldn't load large PowerPoints (very difficult for guest lecturers) and resulted in lots of list class times and compromised class sessions. [#1567014]
-----
Useless. [#1567044]
-----
I need to have access to someone who can fix my problem when it occurs after regular business hours. I am typically told that I will have to wait until the next day. When I need to be in a LiveOnline class, that is simply not acceptable. [#1567088]
-----
Way too many problems encountered almost every class. Students (and occasionally I) get bumped off, and sometimes (including me) cannot get back on. Sometimes difficult to get into system, especially when browser, java, or other software changes. Problems with bandwidth when trying to play a video. There are more problems, but I'm not teaching a course this semester so can't remember. [#1567096]
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Not really effective. [#1567123]
-----
Professors don't have time to check and respond. I don't have time to wait all day on a response. [#1567163]
-----
Had trouble getting it to download on my Mac [#1567169]
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Difficult to reach appropriate staff after hours [#1567187]
-----
n/a [#1567238]
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Same comment as with Blackboard. There are far too many outages and problems with Blackboard service. [#1567274]
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Collaborate is more trouble than it is worth because of all the Java update issues. [#1567319]
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There seems to be a lack of staff to address questions in this area. [#1567413]
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Tracking usage for online training by departments rather than just a generic list [#1567419]
-----
OIT is terrific; I find myself wishing that Collaborate would do better with whiteboards and letting us use apps like Prezi. [#1567459]
-----
never used it [#1567476]
-----
This constantly crashed on me from Spring 2013 - Fall 2013. [#1567528]
-----
I had to wait for the entire pre-recorded lecture to load for over an hour before I could skip to the end of the lecture to get what I needed. Navigating the video was very difficult and had lots of glitches. [#1567545]
-----
I made a suggestion earlier that might be something like this. I didn't know it was an option. [#1567688]
-----
Not very reliable and not very useful from a sign language users point of view (ASL). The ability to support a large number of viewers with good clarity is critical. I know that is asking a lot but there are providers that already do this that our research center pays to use instead of Collaborate (e.g. OmniJoin) [#1567709]
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n/a [#1567759]
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My advice: don't have a technology problem after 5:00 pm. I've been teaching online here for 7 years and am annoyed that often, a first response is that whatever problem I am having must be my fault or my students' fault. The problem is lack of adequate staff support and lack of consistent training for students. [#1567795]
Make this part of welcome to UT or something. Teachers expect you to know and understand how this works BUT there no really good online source or training that helps you figure out how to do this! [#1567856]

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Blackboard does not work well, has technology problems and is not trustworthy for either faculty or students [#1567899]

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I do not believe Blackboard Collaborate works well on Windows computers or computers that are not brand new. I have had many difficulties with this program on a 2010 Windows computer. [#1567921]

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Prime example: I don't know what this is exactly... never even heard of it. [#1567936]

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I haven't used this much, but there seems to be too much of a learning curve -- needs to be more user friendly. [#1567949]

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The one Collaborate on-line workshop did not help me to understand this program in any way. The speaker addressed the topic as if we were already thoroughly familiar with it. She did not know how to communicate with her target audience; as a result, the workshop was discouraging and counterproductive. [#1568015]

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Down too often. [#1568061]

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No input. [#1568113]

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An on-line adobe connect (or other type of live/recoded) in-service on how to use this would be great [#1568191]

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Have never figured out how to use it and so far it has not been mandatory [#1568275]

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Most of my classes are offered through Blackboard Collaborate and I have never had a class meeting that wasn't affected by some technical problem--usually related to audio problems, long delays, or lost connections. NEVER. Not a single class EVER. [#1568282]

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my students often get "dropped" from the session. [#1568297]

-----
NA only because I have not used it yet. [#1568328]

-----
Had several technical issues with students being kicked out of the class and the video quality is considerably bad at times. [#1568452]

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Yes [#1568468]

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I would recommend longer support hours to assist evening classes. [#1568502]

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unable to access bb collaborate on my iPhone. Unsure why. [#1568551]

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More support for the Blackboard on the mobile. [#1568553]

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As I have had one class on blackboard collaborate (Fall 2013), the initial run was not too bad. There is a lot of room for improvement. Teacher struggled with being able to draw on slides being presented. Without anything except the slides being on the screen, it got hard to focus for 2.5 hours. Also, there was no way to use multimedia for the teacher, thus hard to explain some points that he wanted to make. It is a great technology and just needs to be upgraded to include a better classroom environment.

A

Have a tutorial on how to use for first year students

Collaborate is hard to use for online language classes. probably would be better with better internet.

I teach a class that exists exclusively online, so I rely heavily on LiveOnline for my course presentation. However, it frequently takes me two or three tries to load my slides from Power Point and I waste no less than 10 minutes per session as a result. I would like the process of uploading slides to be more seamless because, during the course of the semester, I waste a lot of time in waiting.

The delays and lags can get pretty bad in Collaborate. I have even had classes where half the class ends up with the teacher and the other half gets sent to another classroom with the Teachers Aid. I have been in a class got kicked out and sent into another professors classroom.

This semester Collaborate has had many issues with getting into the environment and sound cutting out. This is the first semester I have had major problems with the system on a consistant basis. I'm a DE student and online service quality is very important.

Do not use.

n/a

what can I say? collaborate is buggy as hell, and the fidelity (both audio and video) varies tremendously
Individual assistance with creating online course materials, podcasts, etc.

Not familiar with it. [#1566156]

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Assistance seems to be only directed to those directly working with student, not staff members working to create material for other staff members. [#1566231]

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I would like to see more individual support for these services since I am relatively new at developing on-line courses. [#1566401]

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I don't even know whom to ask. [#1566573]

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I think maybe creating blackboard module on creating modules, navigating, and generally using blackboard would be really beneficial in training the in experienced on how to use blackboard. Maybe have like a basic class like blackboard 101 and then a more advanced class. [#1566645]

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I wish we had more people to help us with this. [#1567014]

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I don't have a teaching appointment, so not a big issue for me [#1567575]

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not really applicable but I would like to know more as my husband may be developing a course or portions of a course for China. Specific training (possibly-one on one) may be necessary to get us into the more computer competent. Is one-on one an option? Maybe it has to be a cost item? [#1567712]

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n/a [#1567759]

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Nice diverse offerings...I would like more self-paced workshops. [#1567795]

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when working with production of online trainings our systems used on Ag Campus are limited and not ipad compatible. [#1567815]

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Being in an "organization" vs. an "academic" department, I haven't been able to get the assistance with these services without paying a fee. Unfortunately, my department heads do not want to pay for these. [#1567947]

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More techs who know Blackboard thorughly. [#1568038]

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I have not asked for individual assistance as yet due to time constraints but will! [#1568258]

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I have used these resources and been very pleased. [#1568297]

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While I have not needed too much direct one-on-one. I have taken short-courses through OIT which have been practical one-on-one support. They have been very helpful and I'm confident that personal help will be available if I should need it. [#1568328]

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none [#1568354]

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I think this is extremely important for individuals who are for the first time having to create online courses. The students will be the ones who do not benefit not the instructors/professors. [#1568362]
I have been through this several times and had to solve the problem myself with YouTube. No capacity to turn audio ppt/Keynote into simple small files. [#1568878]

Not enough technical help available nor do I have the time to devote to learning all the ins and outs of everything. [#1568889]

OIT staff is really helpful, knowledgeable, and professional. [#1569213]

Reach out more. Help us know what is available and how to use it. [#1569235]

As far as I know this service is not available to staff, but I would like to use it. [#1569491]

Where can I find more information about this? [#1569511]
**Apps@utk.edu (apps.utk.edu application server / virtual computer lab)**

This will touted as something more useful for iPad users. Have not seen this. The support for the IRIS App has been very limited as a user has figured out the problem and solution to OIT Helpdesk and staff not having an answer. [#1566231]

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Mo comment. [#1566306]

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MyUTK on app should be able to have class registration, or at least similar functions to MyUTK. Half the time the entire app doesn't load. [#1566383]

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Apps is fantastic. I wish there were more software applications available through the server. [#1566392]

-----

I use apps.utk.edu constantly. It is easily one of my favorite provided services. I would like to see it expanded and include even more softwares, especially in the Engineering sector. COMSOL, Solidworks, AutoCAD. [#1566400]

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never used this [#1566433]

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I really like this website. It is hard to install the citrix software and I don't know how to use it on another browser. It also freezes up a lot, which should be fixed. [#1566494]

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I use to use the analysis server for SAS and STATA before I had both of them on my machine. The main issue was that many time could be easier be able to save some data on the server in order to save time (at the time we were not allowed to save files on the server and need to read and write from and to our machines old the time and this took "a lot of time"). Maybe a little (reasonable) space to keep data (just data on the server could help). Since students can install SAS en their machines, this comment will be just valid for STATA now. [#1566529]

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Fine, although the MyUTK mobile app is much worse than the desktop site. [#1566545]

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I have a windows phone and the UT app is not available to me. It is frustrating because I can't use the transit map or any of the other resources inside that app. [#1566554]

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Works good if you were able install it on all supported computers like Mac [#1566712]

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Most of these apps were difficult to download and ran very sluggishly. My computer should easily handle these applications. [#1566726]

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I don't really use these much, but the times I have used them, they haven't worked very well on mobile phone anyway. [#1566770]

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Develop for more mobile platforms and not just iOS and Android. BBOS 10 and Windows Phone 8+ users will thank you. [#1566784]

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must be nearly 100% [#1566808]

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More powerful computers have to be provided. Everyone generally has a 4 core processor. When we need more processing power then only we have to access Apps@UTK. So please do the needful. [#1566851]
This system sometimes works well, but sometimes is really flaky [1566861]

It is slow and keeps kicking you off. I would much prefer cheap site licenses to the citrix server. I am willing to pay some fees for the software. [1566884]

N/a [1566987]

I don't even know what this is. If we have this, I have not heard of it. [1567014]

MyUTK app needs to be fixed-- I find it not working a lot of times in signing in. [1567018]

The blackboard app rarely works on my phone. [1567022]

Not reliable. [1567044]

Okay. [1567092]

Apps should be more functional. [1567123]

When I tried to use it, it seemed a little confusing and took me a little while to try to understand how to use. [1567137]

Apps do not work on my phone. [1567163]

Nothing runs well off apps.... Lose connection and have to restart often. [1567166]

Cannot run software involving media files. I need this for my research. [1567319]

If you're serious about going forward with this service, it needs to be better supported and advertised. [1567356]

I didn't know about this. [1567407]

I need usually need to clear the Citrix processes in order to access my virtual servers using VCenter5_1. In 1 out of 10 uses, the Citrix Access Gateway will start without clearing Citrix Connections Center and Citrix Connection Manager processes before the Citrix HDX engine starts. [1567417]

idk this [1567476]

SAS constantly crashes every time I click “run” and the whole server is extremely slow and very difficult for beginners to learn how to use. [1567545]

n/a [1567759]

I have been having to use KRONOS through the apps system and it doesn't save any settings and I have to constantly change them when logging in and out [1567790]
make better installation instructions? I have never successfully installed anything using the provided instructions [#1567870]
-----
had a rocky start but seems to be improving [#1567871]
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understanding that I've only used this service with respect to statistical analysis and (only once) an attempted GIS function: my numbered responses largely reflect the fact that I've given up on even trying to access these services. The statistical analysis was too error-ridden and otherwise inaccurate. The GIS crashed my University computer as soon as I tried to add a 3rd dimension to the spatial analysis. I could never get it to run from home. [#1567936]
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I did not know what this was and looked it up. It does not seem like anything that would be useful to me. [#1567949]
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The process is not intuitive, especially for first-time use, and can be frustrating. [#1567952]
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Ehh... useful but so much potential! [#1568022]
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Improve with more accessibility and the ability to use it without installing the citrix receiver or in a way so that the citrix receiver does not run all the time. [#1568133]
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This is a service that I have not heard of, nor do I know what it does. [#1568143]
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There are a load of apps that would be nice research tools to have on APPS that can't be put there for technical or political reasons. There needs to be more support of initiatives to grow that area and transparency about how things get put there. [#1568228]
-----
SO SLOW. Both using apps on the server and downloading software are way too slow. [#1568271]
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Definitely do not know about this, but I'm curious now. [#1568328]
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I keep encountering apps@utk; however, I rarely see any info on how to leverage the service or what it can do. While I have had many discussions with OIT personnel about using apps@utk to resolve particular issues, all of those discussions have ended in "we're looking into that but can't support it yet." As such I can't name one person outside of OIT who knows what apps@utk.edu is or does. [#1568357]
-----
I think this could include more access to software. It would be nice to be able to access the whole system from off site locations. [#1568362]
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make MYUTK apart of the app, not having the app link to myutk [#1568391]
-----
Idk [#1568468]
-----
The apps bus route finder was A LOT more effective before the recent update. [#1568532]
-----
I am not aware of this. I have not heard anything about this service. It would help to be able to tell students who must submit papers that they can use Word with this. I assume that would be one use of the app. As I mentioned, I am not clear on what exactly it is or how it might help. [#1568775]
I didn't know we had access to a virtual computer lab! That would be so helpful. I've tried searching for that online, but haven't been able to find instructions on how to use it. [#1568776]
-----
A [#1568809]

I do not know what this is, so it apparently does not pertain to my job. [#1569117]
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make them more accessible [#1569129]
-----
App@utk.edu is a vital part of my work and occasionally it doesn't work. This is, of course, extremely irritating. Anything that can be done to make it more stable and increase the offerings would be appreciated. [#1569175]
-----
The UT APP is great, but it should have ---ANNOUNCEMENTS (such as snow day closings, safety warnings, etc. ---COLLEGE access [#1569213]
-----
I had no clue that this service even existed. It would help if students were made more aware of the IT offerings, perhaps through more publicity. [#1569314]
-----
The majority of my students use the Apps server. Generally, they find it incredibly slow. It also frequently freezes. [#1569452]
-----
Did not know about this. How should I have known about it? [#1569455]
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I would really like to learn how to use Apps@utk.edu in support of my research activities. I think some brief online (or on campus) tutorial/tutoring aimed at Apps users would be a big help for me personally. I will check online (after completing the survey) to see what training is available, and whether Apps User training is already offered and I simply have not taken advantage of it. The easier it is to learn how to utilize a particular service offering, the more useful it will be to users like me. [#1569474]
-----
I do not know what this is but would like to learn more. [#1569491]
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What is this? I was not aware of this service. [#1569511]
Online class registration (MyUTK)

So many things that cannot be done in MyUTK [1566293]
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Is good. [1566306]
-----
It seems to crash every single registration period, which is of course extremely frustrating [1566376]
-----
Better than it used to be [1566433]
-----
This program is so frustrating. [1566474]
-----
When searching for classes, navigating with "back" in a browser should be possible without refreshing the page. [1566483]
-----
This is very hard to navigate and confusing at times. It should be better taught how to use during orientation. [1566494]
-----
It's a bit difficult to go around. [1566518]
-----
Adding better mobile accessibility for myutk would be nice. [1566524]
-----
The registration process is byzantine and unfriendly. [1566542]
-----
Searching for classes is archaic and imprecise. Needs a HUGE improvement. [1566545]
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N/A [1566561]
-----
Can't use back button and it is hard to see what time slots I have already filled when I look for additional classes [1566608]
-----
Cannot access timetable from a mobile device. [1566659]
-----
Could be more simplified to used have to have two windows open to register for class. Would be nice to have all the information for the class in one screen instead of clicking back and forth between screens [1566712]
-----
I still have trouble getting MyUTK to work sometimes! Its hard to navigate since it is all on one page. It needs to be better organized. [1566762]
-----
More reliability [1566772]
-----
The most cumbersome thing ever. Circle Park Online was better than this mess. Call other universities and see how they use Banner before throwing all of us into it, please and thank you. [1566784]
-----
Try to change "search for class" software so that we do not have to open a new window every time we search for a different class. [1566810]
-----
It's a real pain to have to go through the entire search when I register for each class, considering that I'm only registering for things in one department. I'd like to see something where I can go back to the departmental offerings instead of having to choose the same semester & department every time. Also, what's up with the order that the semesters are listed in? [#1566815]

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MyUTK will not work on my phone as far as searching and adding classes. I don't know how to fix that. [#1566835]

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Interface is badly designed. [#1566851]

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Other than how banner makes you back out of the system every time you look at a course, it is fine. It is very annoying to have to go back in every time you want to look at a class. Seems like an easy fix to me that would greatly improve the registration process. [#1566864]

-----

Create more servers on the day we are allowed to register for classes. MyUTK seems to crash around that time. [#1566867]

-----

It is difficult to search for multiple classes without having to shut the window down and click the link again. Frustrating when looking for classes or registering. [#1566870]

-----

Make course call numbers and class descriptions easier to find! [#1566871]

-----

Online class registration is very confusing (poor interface, a lot of jargon, etc.) [#1566877]

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Getting classes that I need are getting a little harder. Students who aren't majoring in the program should have to wait to get in the class so the students that need it won't have problems [#1566878]

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Allow it to when you hit the back button you don't have to refresh the page every time you want to view another class. [#1566916]

-----

I really hate having to basically start back over when I want to search for another class. Takes too much time and frustrates me. Example: Select term, select class, look at class, look at description, want to look at something else and then I have to start back at term again [#1566935]

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I always have to start completely over for each class even when just checking the availability. It just says that modifications or whatever have already been submitted. [#1566975]

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Seeing class times and not knowing room locations and professors is a burden. Some times are inconvenient for working students and some professors ruin GPAs. [#1566985]

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No problems!! [#1567018]

-----

I don't see a problem. [#1567092]

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Class registration is very frustrating and it shouldn't have to be. [#1567098]

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This HAS to be dependable, easy to navigate, and fast. [#1567124]
why is the word tuition not in any hierarchial tabs? [#1567150]

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Time difference in Nashville. [#1567163]

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I guess its okay. The menus are not streamlined as well as they should be. You have to mostly go back to the beginning of a menu to do a new search. You need an advanced search tab where you can re-select everything. If you already have this, you need to make it obvious. [#1567166]

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I would like to be able to search for multiple classes at once [#1567193]

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I feel as though this is confusing process and the way you go about picking classes in a general field could be worked on! [#1567201]

-----

It does not work with chrome. [#1567235]

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My utk will not let you know when you can register for classes until after you get advised. That needs to change! [#1567266]

-----

I wish that there was a way to have only 1 group of registration per year grade so then there wouldn't be problems with unfair grouping and people missing classes due to being put in a later registration group by chance. (Much like what happened to me last semester) But I understand that it would take a lot of bandwidth to do that. [#1567292]

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Online registration is frustrating. There is a lot of resetting, refreshing, and backtracking that goes on with it. You can't simply hit "back" and it go back. You have to hit "back" and refresh again. Makes the process longer. [#1567293]

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The hassle of searching and flipping through multiple pages is not ok [#1567305]

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I would like to have a real time view of classes also if searching for classes could be a bit easier that would be great. [#1567306]

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Hard to access on mobile devices. Too limited on mobile [#1567323]

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Blackboard Collaborate tool needs an overhaul. [#1567392]

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Likely not an IT problem really, but in the system of rules. I was not allowed to register for some classes without it being put manually in the system because I'm a non-traditional student. This became a problem at Dec 31 because I wanted to pay all my fees in tax year 2013 and would have been beneficial to me. It would be nice if it would have let me register and pay and then work things out later for approvals. [#1567407]

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easy [#1567476]

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Navigation for this is horrible. [#1567528]

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The registration website is abysmal. I only have to register for dissertation hours these days, but it's way more complicated than it has to be. I probably have to click 30 times to look up the right section, set my attendance confirmation, etc. just to register for one class. [#1567571]
-----

Please keep it simple like it is. [#1567609]

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I would really love it if you all could figure out a way to keep Banner/MyUTK from crashing whenever registration opens. It's nearly caused me to not be able to take the classes I need to graduate. [#1567616]

-----

As a graduating senior I don't have any problems with this but registration the past three years has been a nightmare as everyone gets on at once to register. You all should probably be aware of how many so it doesn't crash. [#1567619]

-----

Class registration seems old-fashioned and clunky. An improvement in efficiency and design would help [#1567624]

-----

Blackboard collaborate froze and nearly crashed my computer when I was put into a group classroom. All of my systems were clean and up to date. Not sure what happened [#1567658]

-----

The way that you search for and sign up for classes is not intuitive. At UBC, there is an option where you can add a class to your timetable, but not sign up for the class. I would like to have this option. ie. classes I would like to take, but may not have room to take. Also, how you print your timetable is not intuitive, at it does not accurately portray the size of the time slots. For instance, my timetable shows my tues/thurs course starts at 3:40pm. This is on the same row as my Fri course that starts at 9:05am. Obviously, 9:05am should go above 3:40, but on my timetable, they appear to start at the same time. A one hour course takes up the same amount of space on the page as a 3 hour lab. [#1567663]

-----

We need a tool on the registration site that keeps track of what we have left to continue and complete our majors and minors. The DARS system needs to either be heavily updated so that you can determine what to do with double majors and minors, or else joined to the registration process. It would be wonderful if classes you need to take for your major/minors/etc were color coded or otherwise indicated while you were signing up. [#1567683]

-----

I just don't think it is easy to use. The layout is confusing and I have a hard time navigating. It should be much simpler to use. Also, half the time it won't let me log in. It is just annoying. [#1567697]

-----

It is much more complicated than it needs to be. For example, I may take two English classes. I have to start the search from the beginning after the first, or get the numbers (write them down or memorize them). It would be easier if I could add them simultaneously. Searching for classes requires multiethnic steps when it could be simplified by having the default search be the advanced. Or, better yet, let me write the class names that I want (English 102, math 110, etc all at once. Then give me a full list of the available classes so I can set my schedule at one time rather than having to go individually through them all, write down all the possible day/times of all 5-7 classes I am desiring. It's much more efficient. [#1567723]

-----

MyUTK is convenient however registering for classes can be confusing and having to start over each time you search a class is exceedingly frustrating. [#1567738]

-----

the system shut down on me several times [#1567748]

-----

It's a cumbersome website that is difficult to access via my ipad and iphone. [#1567770]

-----

"OIT Satisfaction Survey 2014" : Findings for All Respondents : Suggestions
Generated on Friday, April 11, 2014
Page 171
Make it easier to find the registration page. Have a link directly to the registration page from myutk. [#1567780]
-----
It would be nice if the website had a multiple schedule generator that alerted students of overlapping courses before they registered. [#1567783]
-----
I believe in my 4 years here it has improved, however, there have been 2 times I have tried to register for classes and the system has crashed. Also, MyUTK in general isn't the easiest to navigate and use. [#1567825]
-----
Refine the search function to make the process easier. [#1567839]
-----
Cory Walker, a student at this university, has created a gorgeous and wonderful class registration site which aggregates class schedules in a minimalist and clean format. It blows away anything the university has done and should be utilized by the university. Here is the link. http://mybannerplus.com/ Compared to this site, the university class registration site feels absolutely outclassed and outmatched. [#1567852]
-----
Confusing website navigation, can't get back to a page you were on because links are unavailable [#1567870]
-----
is there a tutorial? once I sign up for a class and want to add another I pretty much have to start over [#1567871]
-----
A little confusing but I understand that all of TN uses the same services. [#1567872]
-----
There needs to be a way to gain faster access to available courses for a given semester and course information - a separate website maybe. [#1567908]
-----
If I know the course I want and it's in my department or I know its number, the process is fairly easy. However, trying to find course offerings in other departments is difficult and cumbersome. For me it has been frustrating as I would like to explore courses in other departments and the registration/course offering process is not intuitive nor user friendly. [#1567952]
-----
Make easier to look for classes and find out how to not have to refresh you page after every class you look for [#1567972]
-----
The system itself stinks. the registration process could be so much easier with having an integrated system instead of having to separately look up classes and sign up for them. [#1567976]
-----
The system does not show timetable quite clearly. [#1567985]
-----
Use better control when allowing kids to register on the same day. After registration time periods are over for some kids, kick them out of the system, to keep traffic to a minimum. That way the system doesn't crash faithfully on registration day. [#1568001]
-----
graduate students from universities other than utk have a difficult time registering for combined grad/undergrad level classes with pre-requisites (the computer doesn't recognize graduate students of i.e. econ as having satisfied the requirement for i.e. ECON 101) [#1568040]
works well. For me it was a challenge, but that is because of my age/generation. I learned reasonably well how to navigate. It did feel sometimes that there was little recourse for those like me who are not tech savvy. [#1568066]

My UTK can be cumbersome. I would love to see a clearer, more intuitive layout. [#1568090]

Whether accessing it from my iPad, phone, or computer, MyUTK always takes a long time to come up, and sometimes it never does on my phone or on my iPad. Once I get into MyUTK, it's great, but it's the logging in that is the hardest part. [#1568095]

I don't know where to begin. However, I feel that the MYUTK system need to be thoroughly worked over based upon user feedback from students, administrative staff, and instructors. [#1568113]

The website is not clear on where to find this information. It took some searching for me to figure out how to register. It seems like registration should be much easier then that! [#1568114]

The class search is very cumbersome. Having to restart at the beginning for each new search, especially if you want to go back to the same course list you just generated. [#1568147]

Make MyUTK more user-friendly and built with a better overall design. [#1568176]

While signing up for classes, I think that it should be simplified and easier to find the classes that one needs. Registration for a lot of students is confusing and sometimes frustrating. [#1568196]

I was charged a $40 late fee because I could not get into "MyUTK" the first time I tried to do so from off campus. I went to the local community college for help, but none of their OIT people discerned that I was supposed to type in utk in order to get into the system. The process of logging in from off campus should not be so difficult that a doctoral student trying to meet the deadlines CANNOT even get into the system! [#1568214]

There was a LONG delay on online services this year, particularly harsh on me, since I could not drive to campus for a few weeks. [#1568275]

I always have to go through many more steps than I want to in order to get anywhere. And I'm so sick of the "Your changes have already been submitted" error message popping up when I'm searching for classes. I can't go back to a list of classes and look at another one without having to reload the page and resend the form. [#1568282]

remove the rule that states you can only be wait listed for one class. Because of this rule I was unable to get into a class that I need and now I have to take it in the summer [#1568291]

You need to make it where you don't have to go back to the beginning each time you want to search for another class. The back button should work. [#1568390]

I often have trouble navigating the website, and it often seems time consuming. Recently I have had trouble registering for classes. One course said it had one seat left, but when I clicked to register it required me to wait list the class. [#1568439]
So so [1568468]

-----

As a grad student who will only be here for a short time, I am required to take small classes that fill up very quickly. Not being able to view the classes until a few days before registration is one thing, but during registration, it takes a long period of loading time and waiting time just to sign up for one class. I was unable to sign up for a specific class this semester simply because when I clicked on enroll, I waited for 3-5 minutes for the page to download. [1568474]

-----

Constantly freezes and kicks me off, sometimes while I am in the middle of signing up for classes [1568490]

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It would be nice to add things to a worksheet when registering, or be able to switch sections without adding and dropping [1568520]

-----

Very Important. There needs to be a more streamlined process of selecting class, and more classes offered for important Major and General Education classes on campus. Many students are unable to select the classes they need, forcing them to take the class later in their schooling, and thus holding students back from graduating on time (within 4 years). [1568559]

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Make this link easier to find. [1568560]

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This is getting redundant....consolidate [1568575]

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Saving semester in search for classes versus continually having to reselect the semester for each class. Searching for courses should have more broad ranges. ie. should be able to search undergrad humanities courses in a given time verses having to have specific subject [1568578]

-----

MyUTK is cluttered and hard to navigate. Easier navigation would be much appreciated. [1568655]

-----

I have had troubles several semesters with this crashing when everyone signs on to register. As I have gotten older, its not as big of a deal, but as a underclassmen classes would fill up that I needed while my computer would not let me access this. I know its almost impossible to fix this kind of crash, this has been my only complaint. [1568683]

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Linkage to course description is sometimes confusing. (Sometimes I have to check is online in a separate window from the UT homepage) [1568695]

-----

Use blood magic. Thats about all I got. [1568744]

-----

The schedule builder can be rather infuriating. I wish I could see how all my desired classes would work together rather than having the computer randomly selecting times for my desired classes. [1568777]

-----

When searching classes for upcoming semesters you are not able to click on a class and then return back to the list and click on another. Instead, you have to open the link from the homepage which is a pain. [1568877]

-----

The main issue here is an easier way to search for classes. Currently, you have to go through a major process to search for another class in a different department when trying to compare electives. It would also be nice to have a compare feature to be able to look at reviews, times, buildings, etc. all at the
same time so you can easily pick between classes. Finally, having a way of always viewing the classes you are signed up for so you can make sure something fits in the new schedule you are building is an absolute need. [#1568979]

-----

For the love of god, let me use my browsers back button when browsing classes to register for. This adds a headache every semester that just isn't necessary. [#1569010]

-----

The system seems dated. If you click the back button and select another class from a list of courses, it says something like "the information has already been submitted." You have to start over with a new search each time. Also, I would like to be able to create a worksheet of classes before registration is available, that I could save and use when registration becomes available. Also, I would like to be able to search for classes by attribute (GenEd Arts/Humanities; Social Science; etc.) across all departments without having to select a specific one. [#1569027]

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Very good, no suggestions [#1569028]

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Improve navigation from class search to course descriptions and actual registration pages. [#1569030]

-----

I'm always regulated to registering for courses a full day after registration begins? This has happened since my enrollment at UT. Because of this flawed procedure, I'm not able to choose my desired career and graduation path. Why should I be forced to choose the only available option for graduation? This needs to be changed. [#1569035]

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It would help if the site could give schedule possibilities given a list of classes. I know that there are third party option but it would be better if it were integrated. [#1569053]

-----

N/a [#1569057]

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No problems with registration [#1569100]

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It would be nice to ave a more user friendly/interactive way of registering for classes, especially in the case of class conflicts, where we have to keep going back to search classes. [#1569121]

-----

I think it works well [#1569129]

-----

Banner is frustrating and annoying. [#1569173]

-----

I HATE that when registering for classes and finding the best fit for my schedule, that hitting the back button makes me have to go through the entire process again instead of just taking me back to choose another class with the already stated parameters. Very irritating. [#1569195]

-----

Sometimes this is very slow and can be confusing [#1569217]

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MyUTK is a step up from the old system and is much improved since banner was implemented. Some simple correction could be made such as allowing users to push return to the previous page while searching for classes without it freaking out. [#1569234]

-----

MyUTK is frustrating. Yes it holds very essential information but understanding and getting to that information is sometimes difficult. The most aggravating thing is trying to change between terms to look
I can click on a certain term and come up with the term I am in over and over again. [#1569290]

While viewing a course during the search courses, it cannot directly go back to the previous webpage. Instead it is necessary to refresh or resend the search. This is very inconvenient. [#1569394]

hard to find classes or go back one page [#1569400]

Have you considered integrating your systems?... My college did registration through Blackboard, and it felt less clunky than MyUTK... [#1569426]

actually letting a person register for a class when there is still available space instead of saying that you cannot be registered for the class and not giving a reason why [#1569468]

Would be nice if you could pick multiple classes you are considering and having them all brought up in a comparison table to help choose which one to take. Also would be nice if there was a favorite tab for classes interested in. Also would be nice if you just put in your major and it brought up classes you haven't taken yet. [#1569475]

It can be frustrating to use. You have to go back each time to the first page when you look for a different class, but I do like the schedule builder. When I sign in to MyUTK, I have to sign in, then refresh because a weird page comes up when I don't refresh. It is annoying that the log in can't be remembered, so I have to type in utkme every time. [#1569483]

Poor design [#1569534]
Additional Questions for All Respondents

The project coordinators for University of Tennessee - Knoxville included these additional questions with this survey. At the end of the survey each respondent was provided the opportunity to respond to these questions. Below are their responses grouped together by question.
How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)
7.2877 (n=2117)
-----
How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

6.8457 (n=2113)
Key Findings for self-reported UniversityRole='Faculty'

To ascertain statistical significance a two-tailed p-value (P) is calculated for each survey item to test the null hypothesis $H_0: \text{Adequacy Gap Score} = 0$. A positive adequacy gap score indicates service performance exceeding respondent's minimum expectations, a negative score indicates service performance below respondent's minimum expectations. Based on this analysis the statistically significant findings (0.05 confidence level) from this survey are as follows:

<table>
<thead>
<tr>
<th>Positive Perceptions (Adequacy Gap Score &gt; 0)</th>
<th>Negative Perceptions (Adequacy Gap Score &lt; 0)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technology support staff who are consistently courteous and thoughtful.</td>
<td>Having a campus Internet service that is reliable and that operates consistently across campus.</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.58; N = 284; P = 0.00</td>
<td>Adequacy Gap Score = -0.21; N = 316; P = 0.01</td>
</tr>
<tr>
<td>Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.</td>
<td>Having campus Web sites and online services that are easy to use.</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.46; N = 286; P = 0.00</td>
<td>Adequacy Gap Score = -0.52; N = 300; P = 0.00</td>
</tr>
<tr>
<td>Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.</td>
<td>Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.49; N = 281; P = 0.00</td>
<td>Adequacy Gap Score = -0.66; N = 277; P = 0.00</td>
</tr>
<tr>
<td>Ability to invite/schedule appointments with others through calendaring services</td>
<td>Electronic mail (Tmail, Exchange)</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.58; N = 204; P = 0.00</td>
<td>Adequacy Gap Score = -0.28; N = 281; P = 0.00</td>
</tr>
<tr>
<td>Individual assistance with creating online course materials, podcasts, etc.</td>
<td>Online@UT (Blackboard Learn)</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.51; N = 171; P = 0.00</td>
<td>Adequacy Gap Score = -0.77; N = 250; P = 0.00</td>
</tr>
<tr>
<td><a href="mailto:Apps@utk.edu">Apps@utk.edu</a> (apps.utk.edu application server / virtual computer lab)</td>
<td>UT System Services (IRIS, ANDI, TERA)</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.48; N = 103; P = 0.03</td>
<td>Adequacy Gap Score = -0.35; N = 156; P = 0.05</td>
</tr>
<tr>
<td></td>
<td>Banner/MyUTK</td>
</tr>
<tr>
<td></td>
<td>Adequacy Gap Score = -0.67; N = 212; P = 0.00</td>
</tr>
</tbody>
</table>
Results for self-reported UniversityRole='Faculty'

Below are the charts for this view of the survey data.
Data Tables for self-reported UniversityRole='Faculty'

For each IT service outcome the statistical mean, standard deviation, N (number of observations), and P are presented. P represents a two-tailed p-value for a null hypothesis $H_0: \text{Adequacy Gap Score} = 0$. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

### Connectivity and Access
*Tell us about the quality of the Internet service on campus.*

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Having a campus Internet service that is reliable and that operates consistently across campus.</td>
<td>Mean</td>
<td>7.84</td>
<td>8.81</td>
<td>7.63</td>
<td>-0.21</td>
<td>1.18</td>
<td>316</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.21</td>
<td>0.55</td>
<td>1.37</td>
<td>1.47</td>
<td>1.33</td>
<td>0.01</td>
</tr>
<tr>
<td>2</td>
<td>Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.</td>
<td>Mean</td>
<td>7.67</td>
<td>8.78</td>
<td>7.67</td>
<td>0.00</td>
<td>-1.11</td>
<td>310</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.30</td>
<td>0.59</td>
<td>1.30</td>
<td>1.49</td>
<td>1.27</td>
<td>1.00</td>
</tr>
<tr>
<td>3</td>
<td>Having wireless Internet coverage in all of the places that are important to me on campus.</td>
<td>Mean</td>
<td>7.46</td>
<td>8.61</td>
<td>7.36</td>
<td>-0.10</td>
<td>1.25</td>
<td>306</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.54</td>
<td>0.91</td>
<td>1.60</td>
<td>1.82</td>
<td>1.56</td>
<td>0.35</td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular coverage in all of the buildings and places that are important to me on campus.</td>
<td>Mean</td>
<td>7.11</td>
<td>8.31</td>
<td>7.02</td>
<td>-0.09</td>
<td>1.29</td>
<td>299</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.88</td>
<td>1.28</td>
<td>1.80</td>
<td>2.16</td>
<td>1.87</td>
<td>0.47</td>
</tr>
</tbody>
</table>

### Technology and Collaboration Services
*Tell us about the quality of Web sites, online services, and technologies for collaboration.*

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Having campus Web sites and online services that are easy to use.</td>
<td>Mean</td>
<td>7.26</td>
<td>8.64</td>
<td>6.74</td>
<td>-0.52</td>
<td>1.90</td>
<td>300</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.44</td>
<td>0.79</td>
<td>1.55</td>
<td>1.91</td>
<td>1.65</td>
<td>0.00</td>
</tr>
<tr>
<td>6</td>
<td>Accessing important campus Web sites and online services from my tablet or other mobile device.</td>
<td>Mean</td>
<td>8.64</td>
<td>9.09</td>
<td>8.63</td>
<td>-0.01</td>
<td>1.46</td>
<td>259</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>2.00</td>
<td>1.44</td>
<td>1.53</td>
<td>2.14</td>
<td>1.88</td>
<td>0.93</td>
</tr>
<tr>
<td>7</td>
<td>Having campus technology services available that improve and enhance my collaboration with others.</td>
<td>Mean</td>
<td>6.85</td>
<td>8.16</td>
<td>6.75</td>
<td>-0.10</td>
<td>1.42</td>
<td>272</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.85</td>
<td>1.25</td>
<td>1.76</td>
<td>2.05</td>
<td>1.73</td>
<td>0.43</td>
</tr>
<tr>
<td>8</td>
<td>Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.</td>
<td>Mean</td>
<td>7.44</td>
<td>8.57</td>
<td>6.78</td>
<td>-0.66</td>
<td>1.79</td>
<td>277</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.53</td>
<td>1.00</td>
<td>1.63</td>
<td>2.02</td>
<td>1.73</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis $H_0: \text{Adequacy Gap Score} = 0$; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas.
### Support and Training

Tell us about your experiences when obtaining assistance with technology on campus.

When it comes to...

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Technology support staff who are consistently courteous and thoughtful.</td>
<td>Mean 7.47</td>
<td>8.72</td>
<td>8.06</td>
<td>0.58</td>
<td>-0.66</td>
<td>284</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.48</td>
<td>0.61</td>
<td>1.38</td>
<td>1.74</td>
<td>1.30</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.</td>
<td>Mean 7.79</td>
<td>8.81</td>
<td>7.84</td>
<td>0.05</td>
<td>-0.97</td>
<td>288</td>
<td>0.67</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.31</td>
<td>0.57</td>
<td>1.61</td>
<td>1.82</td>
<td>1.58</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Getting timely resolution to problems that I am experiencing with campus technology services.</td>
<td>Mean 7.85</td>
<td>8.84</td>
<td>7.87</td>
<td>0.02</td>
<td>-0.96</td>
<td>283</td>
<td>0.82</td>
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<td>1.87</td>
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<tr>
<td>12</td>
<td>Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.</td>
<td>Mean 6.96</td>
<td>8.26</td>
<td>7.42</td>
<td>0.46</td>
<td>-0.84</td>
<td>288</td>
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<td>0.65</td>
<td>1.38</td>
<td>1.38</td>
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<tr>
<td>13</td>
<td>Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.</td>
<td>Mean 6.54</td>
<td>7.96</td>
<td>7.03</td>
<td>0.49</td>
<td>-0.93</td>
<td>281</td>
<td>0.00</td>
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<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.89</td>
<td>1.36</td>
<td>1.65</td>
<td>1.97</td>
<td>1.68</td>
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</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H₀: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

### Other Important Information Technology Services

Assesses other important IT service outcomes on campus.

When it comes to...

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
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<tr>
<td>14</td>
<td>Electronic mail (Tmail, Exchange) Self-reported faculty, students, staff, not declared only.</td>
<td>Mean 7.97</td>
<td>8.85</td>
<td>7.69</td>
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<td>15</td>
<td>Ability to invite/schedule appointments with others through calendaring services Self-reported faculty, staff only.</td>
<td>Mean 6.27</td>
<td>7.61</td>
<td>6.85</td>
<td>0.58</td>
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<tr>
<td>16</td>
<td>Online@UT (Blackboard Learn) Self-reported faculty, students, staff, not declared only.</td>
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<td>6.79</td>
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<td>1.78</td>
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<td>UT System Services (IRIS, ANDI, TERA) Self-reported faculty, staff only.</td>
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<td>2.16</td>
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<tr>
<td>18</td>
<td>Banner/MyUTK Self-reported faculty, staff only.</td>
<td>Mean 7.36</td>
<td>8.49</td>
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<td>-1.86</td>
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<td>19</td>
<td>LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support Self-reported faculty, students, staff, not declared only.</td>
<td>Mean 8.97</td>
<td>8.24</td>
<td>6.63</td>
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<td>6.84</td>
<td>0.51</td>
<td>-1.00</td>
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<td>21</td>
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<td>7.54</td>
<td>6.76</td>
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<td>-0.79</td>
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<td>Dev</td>
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<td>1.80</td>
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<td>1.95</td>
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<td>0.00</td>
<td>0.00</td>
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</tbody>
</table>

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Suggestions from self-reported UniversityRole='Faculty'

When a respondent indicates that the perceived quality of a service dimension is less than their minimum expectation they are provided the opportunity to make suggestions on how to improve the quality of this service. While these responses remain subjective, they can be useful in planning strategies to improve service quality over the long term. The responses that follow are unedited.
**Having a campus Internet service that is reliable and that operates consistently across campus.**

No dead spots, make sure all routers are strong [#1566211]

-----

So much of what we do is online reliability is a must. [#1566230]

-----

increase the number of wireless routers in buildings where service is poor [#1566541]

-----

Campus has had planned and unplanned campus-wide outages in the last few years, some lasting days. This is unacceptable. [#1566568]

-----

it's hard to set up a personal computer (laptop) to get internet service. I need help. [#1566573]

-----

Perhaps better coverage in the buildings that are more intense in usage. [#1566603]

-----

Wish Blackcboard was more reliable. [#1566618]

-----

Essential. [#1566803]

-----

The wireless connection in my office keeps going in and out (Suite 390, HPER Building) [#1566884]

-----

There are pockets where my computer simply will not work. [#1567014]

-----

Better connections in some spots on campus than others. I don't really know how to fix all of these things. Maybe more wireless transmitters or whatever? [#1567058]

-----

There have been the occasional outages of wireless access points, and in past years wireless access points have been overloaded when an entire class of students tries to access the Internet at once. This situation, where an entire class goes online simultaneously, will likely become much more frequent. I have not had a problem with this situation this year in Haslam Business School Building. I just urge you to keep ahead of the curve on wireless bandwidth and number of simultaneous users! [#1567274]

-----

I am not tech-savvy, so I don't have suggestions for improving the reliability of internet access. All I know is that I have to spend an extra $60 a month on my Verizon phone bill to keep access to a separate USB modem... because when UT's wireless is having problems, I would be unable to do my job without my backup. [#1567350]

-----

Would be nice if IT checked ports. I and other colleagues have ports that haven't worked well. [#1567591]

-----

Blackboard does not always play well with Internet Explorer. [#1567668]

-----

Some areas of campus have low wifi signal, ie. 7th floor SERF. At least last time I tried to do wifi there. It may have been improved over the last few months. [#1567712]

-----

Internet service tends to go out during peak usage hours. [#1567716]

-----

Hit and miss. [#1567795]

-----
Melrose Hall doesn't have very good internet service. The reception is often at 2 bars. [#1567798]  
-----  
I have noted my perceived service performance as high, but I'm not sure if internet is available in every classroom, and that is extremely important to me to have it available. [#1567949]  
-----  
sometimes, the wireless doesn't appear to be working. Could it be more robust? [#1567978]  
-----  
There are still some pockets of unavailability that I experience from time to time. Keep weeding them out and eradicating them! [#1568059]  
-----  
No matter where my students are on campus, they should have the same great access that I have when sitting at my office desk in Ayres Hall. [#1568180]  
-----  
do not require a log in. connect automatically to guest wifi with phone/tablet/computer. [#1568297]  
-----  
actually service is darn good, but some buildings still have weak or no signals [#1568403]  
-----  
Sometimes good, sometimes not. [#1568620]  
-----  
Just make it available and working everywhere! Consistently run into problems in the basement of the Haslam building--almost NEVER worked. Often very slow in HSS when showing things to class. On my phone it comes and goes and I resort to 4G just because on campus wifi source is unclear (am I a guest? a visitor? I can never sign in? too many options). Frankly it is better at most coffeeshops. Also, in library--hard to access as well. In the LIBRARY. [#1568773]  
-----  
Self-explanatory. [#1568782]  
-----  
A faculty/staff only Wifi that is available throughout campus and powerful enough to access on the strip. [#1569383]  
-----  
Wireless internet on campus is consistently unreliable. When a student brings a laptop to my office and connects wirelessly, the connection drops about 50% of the time. [#1569452]  
-----
Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.

Has to do with need for new computer not OIT. Need to re-instate new computers every 3 years. [#1566782]
-----
Essential. [#1566803]
-----
Web has been a little slow lately, and is agonizingly slow around the time when students are moving into the dorms. [#1566808]
-----
If i want to show a clip from a streaming movie in class, the network is often too slow to do so or will be out. It's not a huge issue, but it can thwart a well-planned class session. [#1566990]
-----
Very important to have fast Internet connections. Sometimes it is very slow, just crawls along. [#1567058]
-----
Pretty critical. Perhaps it's the age of my building (Stokely), but I find consistent speed to be a problem. This can become very frustrating when working with large files and attempting to upload content for class. [#1567591]
-----
Usually good in my building (Bailey Education Complex) [#1567709]
-----
Internet service is so slow at times that it is virtually unusable, especially wireless. [#1567716]
-----
ensure access to updated browsers or provide tech that is compatible with all versions of browsers, eg, Blackboard requires Chrome, a browser I dislike. [#1568038]
-----
They do a good job considering what they have to put up with. [#1568061]
-----
In my work, rapid uploads are just as important. [#1568178]
-----
Sometimes the computer is slow to come on. this AM it took longer than usual to bring up the email. I have more difficulty at home. You are the professionals...I have no idea how to fix it. Thanks for asking. [#1568199]
-----
Critical. I assume there is an Internet 2 connection for UT - but I don't perceive that level of response when I am accessing the Internet. Not sure why. [#1568288]
-----
Downloads can be a problem and intermittent with WiFi. There are blackouts and slow zones. Maybe due to particular traffic patterns. When needed I have to hook in an ethernet cable. There is one for 3 people to shater. [#1568620]
-----
SLOW in HSS almost all the time. Never available in Haslam at all. [#1568773]
-----
There are certain times/days that the internet is extraordinarily slow and it would be nice to know that. [#1569583]
-----
**Having wireless Internet coverage in all of the places that are important to me on campus.**

Several areas of no internet service [#1566396]
-----
this is not important to me. [#1566537]
-----
Wireless is a strong service historically at UTK. Moving it out to green spaces and increasing the bandwidth substantially in and around classrooms should be a priority. [#1566803]
-----
As informal learning spaces, including outdoor venues, become more common, we need better wireless coverage. [#1566808]
-----
It is spotty in my office, which is a problem. [#1566884]
-----
Ensure that all areas, especially isolated areas, in buildings have access to internet - very important for safety-related issues. [#1566968]
-----
Wireless is actually pretty good in terms of coverage. [#1567591]
-----
Not a problem usually [#1567709]
-----
see comment to first question comment. I do not know how you improve wifi capability unless it is to provide more or stronger routers. [#1567712]
-----
Hit and miss. [#1567795]
-----
I don't know why I have so much difficulty getting internet access from building to building, and in the same building, from room to room. [#1567905]
-----
There are dead spots on campus which impact ability to work. Wireless has become an expected convenience. Thompson Boling Arena is one of the dead spots - while I can detect the ut-wpa2 network, it seems that the single is weak and often drops. [#1567940]
-----
Sometimes, my wireless kicks in and out in building (e.g., the UC). I am never sure what's causing that, but if we can do something about it, great. [#1568059]
-----
Wireless Internet service is sometimes difficult to get in my building(SERF). [#1568143]
-----
I see this as a critical requirement for UT - in the classrooms in particular when a class activity requires online access and all students are attempting to connect at the same time. [#1568288]
-----
There are dead spots in buildings. For example, in the law library there are places in the stacks and some of the rooms where you can't get a signal. There need to be boosters in the buildings. [#1568334]
-----
Everywhere at all times [#1568403]
-----
Sometimes have difficulty logging in (or logging in is required) in some classrooms, even the ones across the hall from my office. [#1568516]
Again, can be variable. Sometimes due to heavy use. [#1568620]

-----

Essential! Especially in classrooms. Haslam is especially ridiculous--very limited access. [#1568773]

-----

I have meetings all over campus. [#1568782]

-----

As the weather warms, people are outside still using the internet. It would be nice if the better coverage could extend over public spaces such as the steps by McClung tower. [#1568813]

-----

More service outdoors [#1569381]

-----

Wi-Fi was very slow in Blount Hall A-level. [#1569486]

-----
Having adequate cellular coverage in all of the buildings and places that are important to me on campus.

half of the VMC is a black hole for cell phone, with dropped and missed call to the wazoo! [#1566396]
-----
not sure anything can be done about this. The Haslam Building and parts of Greve Hall consistently cut cell conversations. [#1566463]
-----
Too many areas not covered because of building issues (shielding, etc). Calls dropping out, delays in getting voice mails, all very frustrating. I think some of the service issues are from the carrier for the vet school [#1566573]
-----
Ensure that all areas, especially isolated areas, in buildings and outdoors have access to cellular service - very important for safety-related issues. [#1566968]
-----
The lower floors (sometimes a basement) or inner rooms in some buildings don't get a signal at all. This could be a hazard in the event of a disaster on campus. [#1566990]
-----
Same as above. There should be cellular access even in restrooms and elevators--both locations in my building where there is zero reception. Even if all we consider is safety, there should be no location on campus where a person could not call for help. [#1567014]
-----
I know the concrete in the buildings makes it difficult for phone signals to travel to all locations, but it would be nice to have better coverage. [#1567058]
-----
So much of this depends on the service, but I use Verizon, and I've never had a problem with Verizon working on campus anywhere. I have had dropouts as I pass over Joe Johnson bridge, but that seems to be a cell tower location problem, not one that UT can impact. [#1567274]
-----
This is pretty important, as well. Some of the basements on campus are impossible. Not a big deal, but a security risk and health risk if we need to contact timely help. [#1567591]
-----
Cellular service during large campus events (e.g., ballgames) is weak. [#1567614]
-----
I teach in the basement of Haslam often, and the reception down there is really poor. I do not receive UT emergency texts until I leave the basement, and it is usually too late. [#1567680]
-----
Usually not a problem as wireless is usually available and often better choice in some weak areas [#1567709]
-----
Cell service (especially 3G) is virtually nonexistent in some areas of the Ag campus. [#1567716]
-----
I dont' have adequate cellular coverage in Walters Life Sciences. I do in the rooms on the perimeter of the building but not the rooms in the center. [#1567781]
-----
I can't get a signal in my office, but I can 15 feet down the hall. [#1567795]
-----
I don't know how to improve coverage [#1567907]
I use Verizon and at times text messages don't seem to go out or seem to send very slowly. Don't know if it a campus-based issue or a Verizon issue. [#1567940]

-----

Mobile phone service in buildings continues to be a problem. Much better than previous service with boosters, but still dropped calls and poor quality, delayed messages, emergency texts that don't arrive until the next day. I loved the tornado warning that was 12 hours late. While some of this is the provider, my phone is a UT provider phone (Sprint) [#1567954]

-----

Adequate cell service is not an issue of convenience -- it is an issue of safety. [#1568178]

-----

I have no service in the bottom of HBB. When there is a problem with document cameras I have to leave class and go to the first floor or outside on the first floor to get a reception and make the call. I also missed calls from my wife informing me she had to be rushed into surgery due to a hernia. I taught three consecutive classes and did not get her messages until after I left the building on my way back to Ayres. She was already in surgery. [#1568180]

-----

Even my work cell phone drops calls- which is really unfortunate when you are giving bad news to an owner [#1568301]

-----

This is essential. [#1568334]

-----

Poor reception in some areas, particularly older buildings [#1568403]

-----

Jessie Harris Building could have its infrastructure updated so that my phone could find wireless service and get a better signal more easily. [#1568493]

-----

Overall ok. [#1568620]

-----

G4 in Stokely Management Center does not have cell phone reception and, due to its remote location, is not easily seen or accessed by others. In the event of an emergency, cell phone reception is critical [#1568729]

-----

Very important. Looking up things before class, students doing SAIS evals, looking up info. Cellular coverage is as important as computer internet access. It would be nice to turn it off at will in some classes though. [#1568773]

-----

Several places, particularly basements (Haslam Business, HSS) are deadzones. I don't know if this can be fixed [#1568813]

-----

The new service by Sprint in the Veterinary School was totally inadequate and it took months to get it to the level where it worked properly. This was totally unacceptable. This is a 24/7 hospital and being unable to reach clients was unacceptable. Sprint is a terrible company and did not deliver what they promised. There are still times in my office by my window where I cannot get adequate reception for calls. [#1568889]

-----

At the college of vet med. I know you all have worked on this a LOT. I finally gave up the extremely dysfunctional Nextel phone and use my only moderately dysfunctional personal iPhone on Verizon. It is better, but I still have clients complain that they can't hear me fairly regularly [#1569001]

-----
neyland stadium is a problem. [#1569213]
-----
MY office is in South Stadium Hall, where wireless coverage is poor. [#1569448]
-----
I have terrible cell coverage in the library and I spend a great deal of time there. [#1569583]
-----
The bottom floor of Haslam is the only area I've found without cell phone service. [#1574616]
-----
Having campus Web sites and online services that are easy to use.
faculty evaluation online is a joke--we just post pdf documents [#1566211]
-----
need departmental support for webpage development and upkeep. [#1566526]
-----
I find most campus web sites helpful. What I find very troubling is the number of campus websites that
will not provide a telephone number. [#1566537]
-----
There are numerous website (for both departments and student services) that are woefully out of date.
You need to hire additional competent web designers for all colleges and academic/student services
[#1566541]
-----
Have someone like me show you how we neophytes navigate through the web. Why is it so hard to find
departmental e mails, lists of workers, etc.? Some of the sites are very user unfriendly. [#1566573]
-----
Better training for the older employees. [#1566603]
-----
No suggestions. [#1566618]
-----
See above [#1566672]
-----
Campus web site is pretty good, our College web site is bad. Academic Catalogs have FINE PRINT
related to what year you are looking at----it is very easy to be in an archived catalog from 5 years ago
without knowing it. Academic policies are buried. [#1566733]
-----
Sharepoint is still kludgy and needs improved ease of use with less ticky tacky habits. [#1566803]
-----
For my needs as faculty emeritus, the services are excellent as they currently exit. Thank you for all the
services available to me [#1566813]
-----
Must work with apple computers [#1566982]
-----
See banner [#1567014]
-----
The web sites of UTK are very difficult to maneuver. I can never find anything I am looking for. A-Z is
about the only thing I can use. The pictures of people, while charming, use too much space. The content
on each page is impossible to find. Then I use the search box at the top of the page. Only retrieves
documents from 2007 or other irrelevant nonsense that does not inform. Can the pictures be smaller at
least? Can that search engine search some web sites from 2013/14? [#1567058]
-----
In my opinion, every Institute, College, Department, Center needs to have on their home page their full
postal address, building location, a general contact phone number, and a general contact email. Several
times recently, I’ve looked for such information to send to someone off campus, and many of the “About
us” or “Contact us” webpages of these units simply DON’T have that basic information. (Rather they
have aspirational verbiage about their vision, mission etc etc). [#1567087]
-----
I find the search function to be less reliable at times. I have to wade through a lot of junk at times to find
what I really need. Might be the searcher, however. [#1567096]
-----
Stop forcing all units to use the UT template. [#1567142]

-----

Although the UT web sites are getting better, the search listing isn't updated frequently enough across the entire UT web--which means it doesn't reliably find information. I've had to resort to keeping bookmarks because it is hard to find information by following links because frequently it is stashed in a place that, although logical to whoever designed the specific website, it isn't logical to the user. Again, the UT search engine needs to crawl and index the entire UT website much more frequently. [#1567274]

-----

The utk.edu site is difficult to search. Making this a more user-friendly site is necessary. [#1567516]

-----

many of the web pages are very hard to use. some are difficult to fine. search the website does not take you to pages, but brings up everything including 10-year-old newspaper articles related to the search topic. [#1567668]

-----

MyUTK is not at all intuitive to use. Banner requires programming knowledge to be able to use successfully. Blackboard is the most user-friendly but has serious issues with program/browser compatibility. [#1567716]

-----

The UT website is a hot mess. If it was a shopping website, we'd go bankrupt. [#1567795]

-----

Imperative; and we have very good online services. [#1567944]

-----

It is very difficult to find things. Not sure this is OIT's organization or the individual unit. Much time wasted trying to find information of course this can happen if you are on the phone system. Last weeks call to the registrar resulted in 5 transfers, including routing back to the origin with no one knowing the answer to where a fee went. [#1567954]

-----

Blackboard is not as functional as I would like. Student surveys, polls, calendaring should be easier. [#1568038]

-----

Our most recent Website redesign was inherently flawed (even if visually appealing). Everything was very hard to find and unintuitive in terms of navigation. I am beginning to be able to access things more routinely now--months and months later . . . . Thank heavens the search function was improved. Without that, the new design would have been a total disaster. Please keep end-users in mind when you make such major overhauls in important things like our primary face to the world . . . . Our Web site is how we attract our students, faculty, staff, etc. It's critically important. [#1568059]

-----

We are not leading among top 25 colleges [#1568061]

-----

Make sure links are up to date and working [#1568096]

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There is SO much on all of your websites that you dont know where to look. Is it the top nav? vertical nav? expanding drawer? mini horizontal nav? The photos are pretty, but dont help to navigate. See what other schools are doing with a huge photo in the background with the website template on top. [#1568109]

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I am considering Blackboard in my response to this question. Blackboard is buggy, user un-friendly (uploading items one at a time via a web interface instead of FTP!), and un-configurable. Why should I have to contact OIT to merge two cross-listed classes? Why does OIT have such a hard time accomplishing this task? [#1568178]
I find the OIT site challenging to navigate. I usually have to call OIT or send a ticket and ask where to find something. [#1568191]

Need to be more intuitive i.e. Blackboard and Sharepoint [#1568192]

The UT website is confusing and it's very hard to find information. There are many campus units that don't include names and contact information for their department. Financial services is one of the worst for not knowing who does what and who to go to for help. [#1568334]

The Banner system is hard to use for many things. For looking at graduate applications, it is ridiculously terrible. [#1568350]

The pages are not consistent or up to date. I'm not sure the using secretaries in web designer slots has been entirely successful. [#1568555]

The navigation through the newly designed UT website is cumbersome, requiring that we click on many different segments to get to the one that we are looking for. Personally, I liked the previous website better. [#1568639]

I consider myself to be pretty tech savvy and while the revised website looks good, it is MUCH less user friendly. I find myself going straight to the A-Z guide. Nothing is intuitive. [#1568746]

A lot of information is buried under layers of links. Search functions often turn up irrelevant links first and foremost. The interface of the home page seems focused on promoting the university to outsiders and not about accessibility for those actually at the university. [#1568773]

The search engine on the UT website is not always helpful. Not sure if it would be possible to improve. [#1568775]

Instruction accompanying downloads of software confusing--e.g., JMP. Book store used to have CD versions that could be purchased. No longer have. Would be nice for OIT to automatically update Jmp licenses for using faculty annually. [#1569000]

Due to the nature of my appointment, and age, few of the tech items are important to me. [#1569183]

Finding things online can be difficult, and some sites are cumbersome. The A-Z guide helps, but is missing some obvious listings. [#1569448]

Since the last upgrade, I struggle to find the contact information on some pages of our departments or colleges. The people finder is not "people friendly" - one should be able to type in almost like a "keyword" and get options of names. The current search seems "rigid". [#1569550]

Generally speaking, public-facing campus web sites and online services are usually the best in usability, with internal sites and services usually being the worst. Having a minimum standard that all follow and meet would help with all the inconsistency. [#1569577]

Sometimes it is difficult knowing what to find where. [#1569583]
better search relevancy in campus search - often documents are the top results, when what is needed is the webpage, contact info etc. A-Z list limited to page and titles, some sub departments not well represented. [#1569601]
Accessing important campus Web sites and online services from my tablet or other mobile device.

I click on some pages from my tablet that make no sense; I can’t find what I am looking for and cannot open the regular site with a regular browser. [#1567058]

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Web pages are a bit confusing and not always user friendly (library especially). [#1567611]

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Most UTK websites do not display correctly on mobile devices. I do not want to have to download an app for every single website in order for it to be functional. [#1567716]

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Not UT’s problem...I have an older tablet. [#1567795]

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I know this isn’t OIT specifically, but Blackboard needs to go more to app-based applications. I should be able to bring up a single student’s grades (to go over with the student), I should be able to take attendance easily and send out individual emails to students of exactly when they missed, when they were tardy, etc. (this can be done on the Attendance 2 app which I use). Students should be able to write blogs on their tablets or even Smartphones. [#1567949]

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The service is ok but the site is confusing. We have many templates/looks at the site which makes us look bad [#1567950]

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So many things don’t work with tablets - UT is so far behind and seems to have no standard. Do we use Fire Fox, Google Chrome, Safari - WHAT THE HECK? [#1567954]

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Not bad at all. [#1568061]

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Allow access to course instructor functions (grading, posting material, etc.) [#1568096]

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Need a better blackboard and banner app [#1568115]

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This is becoming more critical each year, so I believe improving mobile access should be a focus of OIT [#1568288]

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my phone and tablet seem to get confused and do not automatically connect. then i have to search for the log in, which does not always appear. sometimes i never can figure out how to get connected. [#1568297]

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Clunky [#1568334]

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Hodges Library offers no easy immediate access to the online catalog, esp. in the stacks. I have to use my Android App to access the library’s site and search. HOWEVER, in most spots in the library, I receive bad or no coverage. [#1568506]

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I can’t interface wit my utk with my iPad [#1568547]

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n/a [#1568620]

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I have trouble using android based browsers on the UT website. [#1568782]

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I find discontinuity across departments and colleges within the university. This makes it difficult to access information. [#1568861]

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The webhcs website is a fantastic idea, and I'm so glad we have it. It is only partially functional on computers outside of the building, with glitches and malfunctions common. [#1569001]

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I have found many of the sites to be horribly unfriendly from a phone or tablet [#1569381]

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Having to go to the Commons to set up a new Apple device is a hassle. Please work on that. [#1569450]

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Accessing Blackboard is a bit of a trick. However, I am unclear if it is on our end or theirs? [#1569550]

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I have found that I may be able to get on a site, but then can't download a particular form. [#1569583]
**Having campus technology services available that improve and enhance my collaboration with others.**

blackboard collaborate is great when it works [#1566211]

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SharePoint is not user friendly. [#1566230]

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Coming need to do more of this and do it better, particularly as new technology options and approaches arrive over the next few years. [#1566803]

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See comments under blackboard collaborate. I believe all of us should have free access to GoToMeeting. [#1567014]

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Blackboard is the only tool I know that we have. It is very complicated to use for informal conferencing or for collaborating on projects. [#1567058]

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I use Skype and Google+ but we really need a better platform. [#1567575]

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There is a big problem with sequencing data to and from ORNL and the ability to analyze it with significant computational resources. How to keep systems secure and speedy is very difficult? I do not have any ideas on how best to do this. I wonder why there cannot be a secure dedicated line(s) or processes between the two institutions that would facilitate data transfers. [#1567712]

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Online group document editing via course site on Blackboard. [#1568038]

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Sharing large files (>100mb) between campus collaborators is difficult. We frequently resort to dropbox, thumbdrives, external harddrives to transfer data [#1568143]

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Why can't Blackboard have a simple chat interface so I can conduct chats with students during my office hours? [#1568178]

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I am a distance educator, I do not live in the area, thus having connectivity at all times is exceedingly important to collaborate with other faculty and students. As ON-line programs expand this will need to be taken into consideration. Expanding bandwidth for courses is needed so that students taking on-line courses can submit Power Point and other types of presentations. [#1568191]

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Sharepoint is not user friendly and thus is not used like it should be within my department. [#1568192]

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You provide several opportunities to learn more about services and how to use them. [#1568650]

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Actually happy with Blackboard for students but frustrated that faculty groups now have limited access. It is ridiculous to have to have so many different programs. [#1568773]

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Couldn't set up a basic Skype/Facetime connection for one of my instructors who was ill and needed to teach from home for a few days. I can do this with my iPhone. The "security" claim seems weak. We ought to have basic Skype type capability in classrooms. [#1568878]

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More training opportunities are needed, or at least need to be more widely advertised. [#1569448]
I used Blackboard organizational sites constantly. And particularly for my collaborative research with students and colleagues - even those outside the university. SharePoint doesn't hold a candle to the work one could do with a Blackboard organizational site. Additionally, I would like to get on SharePoint and have access to all of my SharePoint sites. This seems basic to me, rather than having to go in to each site through a link...cumbersome and inefficient. I really appreciate the EndNote collaborate service and access to librarian people who can teach/guide through it. [#1569550]

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SharePoint is cumbersome and requires separate links for each SharePoint group one is in. I'm sure there is a way to consolidate this but it is not intuitive. [#1569561]

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SharePoint is not the answer. [#1569577]

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What are these? I don't know about them. I tend to use Google Hangout for all of my collaborative work. [#1569583]

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Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.

smart classrooms are not well maintained, and service takes too long when needed (such as when I am beginning to teach a class and something breaks down). If you teach at night you are out of luck. Technicians seem not to understand what is wrong. [#1566211]

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In this day and age access to technology is a necessity. [#1566230]

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Some of the so called smart class rooms are not so smart anymore. They have outdated technology and so far as I can tell some of the technology does not work. I call your attention particularly to SSH 517. Technology capability in this room is a nightmare. [#1566537]

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So many of your classrooms are behind the times. Every classroom should have whiteboards, smartboards, and a working LCD projector! Also, make it easier for faculty to check out equipment (especially for night classes) like laptops and portable projectors to use in the classroom [#1566541]

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Make these services idiot proof. Step by step, what to do if there's a failure, how to turn things on and off. Don't assume we faculty know those things. [#1566573]

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I teach small classes in Austin Peay and have to carry speakers, computer, projector etc with me. e.g. rooms 308 and 408. Need built in equipment. [#1566782]

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Most classroom technology is fine, but we need all podiums to have HDMI connections. Even better would be wireless projectors. [#1566808]

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Strive to make all classrooms electronically compatible, with all the 'bells and whistles.' [#1566968]

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Equipment should be checked regularly for quality and reliability and/or there should be an easy way to report problems. The "emergency" problem reporting system works great. I'd love to be able to report simple problems in a simple way -- perhaps online. For instance, I have minor problems with classroom technology in both HSS 71 and HSS 60. They hardly seem worth calling about, but they do need to be reported. [#1566984]

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If a class or meeting is in HSS, things are great (other than the missing doc cameras). In other buildings, tech is hit or miss, which creates a problem in planning two sections of the same course that take place in different rooms/buildings. [#1566990]

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Now a days most of the rooms have technology, but also most of them have tech issues. It would be nice to have a technician that is constantly going over the classrooms checking what is going on. [#1567011]

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Classrooms having varying levels of technology sophistication. It would be nice to know that the same technology is available wherever we go. [#1567096]

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Smart equipment often does not work properly and does not get completely fixed. Cords & wiring exposed, hanging out of walls. Unfortunately, folks (teachers and students) do not take care of the provided equipment. [#1567191]
be sure ALL classrooms have operational technology including DVD players and window blinds that are functional. Every classroom should have lights that dim. [#1567520]

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Need to equipment more conference rooms with web cameras and monitors [#1567575]

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Need better service for SharePoint [#1567662]

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I see this most useful for meeting room as I am not in the classroom. Many meetings have inability to pull up video or web link during presentation. I suspect this is due to web access or speed. How to improve for classroom may be mostly setup in black board - but I don’t teach. Do we have a short course on-line or otherwise for video conferencing? I just received and email that ORNL is going to use bluejeans. Is this program in the UT future? Also I have not ventured much into video conferencing as we have mainly used google hangout to collaborate with up to 8 colleagues in Canada -McGill, Princeton, UT Austin, ORNL, LANL, univ. SC and ulesswhere in U.S. This program sometimes knocks participants out and generally we can get back in. Learning about other options may work but it may be worthwhile to have an OIT person sit in on a video conference to see what is presented and how the participants work together to then assess how to improve the experience or what other programs may be worth trying. [#1567712]

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Install more Smartboards. [#1567798]

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All I need is a document camera and a projector that will also project the screen of my laptop. But I need that very much! [#1567848]

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There needs to be routine check up of classroom equipment. Some of it kind of works, but not really...and instead of struggling with it, I go back to using the chalkboard if that is available. [#1567905]

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Please install enough whiteboards in all rooms. If there is a projection going on at the same time in the room, there is often not enough space to write on, because the screen covers the white board, Maybe the screens should be hung next to white boards, not on top of them. [#1567907]

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We should be able to capture in all University classrooms [#1567944]

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Many rooms do not have minimum technology services. This makes it especially difficult when I teach four of the same classes and one of the classrooms does not have technology, meaning I have to come up with a completely different lesson plan, copy materials unnecessarily, etc. [#1567949]

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Many of our classrooms are not equipped with technology.......interactive whiteboards, etc. [#1567950]

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total picture is difficult to manage [#1568061]

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Include projectors in larger conference rooms [#1568096]

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Classrooms routinely have only SD projection and poor sound. [#1568178]

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I do not know if Go TO Meetings is OIT driven or The College of Nursing driven. The sound quality is not very good, if the speaker is on the computer at the front of the lecture hall, It is very hard to hear if someone is asking a question from the back of the room. It would be nice to have speakers that could be connected to capture all meeting/lecture information. [#1568191]
Many of the classrooms in my building do not have good resources. [#1568192]

I see this as a critical requirement for UT [#1568288]

There doesn’t seem to be any comprehensive plan for standardizing the classroom and providing faculty assistance with the technology. [#1568334]

Not all classrooms are “Smart” [#1568403]

Having DVD/VHS, audio, projection capabilities in all classrooms is important [#1568547]

Many classrooms are not updated with interactive whiteboards and faculty do not know how to use them. [#1568555]

n/a [#1568620]

Rooms that have tech are wonderful. Rooms that don’t are enfuriating because different lesson plans/handouts/etc need to be developed and it is time consuming. Need to have all class rooms have tech, especially as we are all increasingly encouraged to use it. Document cameras, though expensive, are long lasting, efficient and elegant--great for all kinds of impromptu student and class work, etc. All classrooms should have them. [#1568773]

Regular checking of projector bulbs would be great. Also, in my opinion, chalkboards/whiteboards serve as technology for presentation and communication of information. Some department needs to take responsibility to ensure dry erase markers and chalk are available. If you did, you’d be heroes in my book. [#1568775]

Why don’t we have wireless connections to projectors in rooms like the renovated HSS? Blackboard is a horrible system that keeps me from using technology that could enhance my courses. [#1568878]

I’d like to have the capability to do both BluRay and DVD in Hodges Library Auditorium (and in at least some of the group rooms). [#1568959]

clicker technology causes powerpoint presentation to fail when have videos and need to call up web urls. Had to give up using clicker technology as a result. [#1569000]

Desirable, but not necessary [#1569032]

Again, I am in South Stadium Hall, where not every teaching room has adequate instructional (av) equipment. [#1569448]

We need to update classrooms more frequently. [#1569450]

This is improving across campus [#1569550]

Amazing that technology works one week and then doesn't the next. Frustrating!! [#1569583]
Technology support staff who are consistently courteous and thoughtful.
Most are ... a couple are not. Thanks to all OIT who have diligently helped over the years! [#1567191]
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They just need to be more available [#1567907]
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I have always been impressed with OIT support. Thank you! [#1567949]
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Main campus is great. Local OIT is variable from great to cranky depending on the person and the mood. [#1567954]
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OIT support is good, but my department has lots of technical equipment that is not supported. [#1567978]
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Most of our tech support staff are fantastic, but even 1 with little to no skill is unacceptable. [#1568038]
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I love the campus and college IT support. Great folks. Very helpful. [#1568059]
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The students in the commons are always chatting with each other. It is annoying to have to go to a screen, login, make choices, sit down, and have someone call you back up to the desk when they are not doing anything but just sitting there. That is not good customer service. [#1568109]
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none [#1568160]
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OIT staff are superb! [#1568297]
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Recently, I asked for help with QDA Miner and never received a response. Blackboard support is not always great. However, other support is fine. Fred Kelly is fabulous and has been a big help to me several times! [#1568339]
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This is a bonus! Yay to the support staff. [#1568620]
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When there is a big problem (like when the power went out a few weeks ago) there was no one to take calls for technology problems. [#1568813]
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Thoughtful is the problem. When I've had real tech problems, I haven't experienced thoughtful solutions. More like directions to web instructions and good luck. [#1568878]
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staff is excellent. the best aspect of OIT. Staff respond immediately. Every single staff member i have met (at least eight) have been incredibly professional. [#1569213]
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The OIT staff are incredible. From the help desk to all of the education specialist and technology assistance - staff are so courteous and helpful. It is one of the joys of working at UT. I have also enjoyed working with the graduate students who assist...especially through Cyndy Edmonds...I believe they are graphic artist-type students. Very helpful! [#1569550]
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Courteous and polite but not very knowledgeable [#1569561]
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The OIT student staff that works in the library leaves quite a bit to be desired. Sometimes I feel like they are annoyed they have to start working at 9am (often they don’t even make an appearance until 9:01 and then they have to login and get situated before helping others. It shouldn’t take 10 minutes for them to get ready and to eye roll at the people waiting for assistance. [#1569583]

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Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.

help desk people are fabulous getting help with a smart classroom is a nightmare [#1566211]

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Huge lack of competence when it comes to Apple products [#1566396]

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Need to support a wider range of programs, like SKYPE [#1566486]

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Please stop hiring people that have zero knowledge of technology. A BA/BS in computer science or a technology related field should be a minimal requirement [#1566541]

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The support staff are not knowledgeable about using Apple computers. Almost all students and a good percentage of faculty use apple computers. OIT should hire some people who have expertise with Apple computers. Also, trainings should be available for software using both PC and apple computers (e.g., word, excel, and all other trainings should be offered using both types of computers). Also, when UT purchases products (e.g., IRIS and the employment application product) it should work on both products. [#1566982]

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Staff possess the knowledge, but not the power to make things better. [#1567014]

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Some problems with Blackboard specifically that can't seem to be fixed. [#1567025]

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This has improved by leaps and bounds in the last few years. I usually talk on the phone to people, and they are usually helpful. [#1567058]

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Having different equipment in all the buildings will make this difficult. I think the support staff is individually knowledge about different things, so it is hard to find the right person to talk to about your specific situation. [#1567660]

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Support staff often offer no other advise other than "restart and try again" when questioned about technology problems. [#1567716]

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The only problem I've experienced with staff is unavailability after 5 pm. I often teach distance education and my classes begin at 6 PM. If there is a problem with Collaborate, it is too bad because everyone has gone home. This is an unacceptable position for a research 1 university. [#1567795]

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They are hard to reach by phone. Maybe there are not enough qualified personnel available for help [#1567907]

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Always helpful - good folks [#1568061]

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none [#1568160]

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I am quite tech savvy and do not typically need assistance, but the one time I needed assistance with Blackboard configuration, the OIT “expert” would not listen long enough to understand that they were not answering my question. She was closed minded - not good for a tech support person. Another option to help with that problem may be to add tiered tech support and include a way for a more tech savvy person to bypass the “level 1” OIT support and get right to someone who has deeper knowledge. [#1568288]
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I asked to have CPRS put on my computer, while it was put on my computer, it was the old version so it
didn't even work- having staff that are awake and pay attention would be helpful. [#1568301]
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Need more help [#1568334]
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grateful for Jeff and James in BEC and CEB. [#1568516]
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WE need Blackboard technical help available 24/7 for faculty and students. More and more courses are
being taught online with students and faculty accessing course sites and materials at all times of day
and days of the week. [#1568538]
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I've had good experiences so far, however, I'd appreciate more help with MAC computers. [#1568723]
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The main issue here relates to BlackBoard and SafeAssign. It was down for about 5 days. Staff did not
know much about the problem and were not great at communicating the status of its resolution. More
often than not, staff are knowledgable and do help. [#1568775]
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Staff are very knowledgeable and helpful. The only thing that needs to change is we need to have 24/7
assistance. We have students and faculty working at all hours of the night AND who live throughout the
US - including Alaska and therefore need more access to true assistance - not just help with a password
after 10pm. [#1569550]
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I have experienced calling the help desk and having the individual obviously reading through a step by
step trouble shooting guide. I can do that on my on - I expect higher level of expertise service when I call
[#1569561]
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The support staff I have worked with are knowledgeable, they just need to be more courteous!
[#1569583]
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Getting timely resolution to problems that I am experiencing with campus technology services.
more warm knowledgeable employees [#1566191]
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this would be lower if I were referencing TIS within the College of Business instead of OIT [#1566463]
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so tired of having to wait for the department IT person to resolve issues. I should just be able to contact OIT and have them resolve my issue [#1566541]
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Sometimes I have asked questions or asked for help, and they disappear, never to be seen again. Some even say they have been referred to others, but still no response. Not in connection with blackboard, for which I usually have prompt answers, but other issues. [#1567058]
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The main problem is the availability of services and the quality of the technical support after hours, which is when many online courses are taught. Also, when something goes terribly wrong with a faculty computer on the weekend, support may not be available till Monday morning. [#1567096]
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I am still experiencing issues with technology in some of my HSS classrooms. These need to be working before classes even start. [#1567684]
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My advice: don't have a technology problem after 5:00 pm. [#1567795]
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Resolve problems/provide resources to help with calendar sync issues [#1568096]
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We basically shut down when the internet doesn't work. [#1568334]
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always takes time to submit to OIT which is, then, transferred to my college, and get actual service. Usually quick with students-related problems; very delayed for my office needs. [#1568401]
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Mostly can be solved here; if not there's the apple store. [#1568620]
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The issue with SafeAssign was really inconvenient. There was very little communication that issues had arisen, and still less when it was would be/was finally resolved. [#1568775]
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In almost every case the help desk and computer support people do a good job. It's really crucial to have that help available to enhance productivity of students, staff, and faculty. I appreciate their work. [#1568959]
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I've requested a doc cam in my class several times via the online request form. I am aware they are costly, but I didn't receive ANY reply to ANY requests. I am in HSS, so it's odd that with all of the upgrades, some rooms don't have doc cams. [#1569156]
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response time is almost instantaneous. [#1569213]
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See previous note about 24/7 access to fuller assistance - not just help with a password after 10pm. [#1569550]
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Help Desk seems happy to let open tickets bounce in responsibility from one area to another rather than dealing with issue. [#1569561]
Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.

security warnings and other notifications are not at all clear for non-techies. I can receive a warning and have no idea what I'm supposed to do--even after I have read the email 6-8 times. I (Lisa Murray) teach business communication and would be willing to do some training in audience-oriented communication with OIT over the summer. [#1566463]

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I am 82 years old. I had a granddaughter before I had my first desk computer. I have no good instincts on what to do when I bump into an unexpected problem. UT has never offered me a training course in any related field. So, when in trouble, I ask one of my graduate students. This makes two happy guys: him and I. I managed to survive but not thanks to UT help. [#1566696]

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very important [#1566808]

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Slow to find out when things aren't working. And never in time to figure out a work-around. I just recently found out about UT Vault. By word of mouth. Quite by chance. It leaves me to wonder what else might be available that I have not heard of yet. [#1567058]

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I believe we need more help here - for example, "myutk" just sort of appeared without explanation or what it's purpose is suppose to be. I had to learn how to use myutk in order in assign grades to graduate students and demonstrate the students with grants are showing up to class. [#1567575]

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'Timely' is relative...I know IT staff try, but there aren't enough of them to adequately serve a university this large with this many diverse needs. [#1567795]

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Most instructions and explanations are too wordy and too jargon-laden. Prefer the short and sweet cliff note version of whatever you are pushing out. Always very timely, however. [#1567954]

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none [#1568160]

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always takes time to submit to OIT which is, then, transferred to my college, and get actual service. [#1568401]

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Joel Reeves' newsletters have been welcome. [#1568959]

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I have benefited from the Tennessee Today emails and I would like to see more technology services news in this medium. [#1569381]

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More frequent communication about what services/training opportunities are available would help. [#1569448]

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I wish I knew more about what was available. [#1569583]

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Mass email communication about technology updates and warnings should be clear. Mostly, my communication with technical support has been fine, and the Blackboard announcements are fine, but some of the warnings and updates use jargon and are not clear about what actions I should take. [#1597697]
Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.

I don't want training. I want the systems to be intuitive enough that I can use them without training. [#1566486]

Training sessions are not adapted to low vision users. [#1566618]

Must work with apple computers [#1566982]

Making it to training classes has been problematic. Could some of the trainings be provided on-line via OIT or blackboards (powerpoint and videos as needed)? I still would like to take an using the Ipad class. [#1567712]

Advertise services on e-mails and library bulletin boards more often. [#1567798]

I would do more training, but it typically happens when I am teaching classes. [#1567905]

I believe OIT is now charging the department when people get training. This may not be obvious to people who would like to sign up (they may think they have to pay for it themselves). In addition, they may be concerned that their department won't pay and don't even bother signing up. This should be made clearer by all concerned. Also, I would like to see training expanded beyond the Microsoft Suite, Photoshop, and Dreamweaver. Why not have 30-minute “quicky” sessions where perhaps things like Acorn (photo editing app on Mac) or Attendance 2 are offered? [#1567949]

I have been on OIT’s website many times seeking answers to technical questions about Blackboard, email, etc and have often found out-of-date info. [#1568178]

Have more training sessions in the evenings (after 4pm) or on weekends. It is hard to attend them in the middle of the day when you have four classes to teach. I would love some training with Smartboard on UT software, but I can never make the training times due to having classes to teach. [#1568180]

Need Sharepoint training and need sharepoint to work well. [#1568192]

Training times have not be convenient to my class and clinical obligations. Mondays are best. [#1568258]

my schedule sometimes does not allow me to attend a class; however, the classes are available. [#1568297]

There’s training? [#1568334]

Your offerings are presently during working hours and, therefore, seem more focused on staff vs. faculty. [#1568723]

Training information is sometimes very hard to find- would be nice if all self-help manuals were listed in one place. Other things are also sometimes hard to find on the website. [#1568729]

one-on-one training for faculty is the most desirable way to get faculty to move forward. Classes seem inconvenient [#1569213]
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Make more relevant and up to date classes available via OIT. [#1569381]
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It would be a huge benefit to the faculty, staff and students to have a campus subscription to Lynda.com. This is the industry standard that our peer institutes have been using for years. [#1569420]
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One of my favorite parts about this are: how staff LISTEN to my needs, then help me consider the best options. And I love the various videos and help sheets. [#1569550]
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More asynchronous online training and less scheduled classroom training. [#1569577]
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The trainings I have attended have been very good. I just wish there was a way that I could be sent information instead of having to search it out myself. [#1569583]
-----
Electronic mail (Tmail, Exchange)

E-mail is critical to our operation. [#1566230]

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Enlarge mailbox quota. Upgrade the "light" version of T-mail, at least so that one can italicize or underline a passage of text. The regular full version of T-mail is cumbersome, clumsy, has a bad visual presentation, and does what it thinks you should want it to instead of what you actually want it to (for instance, in the way it silently groups together all your messages with similar headers, as if they were all on the same subject). In many ways, Microsoft Tmail was a distinct downgrade from the old webmail, on which you could do more simple things more simply. [#1566252]

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eliminate restrictions on inbox/storage size for faculty! [#1566286]

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Interface is terrible and confusing to use - please improve! [#1566396]

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I loved Eudora and was sorry to see it go. I wish there was an easy way to archive email to my hard drive. [#1566537]

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More storage. Tired of getting messages my mail box is full. [#1566650]

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TMAIL is sometimes clunky and doesn't mesh well with some of my contact (and other) information. [#1566672]

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huge problem with address book and automatic imports into my iphone. i cant sync my address books. [#1566733]

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Unfortunately, have to have and have to have very very reliable. [#1566803]

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must be nearly 100% [#1566808]

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Provide more memory storage for Tmail - I am always delayed in responding to emails while I clean up/delete messages to allow me to respond; reduces my productivity [#1566968]

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I need to keep email even when the email has a large attachment. I'd like to be able to detach and delete the attachment but keep the original message. That would be really helpful. [#1566984]

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Many times I have problem getting and sending attachments. Also, t-mail gets in after about 15 minute delay at the least. I think this is unacceptable. It should come in immediately. [#1567011]

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Capacity in individual mail odes is far too small. I feel as if I spend half my life dealing with warnings that my mailbox is full. As a faculty member who directs a program and has multiple grants and projects, I get countless emails a day. Even though I empty junk and deleted mail multiple times a day, I am constantly facing the dreaded warning about full e-mail. I went through this just again yesterday, when l spent 5 or 6 hours sorting, archiving and ridding myself of old emails. And it was probably just a month ago when I did it last. If you want productive people, email capacity is essential. This is a major university aiming for top 25. Goodness! If that is the goal we need to help faculty and not make life difficult by limiting email and making faculty purchase their own access to platforms like GoToMeeting that actually work reliably. [#1567014]
About 1 time in 7 I get an error message when I try to access tmail ... “that module not recognized” [#1567019]

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Email is vital. This is another service that has improved over the last few years. I would like to see some integration with Office 365. We are just working randomly with Dropbox, Cubby, Google Drive, other Google applications, just whatever we can pull together. I know the environment is changing every day, and it is hard to get a large campus to use one piece of software. [#1567058]

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Stop being wedded to microsoft products. [#1567142]

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Campus email is ludicrously poor compared to free services like Gmail. Outlook/Exchange is kludgey, makes mailbox management difficult. 1GB data limit is ridiculously low. [#1567380]

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t-mail stacking of emails is annoying; some items are just overlooked as a result. Wish it could be disabled in t-mail. [#1567520]

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I don't use it as it is so inefficient. Emails sent are often lost and never received by sender or the other way around. I lost so many communications that I use Gmail instead. In addition, it is extremely difficult to clean out the mailbox - have a "check all" box that you can delete. [#1567588]

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Exchange mailbox and email size limits are much too small. [#1567716]

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constant sync issues working from an ipad and a laptop - especially with the calendar - seems like I have to delete then re-add my account with each iOS update [#1567727]

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I am fairly computer savvy, but I have no idea what is the best way to access my Tmail. Should I be using Outlook? Does OIT offer it for me to download? It's hard to connect it when one gets a new device. Etc. [#1567949]

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Increase capacity of Tmail to at least 10GB for faculty [#1567993]

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Tmail thread strikes me as being less userfriendly, more confusing and more problematic than the previous system. [#1568015]

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Larger storage capacity. Better recipient capture, storage and recall/prediction. [#1568038]

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Critical services [#1568288]

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More training on how to use Outlook Exchange [#1568334]

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The instructions to setup mail forwarding with Gmail need to be easier to find. [#1568369]

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More storage space is needed for faculty accounts on Tmail. [#1568447]

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Need a lot more storage space. I don't know if I can trust to keep important files on my desktop and often need to access older files from overseas, without my trusty laptop. [#1568620]

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T mail is more cumbersome to use than Microsoft Outlook I am not sure what can be done about that. [#1568650]

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Do not love outlook interface. Hard to navigate and search at times. [#1568773]

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Must be up at all times. [#1568782]

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The server-side part of our email system is fine, but the client side is where I have problems. Outlook is the "best" option I have found on my Mac but it is still a terrible option. A more lightweight and faster option on the client side would be wonderful. [#1569577]

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distribution lists and contact groups are not intuitive to manage. Junk mail folder doesn't ever show any messages so it is hard to tell if a message that you are looking for got classed as spam [#1569601]

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Ability to invite/schedule appointments with others through calendaring services

Part of this is because I do not know how to do these things. Why not have a neophyte's guide to these things, including screen shots? [#1566573]

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This is an unbelievable medieval ritual, in which terminology is mysterious and a single click and a double click get different results. The menu is miniscule and the entire process is counter-intuitive. This is especially a problem for faculty who only need to do this a few times a month. Staff probably get used to the idiosyncracies of this process. [#1566733]

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Need to work with apple computers [#1566982]

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I am a Mac user. Exchange does not always work well with my devices. [#1566990]

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Event invites are difficult to manage through Tmail. Would suggest moving to Gmail, which is more collaborative, and having students do the same. There are issue with accessing calendars and sending appointments to students on VolMail. It makes collaborating with students very difficult to manage in an online environment. [#1567036]

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Not really a problem [#1567709]

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Too many options. [#1567795]

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Advertise this service more. [#1567798]

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I use doodle.com instead of anything UT offers. [#1567848]

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I and most of my colleagues do this on Doodle which is not an OIT service. If Doodle goes away (or isn't free anymore), it will be nearly imperative to have a substitute. [#1567949]

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Make it work with Google calendar [#1567993]

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I have not used this service. So I was not able to answer the question. I did not know there was this type of service available. [#1568191]

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Somewhat difficult to get this to work well when first setting it up. [#1568192]

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Ok [#1568620]

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Room scheduling is truly terrible. The reservation system is counterintuitive. It makes a huge difference if you single click or double click. I think staff members get used to this after time, but for faculty who schedule a room 2 or 3 times a term, this is really problematic. Our IT Tech guy made a handout and it is really complicated. THIS NEEDS MASSIVE IMPROVEMENT> [#1569213]
Online@UT (Blackboard Learn)
needs not to go down when lots of students are using it [#1566211]
-----
Not user friendly. [#1566618]
-----
Ok except for outages which are very inconvenient and happen at most in opportune times. Wish I could customize my opening page view and only see current courses but still have access to prior courses. [#1566650]
-----
Need to be able to print tests need to have record copy of all emails sent to students (saved on blackboard site, NOT sent to me!) [#1566733]
-----
more or less working ok now [#1566808]
-----
I am very pleased with OIT services. [#1566950]
-----
Same thing, some times you work updating grades for an hour and then you realized there was a glitch. Or your students are taking an assessment and then the system fails. This needs to be working at 120% always!! [#1567011]
-----
Too many outages. [#1567014]
-----
The configuration of this Blackboard is not intuitive. I've used it on other campuses and it has been MUCH easier to use with far less problems. [#1567025]
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When we do app shares, people tend to get kicked out of class sessions. Often takes too long to accept a grade submission; it just sits. Lots of time wasted waiting for it to work. [#1567058]
-----
Should allow password cashing, similar to myUTK, so I won't have to type it in every time. Grade Center should be a real spreadsheet, and customizable. [#1567214]
-----
There are way too many outages and periodic problems with Blackboard. This service is simply not up to quality standards I expect for an Enterprise system. [#1567274]
-----
There seems to be a lack of staff to address questions in this area. The product seems to need constant maintenance and update. [#1567413]
-----
I know you've already improved the ability to cut and paste text into Bb, but keep working on it; it is still clunky and sometimes junky. [#1567459]
-----
grades program does not work with all browsers [#1567668]
-----
Having experienced both Bb and Canvas, I feel the latter is a better platform [#1567709]
-----
Training should be mandatory for all new students, not just available. It should be tied to admissions. I don't have time to fulfill the duties of a tenured faculty member and maintain teaching excellence if I have to teach my students how to use technology at the beginning of each semester. [#1567795]
-----
Changes were made to Blackboard that made it more difficult to find the "help" and options. Recently when I am posting an attachment in Blackboard, I get kicked out and I see a page with red on it that says something like "Access denied" and I have to log back in again. Can this be fixed? Please! [#1567848]

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It needs to be better with the fundamentals: communicating with all browsers. [#1567905]

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I don't have problems with Bb [#1567907]

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The last "update" at the beginning of the school year killed me. There are lots of weird things that Blackboard does or doesn't do which are very unhelpful. [#1567949]

-----

So much potential. But too many down times, interferences with web interface. As we use this for grading, course exams, and teaching content, this should work perfectly and at all times. This should be a priority. It is the FERPA compliant means to communicate with students and should not be subject to regular glitches. As I said, this should be a priority, we have had this in place for so many years there is no excuse to still be having these problems. The mobile app needs help too. [#1567954]

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In many of the help menus, author does not employ effective writing techniques, i.e. does not write in an easy-to-understand fashion, but rather relies heavily on arcane jargon that impedes communication by creating a high fog index. Authors may want to research effective writing techniques and apply them as much as possible. Among my suggestions would be to use smaller words, shorter sentences and avoid confusing subject-specific terminology whose meaning is not absolutely clear. [#1568015]

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See previous comments. [#1568038]

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Difficult to navigate Blackboard. Needs to be simplified. [#1568046]

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I barely ever use Blackboard unless I am teaching outside my college, since my college has more targeted products that are easier to use. [#1568059]

-----

Blackboard is great, except for a few things. What I would like to see most is a way to give tests so that the students are monitored. As it is now, it's too easy for cheating with ringers or others helping the student. Monitored test rooms would be great (ore require all students to have laptops; then I could test in class). Blackboard has improved, but there is still too much clicking needed to get a task done. Also, is it possible to put up a set of web pages within blackboard so they are secure from the general public? I don't want to run my own secure website if I don't have to. [#1568075]

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Allow access to course instructor functions from tablet [#1568096]

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dont know if this is just Bb, or our installation of it. It is the clunckiest, 1990's looking piece of crap. the Bb App is much more along the lines of what I would like to see in the web version. [#1568109]

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none [#1568160]

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Need more robust testing features including a way to download raw data without work-a-rounds. Need to have more revision features for test item analysis and other psychometrics after tests are taken. [#1568280]

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too many technical problems with safeassign. [#1568401]
-----
too many clicks. [#1568516]
-----
blackboard is 1990s website [#1568522]
-----
Largely happy. Do not love the new interface, but adapted. But very useful so I live with its problems. [#1568773]
-----
SafeAssign seems to be extremely problematic. Is there any way to change it to allow students to remove their submissions and resubmit? I understand that this might allow students to go back and address plagiarism that SafeAssign identifies (which I would actually prefer), but moreover, it would be really convenient if instructors did not have to manually remove students' submissions. [#1568775]
-----
Blackboard is awful. I hate it. Please move to Moodle or one of the more flexible programs out there. We hear so much about student centered learning but Blackboard won't let me give students the run of the site. Also, they keep updating it with so many cumbersome features that only make it more alien for me and for my students. I'm probably switching over to an open blog and google docs. Right now, I only use it as an email list and file cabinet, and it's not very good at those things. Very cumbersome, can't hold video files, rigid. [#1568878]
-----
This system is not user friendly and I have to get help each time I use it in order to figure out where everything is located and how to find what I need. On your next upgrade, have the new upgrade tested by someone who is not a computer "expert" and see where the problems are. Computer geeks have no problems with it. However, when I only use it one semester a year for my course, it is difficult to find things and therefore I have to consult someone who is an expert. [#1568889]
-----
Blackboard and Banner don't function very well together for cross-listed courses, especially when they are multi-section, lecture/discussion classes. That problem extends into electronic student evaluations (SAIS). Figuring out an easy way for faculty to combine these sections for Blackboard sites and to have an easy way for the cross-listed courses to be grouped together by section for evaluations would be very helpful. [#1568959]
-----
some info inadequate--e.g., adding additional instructors, asks for email or name. But actually requires net id. why not state that up front. [#1569000]
-----
Blackboard is not very accessible. There are many key strokes between logging in and finding my classes and looking up info within each class. It is also very difficult to download class materials (pdf, ppt etc) and know positively that they are working for the students. [#1569088]
-----
Entering grades on grade center is a slow process. I don't even use it because of that. [#1569156]
-----
EMAILS; tell blackboard to have a system to save emails related to the course....sent emails at the very least. PRINT TESTS...i cant believe i cant print an online test in a simple way. we needed this for accreditation BLACKBOARD OVERALL: weak system, and I have been using it for 8+ years. They need a suggestion box for specific suggestions [#1569213]
-----
Newest version of Blackboard [#1569226]
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This has been offline far too many times while trying to teach classes or distribute assignments to students. [#1569293]

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More training opportunities on how to use Blackboard [#1569448]

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First couple of weeks of class Blackboard is too unstable for me to use in class. I wanted to have students write a short response each week, but first 3 weeks the system was too busy, so I gave that up. [#1569450]

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The UT Bb staff are helpful. The system itself is frustrating. [#1597697]

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**UT System Services (IRIS, ANDI, TERA)**

TERA is great, IRIS still needs some work. My biggest frustration is that we are still required to have live handwritten signatures and are required to keep paper copies of IRIS transactions for minimum of 7 years. I'm a department head and spend an absurdly large amount of time signing forms, that have already been approved online. I guess the message that UT administrations is sending to us through these redundant paper/online systems is that they don't trust IRIS, etc. [#1566486]

-----

Web hosting is terrible. Departments and groups have had to go to outside services due to UT's inability to host modern, free web software like wordpress, or, in one case, fix access permissions within a week of a help request. [#1566568]

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Better training. [#1566603]

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TERA works great, but actually getting to it can sometimes be difficult. Plus, it's incompatible with Outlook. [#1566672]

-----

I don't use them enough to comment [#1566808]

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They must be able run on apple computers! [#1566982]

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TERA data should be used to populate other UT databases, for example, the grants data should populate our annual appraisal form. [#1567413]

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I don't work within IRIS, but TERA seems okay [#1567575]

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Within TERA-PAMS it would be nice if some aspects could be saved by user so that it would be the default. An example, is indication my cost center, why should I have to go through the listing when it could be remembered. I hate those extensive put down menus. The time spent filling out portions of the forms is better used on proposal writing. Maybe this ability existed and I am an uninformed user. [#1567712]

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Seems very accurate and robust. But ungodly complicated, even with training. A software program should be more WYSIWYG. [#1567954]

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Provide more services online. [#1568038]

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Why do I still have to send paper contracts. Why can't I just attach them and why does payment for those contracts have to be done outside of IRIS. [#1568334]

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Use terms consistently. Some screens ask for information using specific vocabulary, then when moving on to the next screen, it asks for the same information but uses different vocabulary. [#1568516]

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too many acronyms, systems, and confusion. simplify [#1568522]

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still a bit cumbersome, but at least there's support. [#1568620]

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Iris has problems with logging expenses and grants in an understandable way. Tera is OK but a bit cumbersome and cannot deal with animal protocols [#1568646]

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Painfully antequated and difficult to use. Systems are not user friendly or integrated in any manner. [#1569561]

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TERA is almost completely useless IRIS is much to cumbersome [#1569567]

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Banner/MyUTK
Banner is appalling. Terrible interface, paper-wasting printing when necessary, and generally 3 to 4 times required to log in before making it on campus. Dreadful. Get rid of it. [#1566211]
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We have more and more reporting requirements each year. Having access and the ability to draw data from Banner is a necessity. [#1566230]
-----
Banner is another UTK system that cost millions and is the source of frequent problems. Using it is far from intuitive. Why you would have a system that makes you save your work in order to save your work is a mystery to me. [#1566537]
-----
Awkward, funky screen access back and forth between one thing and another. Awkward to try and print a roster. [#1566650]
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There are often problems with access. e.g., ADMIT won't work b/c compatibility view settings need adding to, then disappear again, and have to be added to again; advising often won't work b/c the semester I need to work with isn't available (Fall 2014 only just appeared this week--students have been asking to be cleared for several weeks before that). Also, having to fill in utk is an unnecessary complication for ID. It's overall a somewhat clumsy, unreliable web page. I always dread having to use it. [#1566782]
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Ouch - way too browser dependent, problems with Java updates, pages often won't load. [#1566808]
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It has its flaws and its downtime and it should be top notch! Imagine that you turn in grades for 100+ students and then you find out Banner Failed and you have to do it all over again!!!!! [#1567011]
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It should not take hours (and multiple phone calls to OIT) to enter a handful of grades, yet I have never had a smooth experience with Banner--ever. [#1567014]
-----
MyUTK is nice in that it brings together a bunch of links, but it doesn't do much more than that for me. [#1567036]
-----
I just find this unwieldy. Perhaps there is a way to customize / personalize the layout... but who has the time? [#1567350]
-----
Detailed online guidebooks for using BANNER would be great. It is not an easy system to understand and easy-to-access step-by-step instructions are needed [#1567516]
-----
rather clunky; hard for ME to find what I'm looking for. Too many layers to do anything of import. [#1567520]
-----
Very slow - much waiting for screens to change, not intuitive for users [#1567575]
-----
The amount of online locations we have to visit is confusing and frustrating. Please simplify - one location for Banner, blackboard, UT Go, online, I can't keep them straight! [#1567588]
-----
I do not find Banner user friendly. I usually spend more time searching for the things I need on there, then I what spend actually getting work done. [#1567660]
This system is often unavailable, does not display well on mobile devices, and requires too many "clicks" per action to get to the desired report or function. [#1567716]

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NA [#1567795]

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Banner is difficult to use. When I am searching the timetable for classes, if you try to change your search terms, it tells you something like "Search results already found" and then you have to go back to a previous menu and restart in order to do it. [#1567848]

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Not as user friendly to get around on as it should be. [#1567949]

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Banner is ok but clunky sometimes. [#1567950]

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when I look at course details, I'd like to see the day, time, and room. [#1567978]

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Make it easier to export a list of students in the class for use in other applications not connected with MyUTK, like Excel. [#1568059]

----

INB is nuts. In this day and age, why can't we have an easy to use student management system? There is a disconnect between the Banner system and the mail-web system. Students are identified either by their ID number or their netid. Nowhere is it easy to connect them. Blackboard has them both, but only for the classes I teach. Students lots of times don't know their ID number, but they always know their netID. Why not just standardize on the netID and drop the ID number? [#1568075]

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I would like to see the box areas for the courses that you are assigned to larger. Navigation in Banner is a bit challenging. [#1568191]

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Critical services [#1568288]

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This system is so awful I couldn't begin to comment. But I know you are committed to it, so I won't even try. [#1568350]

----

too many clicks required. have to start over too many times - especially when searching for classes. [#1568516]

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needs better design. interface not completely intuitive [#1568522]

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Faculty need to have better access to Banner data-especially enrollment data. [#1568538]

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Sometimes one needs to go through too many unexplained links to find/do what one wants. [#1568646]

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Klonky and slow. A lot of extraneous info cluttering up faculty pages--often notices for students appar above and in the way of what faculty need. More faculty centered pages possibly? It is better now that it was, though. [#1568773]

----

Banner doesn't handle multi-section, cross-listed courses very well. It would be good for faculty to be able to combine their cross-listed sections into one alphabetical groupings for each section and to combine all cross-listed sections into one large group for Blackboard (presently we have to go through
Blackboard help desk people to make that happen). The listing of cross-listed courses needs to be simplified for student evaluations, too. Best, Chuck [#1568959]
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difficult to navigate. Have to repeat effort often [#1569000]
-----
Not a very intuitive design. [#1569381]
-----
no training [#1569561]
-----
LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support

needs not to crash so often. [#1566211]

-----

Ok to use, I wish it was a bit simpler, the screen seems crowded with too much info all going on at once. [#1566650]

-----

I teach with this tool a 2 hour class semester in and semester out. It is pretty reliable but it could be better. For example, you cannot access the session but 1 hour before, not one day before. Another problem, you cannot record what is going on in the individual rooms when you put the students in groups. At least they should be able to archive their chat. This could be done with the chatrooms before we had LiveOnline, but this capability was lost and it was pretty helpful to organize outside class hours discussions! [#1567011]

-----

I eventually used my own money to purchase GoToMeeting for my classes since Blackboard and/or Collaborate was out of service during my scheduled class time. In the years when I was using Collaborate we had nothing but problems: it wouldn't load large PowerPoints (very difficult for guest lecturers) and resulted in lots of list class times and compromised class sessions. [#1567014]

-----

Way too many problems encountered almost every class. Students (and occasionally I) get bumped off, and sometimes (including me) cannot get back on. Sometimes difficult to get into system, especially when browser, java, or other software changes. Problems with bandwidth when trying to play a video. There are more problems, but I'm not teaching a course this semester so can't remember. [#1567096]

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Same comment as with Blackboard. There are far too many outages and problems with Blackboard service. [#1567274]

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There seems to be a lack of staff to address questions in this area. [#1567413]

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OIT is terrific; I find myself wishing that Collaborate would do better with whiteboards and letting us use apps like Prezi. [#1567459]

-----

Not very reliable and not very useful from a sign language users point of view (ASL). The ability to support a large number of viewers with good clarity is critical. I know that is asking a lot but there are providers that already do this that our research center pays to use instead of Collaborate (e.g. OmniJoin) [#1567709]

-----

My advice: don't have a technology problem after 5:00 pm. I've been teaching online here for 7 years and am annoyed that often, a first response is that whatever problem I am having must be my fault or my students' fault. The problem is lack of adequate staff support and lack of consistent training for students. [#1567795]

-----

I haven't used this much, but there seems to be too much of a learning curve -- needs to be more user friendly. [#1567949]

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The one Collaborate on-line workshop did not help me to understand this program in any way. The speaker addressed the topic as if we were already thoroughly familiar with it. She did not know how to communicate with her target audience; as a result, the workshop was discouraging and counterproductive. [#1568015]

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Down too often. [#1568061]
An on-line adobe connect (or other type of live/recorded) in-service on how to use this would be great.

my students often get "dropped" from the session.

I teach a class that exists exclusively online, so I rely heavily on LiveOnline for my course presentation. However, it frequently takes me two or three tries to load my slides from Power Point and I waste no less than 10 minutes per session as a result. I would like the process of uploading slides to be more seamless because, during the course of the semester, I waste a lot of time in waiting.
**Individual assistance with creating online course materials, podcasts, etc.**

I would like to see more individual support for these services since I am relatively new at developing on-line courses. [#1566401]
-----
I don't even know whom to ask. [#1566573]
-----
I wish we had more people to help us with this. [#1567014]
-----
I don't have a teaching appointment, so not a big issue for me [#1567575]
-----
not really applicable but I would like to know more as my husband may be developing a course or portions of a course for China. Specific training (possibly-one on one) may be necessary to get us into the more computer competent. Is one-on one an option? Maybe it has to be a cost item? [#1567712]
-----
Nice diverse offerings...I would like more self-paced workshops. [#1567795]
-----
More techs who know Blackboard thorughly. [#1568038]
-----
I have not asked for individual assistance as yet due to time constraints but will! [#1568258]
-----
I have used these resources and been very pleased. [#1568297]
-----
I have been through this several times and had to solve the problem myself with YouTube. No capacity to turn audio ppt/Keynote into simple small files. [#1568878]
-----
Not enough technical help available nor do I have the time to devote to learning all the ins and outs of everything. [#1568889]
-----
OIT staff is really helpful, knowledgeable, and professional. [#1569213]
-----
Reach out more. Help us know what is available and how to use it. [#1569235]
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**Apps@utk.edu (apps.utk.edu application server / virtual computer lab)**

must be nearly 100% [1566808]

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It is slow and keeps kicking you off. I would much prefer cheap site licenses to the citrix server. I am willing to pay some fees for the software. [1566884]

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I don't even know what this is. If we have this, I have not heard of it. [1567014]

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I did not know what this was and looked it up. It does not seem like anything that would be useful to me. [1567949]

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This is a service that I have not heard of, nor do I know what it does. [1568143]

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I am not aware of this. I have not heard anything about this service. It would help to be able to tell students who must submit papers that they can use Word with this. I assume that would be one use of the app. As I mentioned, I am not clear on what exactly it is or how it might help. [1568775]

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The UT APP is great, but it should have ---ANNOUNCEMENTS (such as snow day closings, safety warnings, etc. ---COLLEGE access [1569213]

-----

The majority of my students use the Apps server. Generally, they find it incredibly slow. It also frequently freezes. [1569452]

-----
Additional Questions for self-reported UniversityRole='Faculty'

The project coordinators for University of Tennessee - Knoxville included these additional questions with this survey. At the end of the survey each respondent was provided the opportunity to respond to these questions. Below are their responses grouped together by question.
How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)
7.4524 (n=294)
-----
How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

6.5676 (n=296)
**Key Findings for self-reported UniversityRole='Staff'**

To ascertain statistical significance a two-tailed p-value (P) is calculated for each survey item to test the null hypothesis $H_0: \text{Adequacy Gap Score} = 0$. A positive adequacy gap score indicates service performance exceeding respondent's minimum expectations, a negative score indicates service performance below respondent's minimum expectations. Based on this analysis the statistically significant findings (0.05 confidence level) from this survey are as follows:

<table>
<thead>
<tr>
<th>Positive Perceptions (Adequacy Gap Score $&gt; 0$)</th>
<th>Negative Perceptions (Adequacy Gap Score $&lt; 0$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Having a campus Internet service that is reliable and that operates consistently across campus. Adequacy Gap Score = 0.31; $N = 802$; $P = 0.00$</td>
<td>Having campus Web sites and online services that are easy to use. Adequacy Gap Score = -0.15; $N = 773$; $P = 0.01$</td>
</tr>
<tr>
<td>Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads. Adequacy Gap Score = 0.35; $N = 794$; $P = 0.00$</td>
<td></td>
</tr>
<tr>
<td>Having wireless Internet coverage in all of the places that are important to me on campus. Adequacy Gap Score = 0.15; $N = 762$; $P = 0.03$</td>
<td></td>
</tr>
<tr>
<td>Accessing important campus Web sites and online services from my tablet or other mobile device. Adequacy Gap Score = 0.18; $N = 674$; $P = 0.01$</td>
<td></td>
</tr>
<tr>
<td>Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information. Adequacy Gap Score = 0.14; $N = 588$; $P = 0.04$</td>
<td></td>
</tr>
<tr>
<td>Technology support staff who are consistently courteous and thoughtful. Adequacy Gap Score = 0.37; $N = 746$; $P = 0.00$</td>
<td></td>
</tr>
<tr>
<td>Technology support staff who are knowledgeable and can help me resolve problems with campus technology services. Adequacy Gap Score = 0.13; $N = 741$; $P = 0.03$</td>
<td></td>
</tr>
<tr>
<td>Getting timely resolution to problems that I am experiencing with campus technology services. Adequacy Gap Score = 0.13; $N = 730$; $P = 0.02$</td>
<td></td>
</tr>
<tr>
<td>Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form. Adequacy Gap Score = 0.20; $N = 730$; $P = 0.00$</td>
<td></td>
</tr>
<tr>
<td>Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services. Adequacy Gap Score = 0.25; $N = 724$; $P = 0.00$</td>
<td></td>
</tr>
<tr>
<td>Ability to invite/schedule appointments with others through calendaring services Adequacy Gap Score = 0.49; $N = 628$; $P = 0.00$</td>
<td></td>
</tr>
<tr>
<td>Online@UT (Blackboard Learn) Adequacy Gap Score = 0.26; $N = 298$; $P = 0.02$</td>
<td></td>
</tr>
</tbody>
</table>
LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support
Adequacy Gap Score = 0.35; N = 203; P = 0.01

Individual assistance with creating online course materials, podcasts, etc.
Adequacy Gap Score = 0.49; N = 195; P = 0.00

Apps@utk.edu (apps.utk.edu application server / virtual computer lab)
Adequacy Gap Score = 0.48; N = 238; P = 0.00
Results for self-reported UniversityRole='Staff'

Below are the charts for this view of the survey data.
Data Tables for self-reported UniversityRole='Staff'

For each IT service outcome the statistical mean, standard deviation,N (number of observations), and P are presented. P represents a two-tailed p-value for a null hypothesis $H_0: \text{Adequacy Gap Score} = 0$. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

**Connectivity and Access**

Tell us about the quality of the Internet service on campus.

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Having a campus Internet service that is reliable and that operates consistently across campus.</td>
<td>Mean : 7.60</td>
<td>8.76</td>
<td>7.91</td>
<td>0.31</td>
<td>-0.85</td>
<td>802</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  : 1.45</td>
<td>0.64</td>
<td>1.18</td>
<td>1.48</td>
<td>1.14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.</td>
<td>Mean : 7.60</td>
<td>8.74</td>
<td>7.94</td>
<td>0.35</td>
<td>-0.80</td>
<td>794</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  : 1.45</td>
<td>0.67</td>
<td>1.19</td>
<td>1.41</td>
<td>1.11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Having wireless Internet coverage in all of the places that are important to me on campus.</td>
<td>Mean : 7.25</td>
<td>8.46</td>
<td>7.40</td>
<td>0.15</td>
<td>-1.06</td>
<td>762</td>
<td>0.03</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  : 1.71</td>
<td>1.08</td>
<td>1.53</td>
<td>1.86</td>
<td>1.59</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular coverage in all of the buildings and places that are important to me on campus.</td>
<td>Mean : 7.41</td>
<td>8.57</td>
<td>7.31</td>
<td>-0.10</td>
<td>-1.26</td>
<td>775</td>
<td>0.14</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  : 1.78</td>
<td>0.94</td>
<td>1.66</td>
<td>1.94</td>
<td>1.69</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis $H_0: \text{Adequacy Gap Score} = 0$; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

**Technology and Collaboration Services**

Tell us about the quality of Web sites, online services, and technologies for collaboration.

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Having campus Web sites and online services that are easy to use.</td>
<td>Mean : 7.32</td>
<td>8.57</td>
<td>7.16</td>
<td>-0.15</td>
<td>-1.41</td>
<td>773</td>
<td>0.01</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  : 1.49</td>
<td>0.83</td>
<td>1.47</td>
<td>1.65</td>
<td>1.46</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Accessing important campus Web sites and online services from my tablet or other mobile device.</td>
<td>Mean : 6.83</td>
<td>8.15</td>
<td>7.01</td>
<td>0.18</td>
<td>-1.14</td>
<td>674</td>
<td>0.01</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  : 1.84</td>
<td>1.35</td>
<td>1.57</td>
<td>1.83</td>
<td>1.64</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Having campus technology services available that improve and enhance my collaboration with others.</td>
<td>Mean : 7.10</td>
<td>8.32</td>
<td>7.18</td>
<td>0.08</td>
<td>-1.13</td>
<td>706</td>
<td>0.18</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  : 1.68</td>
<td>1.09</td>
<td>1.51</td>
<td>1.61</td>
<td>1.42</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.</td>
<td>Mean : 7.13</td>
<td>8.32</td>
<td>7.27</td>
<td>0.14</td>
<td>-1.05</td>
<td>588</td>
<td>0.04</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  : 1.65</td>
<td>1.12</td>
<td>1.43</td>
<td>1.73</td>
<td>1.50</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis $H_0: \text{Adequacy Gap Score} = 0$; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas
Support and Training
Tell us about your experiences when obtaining assistance with technology on campus.

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Technology support staff who are consistently courteous and thoughtful.</td>
<td>7.65</td>
<td>8.71</td>
<td>8.02</td>
<td>0.37</td>
<td>-0.69</td>
<td>746</td>
<td>0.00</td>
</tr>
<tr>
<td>10</td>
<td>Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.</td>
<td>7.77</td>
<td>8.75</td>
<td>7.89</td>
<td>0.13</td>
<td>-0.86</td>
<td>741</td>
<td>0.03</td>
</tr>
<tr>
<td>11</td>
<td>Getting timely resolution to problems that I am experiencing with campus technology services.</td>
<td>7.77</td>
<td>8.74</td>
<td>7.90</td>
<td>0.13</td>
<td>-0.85</td>
<td>730</td>
<td>0.02</td>
</tr>
<tr>
<td>12</td>
<td>Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.</td>
<td>7.43</td>
<td>8.50</td>
<td>7.63</td>
<td>0.20</td>
<td>-0.87</td>
<td>730</td>
<td>0.00</td>
</tr>
<tr>
<td>13</td>
<td>Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.</td>
<td>7.13</td>
<td>8.34</td>
<td>7.38</td>
<td>0.25</td>
<td>-0.96</td>
<td>724</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H₀: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Other Important Information Technology Services
Assesses other important IT service outcomes on campus

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Electronic mail (Tmail, Exchange) Self-reported faculty, students, staff, not declared only.</td>
<td>7.92</td>
<td>8.81</td>
<td>8.01</td>
<td>0.09</td>
<td>-0.80</td>
<td>718</td>
<td>0.09</td>
</tr>
<tr>
<td>15</td>
<td>Ability to invite/schedule appointments with others through calendaring services Self-reported faculty, staff only.</td>
<td>7.14</td>
<td>8.26</td>
<td>7.63</td>
<td>0.49</td>
<td>-0.64</td>
<td>628</td>
<td>0.00</td>
</tr>
<tr>
<td>16</td>
<td>Online@UT (Blackboard Learn) Self-reported faculty, students, staff, not declared only.</td>
<td>6.79</td>
<td>7.97</td>
<td>7.05</td>
<td>0.26</td>
<td>-0.91</td>
<td>298</td>
<td>0.02</td>
</tr>
<tr>
<td>17</td>
<td>UT System Services (IRIS, ANDI, TERA) Self-reported faculty, staff only.</td>
<td>7.48</td>
<td>8.47</td>
<td>7.36</td>
<td>-0.12</td>
<td>-1.11</td>
<td>519</td>
<td>0.11</td>
</tr>
<tr>
<td>18</td>
<td>Banner/MyUTK Self-reported faculty, staff only.</td>
<td>7.14</td>
<td>8.30</td>
<td>7.15</td>
<td>-0.01</td>
<td>-1.17</td>
<td>363</td>
<td>0.88</td>
</tr>
<tr>
<td>19</td>
<td>LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support Self-reported faculty, students, staff, not declared only.</td>
<td>6.40</td>
<td>7.69</td>
<td>6.75</td>
<td>0.35</td>
<td>-0.94</td>
<td>203</td>
<td>0.01</td>
</tr>
<tr>
<td>20</td>
<td>Individual assistance with creating online course materials, podcasts, etc. Self-reported faculty, staff only.</td>
<td>6.02</td>
<td>7.38</td>
<td>6.51</td>
<td>0.49</td>
<td>-0.87</td>
<td>195</td>
<td>0.00</td>
</tr>
<tr>
<td>21</td>
<td>Computer lab Self-reported faculty, students, staff, not declared only.</td>
<td>6.35</td>
<td>7.62</td>
<td>6.83</td>
<td>0.48</td>
<td>-0.79</td>
<td>238</td>
<td>0.00</td>
</tr>
<tr>
<td>22</td>
<td>Online class registration (MyUTK) Self-reported students only.</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H₀: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas
Suggestions from self-reported UniversityRole='Staff'

When a respondent indicates that the perceived quality of a service dimension is less than their minimum expectation they are provided the opportunity to make suggestions on how to improve the quality of this service. While these responses remain subjective, they can be useful in planning strategies to improve service quality over the long term. The responses that follow are unedited.
**Having a campus Internet service that is reliable and that operates consistently across campus.**

Each person can get more done if there is less wait for the internet to work [#1566169]

-----

Extremely important. [#1566232]

-----

Sometimes the internet is really slow [#1566404]

-----

We have electronic records and connectivity always slows us down. I don't know what to do to help the situation, but I know when there are glitches in the service, we are dead in the water. Not good when you have patients waiting for care. [#1566615]

-----

You are doing a very good job. [#1566775]

-----

Again connecting to the same router is the only real issue I've had. [#1567059]

-----

Again, on the UTK campus it is not an issue. At UTC and UTM, you must get special authorization to access and that is not easy for guest staff. [#1567079]

-----

We have frequent connectivity issues that affect our ability to connect with the electronic medical record. We need a reliable connection in every part of our facility in order to improve patient care. [#1567213]

-----

I have no idea. [#1567302]

-----

The service level of the internet is considerably less reliable in the afternoon than the morning. Especially in the library. [#1567328]

-----

Systematically replace aging and outdated wiring and hardware as rapidly as possible and ensure correct hookups to computers. [#1567373]

-----

Since we are using a shared eStudio 3530c Toshiba printer (on contract) it is truly important for the Campus Network to work properly and almost instantly. It seems when we are at mid-term exams and final term exams, often when departments are required to submit their reporting, the printers run slower. We have had the representative come out to look into the issue and they say it is the Campus Network. I'd say about 3% of the time we have had to wait an hour for a printout. And maybe 8% of the time we have had to wait 20 minutes. It prints instantly maybe 40% of the time. I am sorry I am only explaining the problem more instead of offering a solution, but I don't have the knowledge to resolve this. I thank you in advance for any time spent on resolving this issue. [#1567412]

-----

More wireless access points. Coverage drops here and there. [#1567562]

-----

Some campus pages like netreg still come up with certificate error warnings [#1567689]

-----

n/a [#1567759]

-----

We have regular outages- by regular, I don't mean predictable, but they happen every week or so. [#1567778]
SEE ABOVE. Hard to work when you can’t get online or the system decides it needs to take a nap and you get logged off for no reason. [#1567817]

-----
Campus wifi is spotty in some areas, including slow and unreliable connectivity in and around some buildings on campus. [#1567878]

-----
is really important to me because of how our athletes learn. It would be great to have better coverage in our outdoor locations...like at the track. [#1568102]

-----
Again, daily, serious network response time degradation in server access remain unresolved after almost a year. [#1568171]

-----
More ports around major lecture hall or the ability to provide more ports around major lecture halls during typical class hours. [#1568385]

-----
Wifi service is intermittently slow or unavailable in certain parts of the Student Svcs building. Adequate routers or signal boosters might help, in my non-technical opinion. [#1568414]

-----
Is important to daily activities and functions across campus. [#1568515]

-----
I think the entire campus should have reliable service, but I have no way of judging anyone else’s service. [#1568590]

-----
there are not enough wired ports in facilities (e.g. a lab with 7 computers, but only one wired port and limited wireless access, or security concerns leading to disabling of wireless functionality) [#1568645]

-----
Making it simpler to register devices. Clearer instructions which wifi to attempt to sign on to [#1569008]

-----
reliability and consistency in different places on campus are two separate variables. I commented only on reliability. I have insufficient experience across a number of places on campus to address consistency. [#1569064]

-----
Make wireless or at least wired outlets standard in all new buildings. [#1569132]

-----
Yes [#1569256]

-----
I find it difficult to access wifi in certain locations (such as the UC). [#1569339]

-----
Less “pop-ups’ and no phishing expeditions [#1569494]

-----
Wireless in our facility is unreliable and hard to connect. [#1569498]

-----
Wireless in the conference center is poor, mainly due to log in issues and a tendency to get cut off. [#1569501]

-----
When I need to use the internet, I expect it to be available and no worse than the connection at my home which is via cable. [#1569570]

-----
**Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.**

Extremely important. [#1566232]

-----

Haven't had issues with the internet service, it get an A+. [#1566287]

-----

In healthcare, we have to have a fast service in order to get the latest information in all areas of our building. [#1566615]

-----

I have trouble searching the internet for needed information with so many guards on the system. Suggestions on searching more broadly for specific research questions? [#1566838]

-----

It's fast, I wish the booths in the library had ethernet. [#1567059]

-----

Often the wireless service in the Kingston Pike Building is very slow. [#1567341]

-----

Extremely important. [#1567343]

-----

OIT should be able to send field operatives to every area of the campus to test and eliminate dead spots. [#1567373]

-----

During high use volume sporting events, the wireless internet service is often inadequate. At TBA and Stadium. [#1567420]

-----

The speed is pretty impressive and we have come to expect no less. [#1567430]

-----

Some OIT links do not work on my computer. Has been addressed but not solved. Need to be able to pick up training on IPAD especially since IPAD sold in computer store. [#1567467]

-----

I am employed at the College of Veterinary Medicine. While we have access to web sites, no one is allowed to download anything by the computer Nazi regime. [#1567482]

-----

The Internet is vital to my job, so when it is down or running slow, my work takes longer to do. [#1567502]

-----

The internet crawls in the afternoon. Is it possible to add a stronger engine to handle the extra load in the afternoon? [#1567543]

-----

This should be the fastest with the technology available on the market. Please make it the fastest. [#1567573]

-----

n/a [#1567759]

-----

Since UT feels the need to make everything online hard to work under deadlines when the system is slow sluggish or like last week not even working. Sometimes technology IS NOT BETTER. Paper forms worked and we could do those WITHOUT computer! [#1567817]

-----

Is important to daily activities and functions across campus. [#1568515]


---

"OIT Satisfaction Survey 2014" : Results for self-reported UniversityRole='Staff' : Suggestions
Generated on Friday, April 11, 2014
Page 241
-----
My internet at work constantly crashes or runs slow! [#1568741]
-----
Good efficient service [#1568829]
-----
Sometimes, we all need to have quicker access to the internet. I personally sometimes have to turn my computer off a time or two in the mornings before it 'connects' with the internet or email sites. We were temporarily housed in HPER and I thought being in a renovated gym was the problem, however, I experience this problem in the Natalie Haslam Music Center. [#1569091]
-----
The /wired/ service on campus is amazing, and very reliable. My comments are about the wire/less/ network, which is unreliable to the point of being useless in several areas of the engineering buildings. I would suggest re-evaluating the charges each department incurs for "maintaining" wired access to the network; it is silly to charge people for wired access but not for wireless access, even if wireless access is less reliable. The maintenance costs are just as high, if not higher, for wireless access, at least once everything is installed. [#1569182]
-----
Wireless service in Stokely Management Center is terrible a lot of the time. [#1569472]
-----
The wireless service in the UT conference building can be very slow at times and does not always work in the far reaches of the building. [#1569491]
-----
**Having wireless Internet coverage in all of the places that are important to me on campus.**

More wireless coverage in open outdoor areas around campus [#1566182]

Some places on campus do not have the adequate wireless coverage. [#1566210]

Extremely important. [#1566232]

There are areas of certain buildings (like JARTU) that have large dead areas where WIFI does not reach. [#1566255]

I appreciate wireless access in outdoor areas, would like to see more of this as the technology improves. [#1566392]

Outdoor wireless coverage is lacking or non-existent, even in areas close to buildings. Some indoor coverage is lacking, and is reported to network services when discovered. [#1566438]

Getting on the wireless in the UT conference center is inconsistent [#1566801]

Wireless should be available outside the buildings [#1566861]

An absolute requirement in our world today. [#1566978]

In the library there are many places that I have trouble connecting to the WiFi - usually around the outside of the third and fifth floors. This may be an issue with my personal computer, I've been told that interfacing with multiple routers can be difficult. On another note, creating LAN parties has proved to be incredibly difficult. Ensuring multiple people are connected to the same router is so difficult on campus we've purchased our own router. [#1567059]

"Dead" areas in Neyland Stadium and Thompson-Boling Arena should be greatly reduced. [#1567343]

OIT should be able to send field operatives to every area of the campus to test and eliminate dead spots. [#1567373]

It is important for those who have computer that they carry with them, in which I do not. [#1567382]

My office does not get the WiFi very well. I wish it was stronger across campus. [#1567469]

We're on the first floor of the Communication building and have spotty coverage in some areas. Also have trouble in T-B Arena and some areas outdoors. [#1567503]

Services other than AT&T. Not everyone subscribes to their services! [#1567517]

Get wireless coverage everywhere on the most remote campus areas. [#1567573]

Wireless coverage is OK but not great. I have a lab with over 45 notebook computers and the wireless drops out when all of them are connected. I would love to be able to NAT these from a couple of secured wireless routers and get them off of the main wireless network. Also the SERF building has poor
wireless connectivity. Most of these places could be fixed by adding another access point to cover the weak areas. [#1567672]

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Very important [#1567689]

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Some of the buildings on campus are total dead zones. I wind up having to use my phone's data plan and using it as a hub because the net can be so painfully unreliable. [#1567737]

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There are a few places on the outskirts of campus that either have no WI-FI or a very weak signal. [#1567753]

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n/a [#1567759]

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wireless service (even in my office) is relatively slow and sometimes still unreliable although additional ports have been installed in various areas of Greve Hall. [#1567816]

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Hard to work with NO internet prime example last week over 3 hours NO power and no wireless couldn't even work with a lap top UNacceptable! [#1567817]

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Campus wifi is spotty in some areas, including slow and unreliable connectivity in and around some buildings on campus. [#1567878]

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Since wireless internet was first rolled out, there's been known gaps on campus -- notably, the offices and classrooms in Neyland Stadium and in several of our emergency storm shelter locations (but, there, we could pick up 3G service for some providers). [#1567936]

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Many rooms at the music school in the ground level are inaccesible to wi-fi. also at the alumni mem. blg. [#1568041]

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From emergency standpoints, it is a growing need. [#1568148]

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I would like to have wireless coverage walking to and from class and in outside/public areas on campus. [#1568167]

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Wireless while outside or buildings would be very nice [#1568226]

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I'm sure you know where the dead zones are on campus...just eliminate them. [#1568228]

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It is not always working most efficiently in the residence halls. [#1568327]

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Expand wireless in some of the areas of the Law College. [#1568361]

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Stadium Hall needs better wireless. [#1568409]

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South Stadium Hall does not have wireless internet, which prevents some services to be available. There is also intermittent services in Art and Architecture Building. [#1568452]
There are pockets on campus (particularly Thompson Boling Arena) where the wireless is not available and cell reception is intermittent. [#1568466]

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Wireless availability in satellite campus areas would be really helpful (e.g. ETREC locations) [#1568645]

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This would be nice especially when I attend meetings all over campus. [#1568853]

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I am having a great experience using wireless internet in the laboratory and on campus. The only one problem I have is ut-wpa2 network reconnects by itself frequently. It is no big deal but sometimes annoying. Ut-open doesn't have this problem. [#1568879]

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ditto from above [#1568925]

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If feasibly possible. [#1568974]

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Good for the most part but seems to be slow at times when it should not be. [#1569015]

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Wireless coverage is increasingly important in non-academic areas like staff and faculty office space. I maintain a number of laptops and when it's time update these I am forced to find an unoccupied classroom as my office only gets a weak wireless signal. [#1569063]

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BAD BAD BAD service at the football stadium. [#1569074]

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There shouldn't be any campus buildings without access (either wired or ideally, wireless) to the internet. [#1569132]

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Need more hot spots. There are still a few areas of our building that have weak or no signal. We get complaints from students. [#1569300]

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See the other comment... I find it difficult to access wifi at certain places on campus. This includes the UC, where a strong, consistent internet signal should be available! [#1569339]

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Some buildings have none [#1569494]

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Wireless hot spots in some buildings are more effective than others. The building I work in has two hot spots, but they don't seem to be able to handle the amount of people. Also, wireless is not always available to people in this building. [#1569498]

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do not have it at steam plant need wireless internet [#1574619]

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Having adequate cellular coverage in all of the buildings and places that are important to me on campus.

Looking forward to completion of the DAS to give campus a more robust capability [#1566156]
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sometime I need to make an important call but services is out. ensure that there is cellphone coverage everywhere on campus [#1566169]
-----
Inside buildings my cellular coverage is not that great and I would like to see an improvement. [#1566181]
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Some places on campus cause signals to be dropped. [#1566210]
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Wouldn't this be a carrier issue? Why is this an OIT issue. I've heard of blackout issues from other employees while in the stadium and arena, but it hasn't happened to me as far as I know. [#1566250]
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ATT Cellular coverage is poor in some areas of campus. [#1566288]
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Certain areas (mainly surrounded by concrete) still have issues [#1566308]
-----
Well that's not really something you can control unless you build every building above ground and out of different materials. But in general it could be better. [#1566359]
-----
As a Verizon customer my level of cellular service is quite excellent in every building I am in, including when attending sporting events in the arena. I must say that the service during events wasn't always great but in recent months seems to be much better. [#1566392]
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While exceeding my minimum expected level, the quality of service in the lower levels of several buildings is sub-par. [#1566438]
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We have very bad coverage in the Sorority Village Center Building. I don't know why. [#1566479]
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I have either no cellular service in my office - or sometimes a blip of it. This makes my job difficult as I need to use my cell for work often. [#1566605]
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Again, the same kind of problem. In healthcare, you never know when you will have the need to have cell service that can be an emergency. [#1566615]
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Because I worked for a long time in the basement of the Conference Center, we did not get cellular coverage there. It would be very helpful to have service there. [#1566775]
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I am very pleased with the cellular service within the Veterinary Hospital. Lots of great work and gone into making this possible! [#1566838]
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Sometimes basements and elevator dead zones are unavoidable, but this is important for emergencies [#1566861]
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In today's world, inadequate coverage is inexcusable [#1566978]
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There is spotty service while working in Neyland Stadium, This may be due to overtaxed systems. [#1567003]

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I have found that while I have access on the UTK campus, this is not the same at the other UT campuses...UTM and UTC. It requires that you go through OIT on those campuses to get "special" authorization to access on-line services. It would be helpful if (as a UT staff/faculty or student) that it would be system wide. [#1567079]

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Sprint Coverage is poor in some buildings even next to windows. [#1567296]

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There are areas that the cell phones are used that get no service in a few building on campus. When you are in an area in a building by yourself inspecting or following a complaint or something that someone has sent in and you might have to go into areas that are not great it would be good to have cell phone reception just in case you need to get a hold of someone or even need help. [#1567335]

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cellular coverage is difficult in below ground level offices & locations. We need repeaters in the buildings [#1567338]

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Should be very high priority not only as a time saver and convenience but for personal safety. [#1567343]

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I believe we need this improved in the University Center and the stadium. [#1567353]

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Since I often use a cell phone in the performance of my job, having to relocate within a building or going outside is inconvenient and time consuming. [#1567356]

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OIT should be able to send field operatives to every area of the campus to test and eliminate dead spots. This is crucial as someones life may depend on it. [#1567373]

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During high use volume sporting events, the cellular service is often inadequate. At TBA and Stadium. [#1567420]

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Seem to be some weak reception areas at Vet school [#1567430]

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This might be a cell phone provider problem more than OIT and campus issue, but there are places on campus where I struggle with getting cell phone service. Is there a way to boost the service areas in all campus buildings? [#1567445]

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There are some dead zones around campus, but that is more or a carrier issue than an OIT issue. [#1567448]

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see above [#1567503]

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Would be nice to use my own phone, which has more capabiliites than the UT phone [#1567517]

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I've found there are "dead zones" in some buildings (AMB, mostly) where I can't call out if I have a problem with a workshop or event that I'm working and need to contact the caterers. [#1567522]

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"OIT Satisfaction Survey 2014": Results for self-reported UniversityRole='Staff': Suggestions
Generated on Friday, April 11, 2014
Page 247
There are some areas where cell service is not available or clear that is a safety issue. I don't know if this could even be a possible issue to look at. But just a concern. [#1567533]

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In the student services building in the basement, if you move half way into the office, you lose cell coverage. OK if on the perimeter of the building. [#1567667]

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n/a [#1567759]

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I am not faculty but I help teach classes. I am not aware or notified of new technology to help with teaching such as Blackboard or UT apps. I can access blackboard for a class that is already established but that is all. [#1567773]

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I have Sprint and in my office I hardly get any service I am on a outside wall and have a window and normally if someone calls me I have to get up and go outside. [#1567790]

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Most buildings my cell won't work so if boss needs me while on errand good luck! [#1567817]

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very important to me and I would like to see this improved, especially in Haslam Business which is probably the worst building for coverage on the campus [#1567910]

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Very important. I have had issues getting cellular coverage in the Conference Center Building. [#1568025]

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Cellular coverage is most important, because of my job I am in many rooms and buildings where coverage is not good and calls don't go through. [#1568041]

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Problems are where you would expect them: interior rooms, rooms below ground, parking garages, elevator shafts. [#1568107]

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Same thought for wireless coverage, for emergencies this is a must [#1568148]

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Interior spaces on lower floors of Communications building have little to no cell coverage. [#1568171]

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There need to be repeaters set up in a myriad of places...the ground floor of Alumni Memorial comes to mind, as does almost any elevator on this campus...certainly that is not a hard thing to do... [#1568228]

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I HAVE NO IDEA SINCE I AM NOT TECHNICAL .... ALL I KNOW IS THAT THERE ARE "DEAD" SPOTS IN SOME AREAS WHERE THE NEXTELS EVIDENTLY CANNOT COMMUNICATE [#1568276]

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As a safety professional for the university connectivity in areas that might be considered remote (at least in a cell service sense) can be very important. I personally have rarely if ever encountered much lack of service, but there may be places such as service areas of Neyland stadium that have limited service. [#1568328]

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I just think that there should be cellular coverage in and around 100% of the buildings for personal safety. Coverage around the stadium seems to be weak sometimes; as do some of the parking garages. [#1568394]

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Stadium Hall has poor reception - Sprint user. [#1568409]
Cell phones to do work well in the Student Services Building. [#1568546]

There are some building stairwells that are "dead zones". Not sure anything can be done with lack of service in the elevators. [#1568605]

My cellphone has never worked in my office. [#1568741]

Having adequate cellular coverage is important in case of emergency. [#1568884]

I do not always receive my calls in the building in which I work. I work on "The Hill". [#1568910]

If there are limitations to accessibility, it would be nice to know where these limits exist. ie...a no cell zone or direct to the nearest available service area. ie... it is this way [#1568925]

Have been in Conference Center Building in tunnel and not received phone calls. Part of being underground. [#1568954]

Extremely important to receive all the notifications from UT Police and Facilities Services. [#1568966]

Searching web is not available on UT open - usually cancel wifi on cell phone when on campus [#1568984]

Very important to have that reach from both an operational and safety standpoint. [#1568991]

Building across campus are so highly surrounded by concrete and other interference cell service is just not great. [#1569015]

I had a UT issued iPhone which was served by AT&T. In many locations within the building I could not use the phone due to poor coverage. I've since retired the iPhone and now use my personal Verizon cell phone when away from my office. The Verizon phone works well. This is not of great importance to me but it would seem that with the variety of people a major university serves we should strive to provide cellular coverage regardless of what plan people are tied to. [#1569063]

BAD service in the football stadium. [#1569074]

The biggest problem I know about is cellular coverage in the stadium on game day. I have Verizon coverage and have not experienced this, but others that I work with who have different providers do experience problems making call and sending or receiving text messages. [#1569091]

I work at on off campus location. My cell phone is provided through UT telephone services. Our location is at the very edge of Sprint and AT&T's coverage. Coverage is often non existent in some buildings and fields. Often when out in the field, there is no coverage and I have to resort to a personal cell phone with a carrier that has coverage in the area I am working/living. [#1569123]

Calls get dropped as you enter buildings campus. There are certain parts of the library in particular that do not have service. [#1569258]
In our building it's hard to get any service to work. [#1569307]
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I am in the new John Tickle Building. I have terrible cell phone service in my office and typically move into the hallway to make calls... [#1569339]
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basements have poor reception sometimes or places like the Arena [#1569494]
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If I'm out in the middle of nowhere, I accept that I may not have cell coverage. When I'm in the middle of Knoxville, even if I'm in a building, I expect to have cell coverage. [#1569570]
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I cannot use my cell phone in my office. I must walk outside or to the center of the building for it to work. It would be great to have that access in my office. Thanks. [#1597742]
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**Having campus Web sites and online services that are easy to use.**

make is easier to search for groups on campus by broadening the key search words.

The new format for some of the websites are difficult to navigate. For example...One Stop website not good.

Someone needs to do some serious usability testing on most of the campus websites. Hard to find the information one needs.

There are lots of dead links on critical administrative sites including HR/payroll and the Center for International Education, it is not obvious who to contact to get corrections made, inquiries with those offices result in workarounds like mailing me a pdf instead of fixing the dead link. I had this experience with two different administrative offices on the same day last week. Also, the UT home page was changed from a much more usable design to one that is frustrating. If recruiting is the purpose of the UT home page, a more functional page should be provided for staff, faculty and students to get important links easily.

It's hard to find answers to administrative questions because they reside in so many different places, e.g. HR, Treasurer's Office, Risk Management, etc.

web site redesign is terrible, bordering on laughably bad

The UT Human Resources Employment Web site is awful, and thus a low overall score. I've heard many complaints by UTK users trying to fill out an application. Also, the internal job search function works less than 50% of the time. The link is dead. The UTK HR Web site needs serious attention and improvement. People call HR regularly but no improvement is made.

you have to work to find anything. When parents call and can't find scholarship forms easy I have to walk them through.

When I search with a proper keyword in UT main website, it does not find what I want.

Navigating is difficult - no two sites seem to be consistent. Everything from formatting to how to find information is different. Streamlining would go a long way to improve usability.

Timely updates

Maybe it's my age, but I find the latest updates to the University websites are unhelpful. Finding certain departments or University documents are at times frustrating.

The OIT self help websites are difficult to find. I have to google everything to find it. The UTK calendars (specifically event calendars are horribly difficult to use/access).

The utk.edu website is difficult to navigate, impossible to locate information and needs a facelift.

Blackboard has never been intuitive to me, the layout of the homepage is fine but navigating around has always been difficult for me. Perhaps add more shortcuts?
Many of the websites are difficult to navigate and are not necessarily user friendly for the student population [#1567213]

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While the UTK web site has improved in recent years, it is still not easy to find some information (especially when it comes to HR related info like benefits). [#1567304]

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The One Stop website is very difficult to maneuver and it takes forever to find what you are looking for. [#1567328]

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The University web site is greatly improved but many smaller units still need help. Colleges' success directly impact the University's success. Somehow, these smaller units need more resources to create and maintain robust and easy to navigate web sites. [#1567356]

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I believe a centralized webmaster group for all of UTK (at least) would greatly improve this problem. Take the webmastering out of the responsibility of individual departments, colleges, etc and centralize it. Content management could stay with the smaller units but the central group would provide structure, support, direction, administration, etc of the entire web collection. [#1567365]

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All campus web site should have user surveys a user can voluntarily take to address user needs and improve the site. [#1567373]

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Navigating some of the sites is a challenge for me. Maybe with more practice... [#1567430]

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Try finding some of HR or the Bursar/Treasurer's Office forms. Specifically the Job title list. Good luck! [#1567456]

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I am not pleased with my department's website. Other sites for other departments and offices are much better kept. This is not really an OIT problem, it is an issue with our department person in charge of the website not doing a good job. [#1567465]

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The new OneStop Web site is by far, the worst Web site UT has, but it is also one of the most important for faculty, staff, and students. I can't find anything there, and when I have called before to ask the OneStop people, they have told me to use the search button because they can't find anything either. Even trying to go through the Registrar's Office sends me to OneStop, where I am going in circles before I finally give up and call someone or do a search. [#1567486]

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I feel like I spend a lot of time trying to find information on the UTK web site. [#1567487]

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Staff who work with Wordpress are dissatisfied with its ease of use and find the training sessions on campus to be useless. We need either high-quality training sessions or a different CMS. [#1567535]

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Have a template for what departmental website should/must follow. [#1567542]

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Easier access and training for updating each departments website. I took dreamweaver from the computer center downtown and they did not have the same version as is currently being utilized by UT due to the expense of the service. [#1567543]

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Sometimes I get frustrated trying to find contact info for depts/offices. Information at the bottom of some websites is sometimes generic UT contact info (974-1000) and sometimes it is the office info. I just find
the screens "not easy" to navigate sometimes when seeking information. Other times, it is the content, but I know that is not up to OIT. [#1567650]
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I always have to google anything I want to find on UT’s webpage. The menus never lead me to relevant information. A very attractive but very dysfunctional webpage. [#1567665]
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I wish our state 4-H page was in line with our state Extension and county Extension web pages. There is no relation to the Extension pages and its yellow, a color that ties to neither 4-H or UT [#1567675]
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The Sharepoint OIT website is not user friendly and is hard to find the documents you are looking for. [#1567753]
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n/a [#1567759]
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It is often difficult, and frustrating, to search through the UT website for simple campus-related items. I usually end up searching through Google for things that should be readily accessible through our site (for instance, a CV for faculty member). I hear this complaint from many of our staff members. [#1567788]
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UT websites are not that friendly and easy to use. Why do we not have live chats available? [#1567815]
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It seems that the UTK.edu website is frequently slow. [#1567853]
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Are there any? [#1568025]
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I am sure web site design is not managed by OIT, but hopefully OIT will have some input into this. There needs to be better assistance for units who are responsible for their own web sites. WordPress written instructions would be very helpful. [#1568032]
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Most of the time, I am able to locate the information I need on the utk.edu domain. I will note that the search function often returns results that are not helpful or even intuitive. [#1568044]
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University Printing and Mailing’s web-based order entry can be tedious and difficult to use. [#1568058]
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Not so much that they are easy to use, but rather up-to-date, accurate, and have a consistent look across the board. Not all UTK websites have utilized the updated template and should. Doing so would make the university’s online presence more presentable. [#1568108]
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The campus web template is too top heavy and forces unnecessary scrolling. More compact and easier find buttons and links would help. [#1568163]
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Please create a search results page that has useful info in a readable format. Current search results are just blobs of text with mostly useless information. [#1568171]
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The library website works very well. Finding Human Resource information can be difficult though. [#1568197]
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Some individual web pages are difficult. These are always the responsibility of some department that is not OIT. I see no way to cause everyone to be a great web page programmer. [#1568202]
Getting us all on the same thing, with the proper training and maintenance [#1568226]

There are some dept. websites that are highly lacking in organized structure or consistently present and placed elements. While 100% uniformity is not expected perhaps some assistance from website designers would be helpful. [#1568328]

See myUTK comments... Our web infrastructure is vast so this is a tall order. [#1568357]

Make utk searches look at utk first-- even looking up a name can be a major pain in the ... [#1568402]

I think the OIT web sites are easy to use but the UTK web site is awful. [#1568429]

The main website is difficult to navigate. [#1568434]

I would recommend a standard platform for web site maintenance across the campus. [#1568502]

The UTK Home page is too "busy" and it is very difficult to find what you need. The only saving grace is the A-Z Index...and that is if you know the name of the department you are seeking. [#1568550]

My frustration with the campus website is the search mechanisms. Say if one is searching for a department - say Purchasing - if you put Purchasing into the search bar you come up with 'articles' about Purchasing. Never a link to the department searching for. And many departments are buried deep. I wanted to find out about long term disability recently. The search provided me with nothing usable. I ending up calling Benefits. I care little about 'articles' on the department. I want to find the department. Or form. I want it to replicate Google for the campus. And further, there are no links to either the UT System site nor other campuses sites. Very frustrating to get to those sites. [#1568582]

When receiving the email to change my password, it would be helpful to have a LINK to the change password page. [#1568607]

Sometimes it is hard to find statistical information about the University. It used to be on our front page. Now the front page is ever-changing. Can be confusing. [#1568657]

It is difficult to find unit and departmental information. [#1568684]

The library website is terrible. You have to know what you are looking for in order to find it! I may only know a topic and not the name of the database or journal most applicable! A general search would be very helpful. [#1568741]

No improvement is needed at this time [#1568829]

The current website is helpful but it caters to student which it should. It is not as easy to find business related areas which staff uses. [#1568884]

The redesign of the OIT site is not user friendly at all, it appears to be designed for the OIT staff not the end users. [#1568931]
Sometimes doing a search takes me to several places. Would like to have access from one Web page. Keeping everything straight: mtaill versus volmail versus students from Memphi who have a different email. Banner/ISIS/etc. Not intuitive as to where to go for what. [#1568961]

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some campus websites are a little harder to find info on them. Some departments are part of bigger websites and it is a little confusing (ex.key shop) [#1568984]

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Generally we do a good job but many campus websites need to be updated and made to be more user friendly (such as volsconnect.com). [#1568991]

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It's often a challenge to find basic information. In an effort to be fresh and current information which is normally only needed a few times a year gets moved so it is difficult to find. Search boxes for the University are stacked for those for the department. Once a search is performed I can't tell if I'm searching within the department, the university or all of the internet. [#1569063]

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Campus Web Sites are confusing to use and access under websites to find who assists who and who is in what department is difficult to find. [#1569074]

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I think the easier a web site is to navigate the better for all areas of the university. I know that there are times when I use IRIS that it like being on a safari to find the particular page I am looking for. [#1569091]

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Not all departmental websites are maintained and kept current, which confuses the student population that we are here working to serve. I do not have a suggested way to improve this flaw, other than perhaps to establishes timelines for departments to comply with policy on a periodic and ongoing basis. [#1569117]

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There is not continuity between different departments websites. I lot of times I feel that I have to already know where to look. It is not user friendly and the search feature is a real hit or miss. [#1569258]

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I am a relatively new employee at UT and there is a wealth of information on the utk.edu and Tennessee.edu but the information is often hard to find and sometimes out of date. It would be nice to find straight forward and practical instructions on how to do basic things like travel claims for example. [#1569264]

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Sometimes UTK.edu site does not fin what I need. For one instance, I was looking for the technology center thru the book store. [#1569307]

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I have an awful time searching for sites I need to use. I'll eventually find them, but it takes a lot of clicks or use of the search tool to find them. [#1569372]

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The UT web page is one of the most confusing web pages I've ever seen [#1569472]

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I have a difficult time finding staff related information on the UT site and for a few years it seemed like things were being moved around every few months. My searches tend to bring up more press releases and the like when what I am looking for is a question about UT policy. [#1569491]

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I needed training to use the website when I got here and still have trouble finding certain calendars and things. It's way difficult and long. [#1569508]
Potential students and high school counselors often have a hard time finding information on the website. [#1569521]

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the password reset procedure is harder and more complicated than it should be. clicking through the UT website to change or reset a password should take no more than 3 clicks to bring us to the correct page. depending on where I am on UT's site, it might take seven. Create an automated, email based way to reset it, similar to my bank or social media site. [#1574618]

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Accessing important campus Web sites and online services from my tablet or other mobile device.

make the system compatible with any device. minimizes frustration [#1566169]
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It would be extremely nice to have an Android mobile app for tmail. [#1566264]
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Mobile versions of sites are terrible [#1566308]
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you can't find ANYTHING that's useful to anyone easily on mobile. Actually the whole website is really a mess and useless for anyone who actually wants to find something useful. [#1566359]
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Baseline ut website just got mobile compatability mid year, but other services are near to non existent or work very poorly. SharePoint is bad, can't use enterprise programs effectively. [#1566392]
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GradesFirst needs to ge more accessible [#1567000]
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I get restricted performance on my mobile phone. [#1567003]
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The inconsistency is probably the worst issue. Some sites load fine, some are almost unusable. Again, centralizing/standardizing would help. [#1567365]
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OIT needs to be immediately behind current technology as it is released not lagging behind. This includes ALL web browser compatibly issues not a select few as well as application support for current and newly released and updated applications. [#1567373]
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This is most difficult and always a problem to access files, etc. [#1567415]
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The templates that the university requires everyone to use is not mobile-ready, so the responsibility falls on each department or program to make the pages accessible on mobile devices. Not really an OIT issue. [#1567448]
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Often you cannot login to the library's site from off campus. [#1567456]
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Web sites are getting better. Most are not updated. There is not any consistency. None of the ones I access look like they would be conducive to using via a mobile device. [#1567487]
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Make all sites capable of accessing full versions so can see everything on smart phone. [#1567502]
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better than it was, but some still need improvement [#1567503]
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slow to load even on a 4G phone [#1567693]
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n/a [#1567759]
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this is a nightmare from home at times. Iris does not work well even on Tablet. We need to be able to work 24/7 home and at work. [#1567815]
The default template used across UTK-branded websites uses a responsive design that switches to the mobile version on tablets (including the iPad Retina display) instead of displaying the normal-sized website. This makes for a frustrating user experience. [#1567878]

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How do I find the A to Z list of resources on my iPhone app? How do I look up a department on my iPhone app to access its phone number? [#1567920]

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I use a smartphone, not a tablet, so my desires here are probably unrealistic. [#1568107]

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It’s 2014, as we all need a social media presence and website to engage, we need mobile optimized viewing options to conduct work on the fly. [#1568148]

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The unit where I work has a mobile friendly site however, most university sites are not. They need to be caught up. [#1568163]

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The Sharepoint calendar doesn’t work very well on a smart phone. [#1568197]

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Multi units on the same creative applications, that work cross platforms. Including appropriate software/training for mobile devices [#1568226]

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Make all web sites mobile-ready if you are not going to make an app for everything [#1568228]

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We need more things to be mobile ready. For instance, TALEO is a nightmare and it would be hugely beneficial if we could access search information on a tablet during meetings. [#1568327]

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have issues with iPhone and iPad in the Vet School. Easier to get access as a ‘visitor’ or whatever the case [#1568370]

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This is the future of internet communication (tablet and mobile devices). [#1568405]

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As I said earlier, The main website is difficult to navigate. especially on a mobile device. [#1568434]

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It is difficult to use email from my Virgin Mobile cell phone. [#1568684]

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At home I may need to access websites and usually even though I am using my net ID and password it takes forever for the website to accept my info. [#1568741]

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Extremely valuable as we are going to a web based system [#1568925]

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Improving the sites as mentioned above could improve the ease of using a tablet or mobile phone to navigate them. [#1568991]

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Just don’t like the new web pages. It just seems harder to find things. [#1569015]

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Difficult to get service for guests [#1569074]

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Our mobile pages are awful. They don’t provide the information a staff person needs to get to. Have to find a way to decline the mobile page in order to go to the normal web site. [#1569498]
My phone is an Apple and it does not access the server or anything of that nature. I have never tried the apps available; I just heard of such this week. [#1569508]

Some websites require utknetid for login and it would be nice if netid@utk.edu was a supported username. It would be nice if I could force the desktop view of a web site on my mobile phone. That doesn't seem to be possible though commercial sites usually provide a link to do that. irisweb.Tennessee.edu doesn't render well with my iPhone. [#1569570]
Having campus technology services available that improve and enhance my collaboration with others.

Having the technology available, like sharepoint, is great but the expectation that users become sharepoint design experts is making the implementation of that system problematic and impeding its wider use and value added. [#1566156]

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Not so important because my dept has developed our own infrastructure for this and collaboration often involves people at other institutions, so we use things like google docs, dropbox and web forms. The thing Id most like is a shared calendar system that isn't based on Exchange, because the majority of my dept doesn't use Exchange. [#1566264]

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Sharepoint works well up to a point, but I do use it a lot since I create documents with co-workers across the state on other UT sites. [#1566552]

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Sharepoint is not user friendly. Our office has a license for GoToMeeting which is a wonderful collaboration tool. [#1566775]

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No good solution for online meetings with non-UT people and these are our customers. [#1566801]

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Yhe OIT Help desk needs serious HELP. Often when calling in the person answering the phone is clueless as to what UT supported application are or who supports them. [#1567373]

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Need collaborative services that work well with non-UT people. [#1567377]

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I don't really have any "sharing" of materials that I do. [#1567522]

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Sharepoint is difficult to use and does not allow collaboration with outside institutions. For Skydrive and other services like Dropbox, security is questionable. We need an easy-to-use collaboration platform that will permit collaboration with other institutions and that provides a reasonable level of security. Some institutions are using Box and have been able to assure a certain level of security (although highly sensitive information cannot be stored on Box). [#1567535]

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Additional training would be helpful [#1567543]

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There is an issue (which I don't blame OIT for) between the PC's in my dept and Macs that some have getting our public calendar to work correctly. [#1567558]

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We need the best and fastest internet. [#1567573]

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n/a [#1567759]

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once a month classes for Ag would be great. [#1567815]

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SharePoint has been an excellent tool. However, it needs to be supported more across campus as the go-to solution for collaboration. [#1567913]

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we primarily use sharepoint which is not user friendly or easy to use unless you use it regularly. It is also not the most attractive presentation if you were going to use it for anything more than sharing
information with a group. plus you have to remember the address or book mark it. it would be nice to be able to access these automatically by signing on with your net id [#1567953]
-----
Classes or directions need to be provided for SharePoint. [#1568032]
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This is less about the technology than it is about user training and acceptance. I have a hard time getting 100% buy in when I try to get groups to use online collaboration tools instead of traveling to meetings, expensive conference calls, or ineffective video meetings in large meeting rooms. [#1568107]
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It has to be easy, simple, available off-campus, and work well with different browsers and operating systems. There are collaboration tools now, but I don't feel they meet those requirements. [#1568134]
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Blackboard is NOT a collaborative tool, and neither is microsoft whatever. Get behind Google or other more useful services that will allow REAL collaboration to take place! [#1568228]
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Provide a webex type tool that's easy for us to use. [#1568268]
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SharePoint is a great concept but too granular in a lot of cases. The improvements to add non-UTK users were HUGE though. [#1568357]
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It is probably more lack of knowledge. I would like to see collaboration software allowing multiple online meetings, chats, file share and project management in a single location. [#1568361]
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This is important for any issues that occur. Our IT staff - much to be desired. [#1568370]
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Right now we use Sharepoint to share files, but Sharepoint is not user friendly and is a clunky application. [#1568716]
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Having very graphically readable colored floor plans with areas of responsibility (College or Dept) clearly marked being easily available from a cellphone or tablet would be immensely helpful, not from a complex web of menus like Archibus but a CAFM systems like InSite which was started at MIT and now has 30 university systems worldwide on it. http://www.insite.org/solutions/visualfm.asp [#1568751]
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technology newspapers? webinars? [#1568879]
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It is extremely difficult when collaborating with others outside the University without any centralized tools. [#1569052]
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Yes [#1569256]
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As a staff member I receive almost no information about what is available to me to help improve collaboration. I see information being provided to faculty but rarely is anything directed to me as a researcher. [#1569491]
Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.

other universities are many decades ahead with the classroom technology. equip each classroom and meeting rooms across campus with smart boards. [#1566169]

Many classrooms do not have laptops specifically tied to projectors. Often faculty or staff must bring their own laptops to connect. Would be much easier were each projector equipped with a laptop. [#1566508]

My department tried using EdNet to broadcast our courses, but it didn't work well. Interaction is not a possibility with the current technology. [#1566552]

Sharepoint is a bust. It is not possible to share documents this way with non_UT people and these are the folks that we need to work with. [#1566801]

Some projectors do not work [#1566861]

Projectors in all meeting rooms. [#1567003]

Need in every meeting room! [#1567187]

This is a university in the 21st century! Having conference rooms not equipped with teleconferencing and at least moderate conference equipment and staffing is 19th century thinking. [#1567373]

Technology needs for UT-related committee meetings should be provided free of charge. Are we not all working for the same entity? [#1567374]

Computers in classrooms would be helpful, as this would eliminate some of the technology I have to carry from class to class to present. [#1567421]

I do not teach, but apparently from the instructors in my dept., some rooms have much less technology than others. In our university's goals, I am sure OIT is working toward making all classrooms have the best technology. [#1567445]

Smart boards are amazing! Need more on campus. [#1567543]

Very important. [#1567689]

n/a [#1567759]

most meeting places are outdated and do not have current technology, including any kind of collaborative technology [#1567953]

It's a matter of cost. [#1568107]

There are services and technology present in the classrooms, but on many occasions I am unable to get it to work properly despite having all the right hook-ups and connections. [#1568172]
We spend so much money on smart boards that we ignore very inexpensive alternatives that could free up monies for some amazing in-class tools and experiences. And no, clickers are NOT that. [#1568228]

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Again, this the future of education. [#1568405]

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Classroom is not always user friendly. There are often equipment problems (malfunctioning projectors, etc.). [#1568605]

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Most meeting locations on campus are great. In the Conference Center Building the HR Meeting Rooms lack such equipment. [#1568684]

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Maintaining up-to-date and consistent technology in all classrooms seems to suffer as the university only has the resources to bring new buildings the latest classroom technology. All classrooms, regardless of what College they serve need to be includes when considering priorities. [#1569063]

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Not all classrooms are designed with the same technology (which is understandable). [#1569132]

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N/A [#1569288]

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Turning Point is a little clunky, but I guess it works well once you get the hang of it. [#1569466]

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BlackBoard is not available enough; too many outages and strange issues. And please provide after-hours / weekend support for it instead of dumping everyone to our undermanned and underresourced helpdesk. [#1574618]

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Technology support staff who are consistently courteous and thoughtful.

While I have seen some improvement, the lack of feedback and follow through is usually the biggest problem. [#1566156]

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Sometimes staff are not as knowlegable as they could be. [#1566198]

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My tech support team provides adequate service. However, antiquated thoughts about how to troubleshoot issues has left our team with under-powered technology. [#1566359]

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Training to keep knowledge up to date. [#1566560]

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I am always thankful for the skills and energy of the OIT help folks. [#1566775]

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With rare exceptions, tech support is excellent. When it is not, it is usually due to the tech person not listening to the end user or not asking good questions to narrow down the issue. The few times I've been frustrated is when the tech person tells me the answer to a question I didn't ask, but doesn't not listen when I try to explain that is not what I'm asking. Soft skills training (listening) might help. [#1567365]

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OIT support staff live in their own bubble and speak their own language often forgetting and being verbally combative when dealing with users who are not interested in all the technicalities of using computers and software. Most staff members need and want just a basic lay mans explanation and solution from cradle to the grave about their issue and the resolution without the added headache of support staff with inferiority complexes. [#1567373]

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While OIT is pretty good with their customer service skills and manners with staff outside of OIT, they seem to forget that staff within OIT are sometimes customers too and the service skills and proper manners tend to go down the toilet. [#1567435]

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My response applies only to OIT on main campus [#1567482]

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Whatever you are doing in this area, keep doing it. OIT treats us with respect and patience, and that's such a vital part of the campus interaction with that office. Please continue to make customer service a priority in training for your staff. [#1567488]

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See above answer. [#1567502]

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Need to staff the phone lines with less students and more staff [#1567517]

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I work with one person on the program that makes up the vast majority of my job responsibilities. (Probably wouldn't be considered support staff. It is a niche program that impacts students, individual faculty and academic departments.) And that person is TOP NOTCH. Courteous, timely and thorough. However, one of my biggest fears is that this person will leave the position or the university and no one will know how to step in quickly and solve the inevitable problems that pop up with the program. [#1567599]

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Always get good response and help from the help desk. Saves interrupting the office IT person. [#1567667]

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Our IT staff are courteous but it seems that if you are “buddies” with them then you get issues fixed faster and get special projects done for you. [#1567675]

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staff isn’t always very friendly and helpful when calling the help desk. [#1567757]

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n/a [#1567759]

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It is not very common to get courteous and thoughtful help on Ag Campus from Tech Support. We need more people for tech support on Ag Campus. [#1567815]

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We are lucky to have an efficient, friendly OIT person in our building, but I cringe when I think about having to contact the help desk when she is not here. [#1567953]

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This does not always happen in our department. [#1568025]

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Always helpful [#1568100]

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Again, our departmental folks are better. [#1568163]

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Responsiveness, courtesy and problem resolutions have improved dramatically over the past year! [#1568171]

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Never had a problem with the courtesy, but I feel as if I’m talking to a drone with a script. We don’t support a lot of things, and when we do, it always seems to be the low-hanging fruit. I don’t know if it is the staff or the campus technology I have a problem with. [#1568228]

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Staff have always been helpful and courteous without sounding like they are reading from a card. [#1568328]

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Our IT staff can be demeaning at any point. For most part - they are nice, but [#1568370]

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My main concern is SharePoint support. All other support areas are good. [#1568434]

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OIT support staff have always been able to solve any problem I have had quickly and in a professional manner. [#1568607]

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Student workers who answer the phone for the Help Desk tend to refer situations to Housing that is not a Housing function, i.e. - phone, internet, and cable issues. It frustrates the students who live in Housing facilities; then Housing has to call back to the Help Desk and get them to address the problem. Too much run around for the student that shouldn't happen. [#1568732]

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Not a problem. Please help them to continue to be so. VERY important that IT remembers that most of us are not well versed in their language. [#1568961]

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May be difficult to attain and I believe tech support personnel is getting better in general. All it takes is one support individual who is routinely condescending, and needy people will begin to think twice about asking for assistance. [#1568974]

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They are for the most part of WONDERFUL! [#1569015]
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Yes [#1569256]
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Not how to improve!! I have yet to interact with a disgruntled employee. Each support person has gone above and beyond my expectations. [#1569291]
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They are always nice. [#1569508]
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Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.

This is a hit and miss situation depending on who one can talk to. Many times one many know the person to talk to but unable to directly contact. [#1566231]

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We have too few staff. [#1566278]

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I do not understand the reasoning behind moving techs from one venue to another. We need a go to person who know us and how we work and our level of experience. [#1566313]

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My tech support team provides adequate service. However, antiquated thoughts about how to troubleshoot issues has left me with under-powered technology. [#1566359]

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It is nothing OIT could improve upon but the fact that my machine is locked down so tightly that OIT can't help me is a real problem for me. However, my departmental IT support (who is not really a support) person claims it makes his life easier if we can't install or update anything. [#1566552]

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I would like to see us return to a system where we can ask for a specific tech person or a rotation so that we are not seeing the same person all the time with computer problems. I would like to have a tech person who can set up a new computer in a timely manner (less than a week) and get the staff member back to operation quickly. We have had to restore our own printers etc. [#1566622]

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Sometimes the help desk staff do not know who to direct the problems to when it comes to specific software, ie Oracle [#1566745]

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I tried to set up a wireless printer and I was informed by OIT that they would not register this on the network and would not allow it. My next door neighbor talked to a different person at OIT and was able to use his wireless printer on the network. Also, there should be services for local network set up and maintenance for labs. Even if it is for a fee for OIT to set up a LAN for you. [#1566861]

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Sometimes it takes more than one attempt to resolve an issue. I attribute this to lack of knowledge of the techs. [#1567106]

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The IT person assigned to our department frequently does not seem to be very familiar with the IT issues that are common to our IT use. [#1567213]

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I have only needed to contact the support staff a couple of times. While the staff was friendly and eager to help, I felt their technical knowledge of limited. Their suggested solutions often involved simply rebooting a machine or deleting/re-adding email client configurations. There was no obvious effort to understand the underlying issue to prevent it from happening again. [#1567304]

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Many colleges have support staff that understand their college's needs and desires better than centralized IT support. These assets should be leveraged to improve overall customer satisfaction. Let's keep making progress away from us vs. them toward we. [#1567356]

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OIT support staff live in their own bubble and speak their own language often forgetting and being verbally combative when dealing with users who are not interested in all the technicalities of using computers and software. Most staff members need and want just a basic lay mans explanation and solution from cradle to the grave about their issue and the resolution without the added headache of support staff with inferiority complexes. [#1567373]
If you’re going to put some one in a position where they have to help resolve technical problems, then make sure they know how to garner the information they need. Even if they can't effect the reparation, they should be able to coherently pass on the information to the next level technician. [#1567435]

I continue to have problems with Outlook both personally and departmentally that have not been resolved. We have four copies of our department calendar none of which work all of the time. [#1567456]

only applies to main campus - not the College of Veterinary Medicine [#1567482]

In the last few years, technology support has greatly improved. They are always courteous and never have that “you’re an idiot” attitude that is easy for support staff to adopt (let's face it--they probably get some pretty stupid questions). [#1567486]

I had one encounter with a technology support staff where she did not give me a resolution to my problem and did not follow up when she said she'd get me help. I had to go out of the office physically to get help and then she wrote me back and said she saw she had helped me when in fact she had not. That should never happen again as far as I'm concerned. Normally your people are good to resolve problems and are usually courteous. [#1567502]

Would be nice to reach a support staff when calling, not have to wait, wait, wait [#1567517]

Sometimes the help desk workers seem like they are reading a script, and do not really understand issues. As an IT guy on campus, it would be nice to have a way to skip the lower level tech support as most times we've done all the routine things. [#1567562]

I think its a problem when the IT people who are supposed to serve our county Extension offices, have no computer background and can't fix some of our basic problems such as setting up network printers. They need more training or we need an IT staff that knows more about our technology. [#1567675]

From a staff perspective, automatic updates are a real problem. OIT needs to do a better job keeping up with new versions of IE and Java for Banner and Argos, for example. Help desk people need to be kept up to date with of the combinations of programs that need to be installed in order for other software to work and the consequences of having to use older versions. Sometimes I can't see certain things, and I think it's because I don't have the latest version of Java installed. For example, I can't see the crazy letters and numbers you have to type in to prove you’re a real person. Better communication is needed when problems like these arise. [#1567708]

n/a [#1567759]

my office OIT helpers are not well educated and can't fix my computer needs well [#1567790]

All I can say is hire better, more trained, consumer service oriented people. [#1567815]

Since we have these people on site, why do we have to go though OIT, it is not time saving, in fact it takes three times longer to get things done now. Please go back to allowing on site people to work on on site problems. [#1567930]
We are lucky to have an efficient, friendly OIT person in our building, but I cringe when I think about having to contact the help desk when she is not here. [#1567953]  
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I get confused as to when I need to contact our in-house IT professional or when to contact OIT. [#1568025]  
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Staff are very pleasant to work with, however, they some of them are not familiar with software such as SharePoint. [#1568032]  
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Installing a new computer should not take 10 days. I should not have to go over to the UC and purchase a part (Dongle) only to realize the part was already in the box and the tech didn't look for it and clearly didn't understand having dual monitors. It's also difficult to install a computer when the tech is constantly having to leave to answer phones or catch a trolley. This particular tech is VERY personable and nice, but not very knowledgable or efficient. [#1568065]  
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I only use them as a last resort. The departmental IT folks are more knowledgeable and easier to work with to find a solution. [#1568163]  
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Again, responsiveness, courtesy and problem resolutions have improved dramatically over the past year! [#1568171]  
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...unless it is anything not related to Microsoft or Dell, then it is like watching the tech version of the Keystone Cops. Start supporting Macs like you mean it, and recognize that Linux and Chrome OS exist. [#1568228]  
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I am at a point that it is important that equipment is "plug and work." I am very thankful that OIT provides someone that I can call and they can walk me thru the steps or remotely work on my computer. [#1568232]  
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I am sure our IT support staff is knowledgeable . . . just not always willing. [#1568370]  
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This is the most important IT issue, good people to provide assistance and help. [#1568458]  
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If I always have to depend on the Help desk students, they are not always as knowledgable as I would expect. Theirs seems to be just a general knowledge. I often, however, get someone that speaks in such a way as to be condescending. Just because I am older does not mean that I don't know what I am doing in the world of technology. Maybe if they looked at my title before they speak to me it would help them know that I know my way around! However, when I deal directly with the OIT folks that I know and go directly to, they are wonderful and always work with me for the solution or setup needed to get my jobs done! [#1568657]  
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Same as previous question: Student workers who answer the phone for the Help Desk tend to refer situations to Housing that is not a Housing function, i.e. - phone, internet, and cable issues. It frustrates the students who live in Housing facilities; then Housing has to call back to the Help Desk and get them to address the problem. Too much run around for the student that shouldn't happen. [#1568732]  
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Remembering that most users are not as knowledgeable as the technology support staff. [#1568884]  
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I use a computer system for charting. We need a dedicated IT person well versed in electronic medical records. And one that is available onsite (not shared) with other departments. When a problem occurs, it is important to have timely intervention. [#1568961]

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For the most part support staff are great however if they don't know something most of them will not say let me find out or I DON'T KNOW. My laptop was set-up from scratch last year and even after explaining that I MUST HAVE my emails and tell the tech I was not sure how to save them or where they were saved. The back-up was not done and when he brought my computer back...all email archives were gone. I was sick for a week or more! It was historical documents regarding the department I worked and was the best way to have a reference to go back to. Needless to say...it will not happen again, if I can help it. [#1569015]

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Yes [#1569256]

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N/A [#1569288]

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Our helpdesk folks are always extremely helpful and have managed to figure out my issues every time. The response time is very quick. Everyone I have ever spoken with has been extremely knowledgeable, courteous and are extremely professional when they could laugh at my lack of computer skills. [#1569498]

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They are solid, but we rarely need to use them. When we do it's generally an emergency, and can not be corrected soon enough. They generally need time, at least 24 hours to respond to the issue. By then I normally have the issue fixed. [#1569508]

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There is a big difference between perceived service level and actual ability of off-hours helpdesk. Our staff are often expected to do the following: login remotely to the users PC, forward them to the BlackBoard support, send someone over to help with a tech issue (in the case of special non-sports events). Yet all signage indicates 'one call, many solutions'. The end-users are not getting the level of service they expect and the helpdesk is not being adequately trained and supported. Both lose and it makes OIT looks bad. Either fully commit to a true 24x7 helpdesk or scale back on their hours and better advertise what the off-hours helpdesk can and cannot do. [#1574618]

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Getting timely resolution to problems that I am experiencing with campus technology services.

It really depends on who you are dealing with and what the issue is. This is totally hit or miss. You never know. Sometimes it is amazing, other times you just wait until you ask again and again. [#1566156]

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Takes too long to resolve IRIS questions or problems. [#1566278]

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Getting someone who can stay and work on a computer problem without having to leave to catch a trolley and get back to the office to be on phone duty. This delays fixing problems for days.... [#1566622]

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See above. Better integration of ALL IT assets across campus. [#1567356]

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Get the HelpDesk to ACCURATELY verify the user contact information on the service tickets so that technicians who have to contact the users can effect the timely resolutions. This is not too much to ask [#1567435]

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Did not resolve problem of logging into training on my computer [#1567467]

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applies only to main campus, not college of veterinary medicine [#1567482]

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Time to address issues is generally lightning fast! [#1567486]

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See above answer. If person cannot resolve problem they need to get someone who can. [#1567502]

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Cooperation between department IT and OIT is sometimes limited. [#1567543]

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We can't get any help in county Extension offices unless we do an online trouble ticket, sometimes we can't do the trouble ticket because we are having computer issues! They want everything to be done through remote services but sometimes you need an IT person to come to the county office. Seems no one wants to travel anymore. [#1567675]

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The helpdesk and desktop support mostly do this very well! [#1567689]

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my only problem is the IT dept at my college. my computer is always "out of whack" when I get it worked on and it takes me a week to get back to how I had it before it was worked on. Or the people in that dept don't really know what they are doing, so its a guessing game and I can do that myself. [#1567754]

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n/a [#1567759]

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Sometimes it is like pulling teeth to get tech support to explain what you need to do. They need better training skills. [#1567815]

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Every time I ask for help I must call OIT. I must explain my problem to the person who answers the phone, that person then transfers me to someone else and I must explain my problem all over again. Then that person gets in touch with the IT people on site and they call me and I have to explain my problem again. This is a huge waste of my time. It used to be so simple to simply call the IT people on site, explain my problem and get it fixed, now I have to go through all this. I want it back to the way it was before, let me call the IT people here and let them take care of my problems. Also, the last time I called, I explained my problem to OIT around 8:00 am. I waited a while and got nothing done...then I had the bright idea of rebooting my computer. I did so, it fixed the problem and I called OIT back to cancel my
service call. Not only did they not cancel the service call with our IT people, but out IT did not show up to fix my problem until nearly 4:00 pm. They said they had just gotten the call from OIT. That is totally unacceptable service. [#1567930]

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re-align the overarching management structure so that technology support works in the same light of responsiveness as the rest of the support staff. too often, IT people manage other IT people. this structure perpetuates the near-ubiquitous customer service problems; as IT supports what it (individually) decides to support or understands -- oftentimes, not what is actually needed or even wanted. Tech-speak and playing on people's fears of technology is too often used to confuse and justify a fundamental laziness that seems to persist. Technical oversight can be accomplished in a parallel process that reports to same non-IT management. It should not be the role of IT to decide what tools I require or will get -- rather, it should be a collaborative process of advisement. [#1567936]

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We are lucky to have an efficient, friendly OIT person in our building, but I cringe when I think about having to contact the help desk when she is not here. [#1567953]

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I waited a week for a return call, and then I called back and insisted on getting help. [#1568032]

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It isn’t my intention to call out anyone by name or get anyone in trouble-but-there is one tech that is super slow, cant resolve the problem in a timely manner. My computer may not seem that important to him, but it and the time sensitive work I do; is very important to the University. [#1568065]

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Have had an open OIT ticket since Oct. Called in January and person wasn’t in. Still haven’t heard back from them. [#1568100]

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Daily, serious network response time degredations in server access remain unresolved after almost a year. [#1568171]

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The few times I have interacted with support staff they have not been quick to respond but once they do they are very helpful. [#1568362]

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Our IT staff (computers) except for 1 (Instructional support person is FABULOUS) leaves much to be desired. If there are teaching emergencies w/computer issues, and they have a meeting - too bad! They go to their meeting. This has happened on 2 difference occasions in this semester alone. Also, whenever there are issues and they have to ‘rebuild’ a computer (not sure why that is always the ‘cure’ for a computer), the computer NEVER comes back with the same programs on it. Computer NEVER is the same. Just not very happy with the IT service group here. Their immediate reply to any issue is “Have you tried rebooting?” [#1568370]

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My main issues are with support of SharePoint. [#1568434]

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I think the current “Footprints” system is not very helpful to end users. Often tickets get resolved without any communications from OIT. The online access to Footprints only shows you your own submissions, not comments by the person handling the ticket, etc. Sometimes tickets don’t get any response, not even a “we are working on this” for days or even weeks. [#1568636]

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Most of the issues I’ve encountered in almost 18 years have been resolved in 10 minutes or less. [#1569015]

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Sometimes it takes a long time to hear back from for some of my co-workers [#1569074]
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Yes [#1569256]
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Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.

Sometimes I feel like IT folks want you to understand their job as well as they do and want you to give direction on technical issues you are trying to follow but don't fully appreciate. [#1566156]
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Add everyone to the mailing list as soon as they have an email set-up [#1566169]
-----
Receiving communications from OIT with links that are not hyperlinked is extremely ineffective. The organization of the OIT website is also not intuitive; it often takes many clicks to find the answer to a question. Imagine a more better conceived architecture would alleviate emails and calls to the OIT help desks. [#1566179]
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Very Important [#1566232]
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Significant connectivity outages should be reported via the UT alert system and by contacting departments by phone instead of posting them on websites or through email we can't access! (as sometimes happens) [#1566264]
-----
I took SharePoint classes last year and the instructor used so much jargon and acronyms it was hard to follow sometimes. I'm a user, not a tech geek. When I call the helpdesk or take a class, I expect the OIT employee to talk to my level and not expect me to be at theirs. Just because I'm not fluent in tech-speak does not mean I am stupid. [#1566441]
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Sometimes folks who are very good with technology are not great at communicating to the non-techie folks. This is always a challenge. [#1566775]
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Emails about power outages is not the best idea or emails about servers being down -- not effective if you cannot get to your email... Just a little more thought about the specific situation at hand and then communicate appropriately [#1566801]
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Needs improvment [#1567187]
-----
Get too many notices about non critical things in my area. [#1567339]
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Again OIT is behind the curve and self-centric in it's belief that just posting updates on there web pages is sufficient. 99% of UT employees are not hired to routinely search OIT's web pages for updates and information on a daily basis or periodically throughout their work day to be aware of updates. [#1567373]
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I didn't make any suggestions. Shouldn't the question be something like, "If you made suggestions feel free........." [#1567411]
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applies only to main campus, not college of veterinary medicine [#1567482]
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n/a [#1567759]
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Hands on training is best with technology. [#1567815]
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UT does not HAVE easy forms. [#1567817]
I get an email from the UTIA IT people on tips. I don't think I ever receive anything from OIT UTK or UT System. Would like to. [#1567920]

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The weekly newsletters print the same things over and over, almost word-for-word. You might consider cutting the "filler" from those and only print real news. Otherwise the monthly is enough. [#1567925]

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Would like to receive. [#1568025]

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I must have clicked something by accident regarding this-I think the communications are timely, relevant and easy to understand and I am NOT a "computer person". [#1568065]

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Need to identify a "one method fits all" approach when disseminating information regarding technology services, maintenance updates, and/or outages. While the Traffic Center is great, not everyone may be aware of it or subscribe to that particular listserv. Would there be any 1 way to ensure all UTK users receive notification? [#1568108]

-----

Often there are outages and issues that are not showing on the OIT main site. Once a call is place, then it becomes apparent there is a wide-spread issue. The phone call could have been saved if the OIT website had been accurate. [#1568163]

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I don't receive information about campus technology services on any regular, generalized basis. Should I? [#1568171]

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Some type of format that is sent in language that can be easily understood. [#1568884]

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It is obvious that some items are rolled out without consulting the end-user, i.e.: CIE approval for foreign travel. [#1568910]

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This would be a GREAT asset for me personally and I'm sure there are many others who would appreciate this service. [#1569091]

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Yes [#1569256]

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The only communication I receive from OIT is when my password is about to expire. [#1569491]
**Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.**

I wasn't aware until lately that IT gives training to employees which is a great idea. This is a good way when you have issues, the tech person is right there to explain. [#1566200]

-----

Access to technology training has definitely improved since I started at UT nine years ago. I appreciate OIT's training classes for things like SharePoint, Excel, Dreamweaver, and other things that I use in my job. It is better than paying for classes outside of UT or paying to take them through EOD. The level of knowledge of the trainers through OIT is very good, too! I just hope OIT keeps offering the classes and expands the topics! [#1566441]

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Great work at providing training. [#1566775]

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make self-help websites easier to find than a list of FAQs [#1566861]

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Including things like this in orientation might be nice. [#1567059]

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Again, on the UTK campus the OIT support has been extremely helpful. On the other campuses, trying to access on-line services and get authorization is difficult. [#1567079]

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The basic training offered on some software/hardware is fine, but departmental admins or new techs need additional training. It is not always an option to spend money on outside training. I think this is one of the areas in which UT is the most lacking - dedicated resources for advanced IT training for all IT employees. Either OIT should offer this training or the community should partner to help defray costs or... some other solution. Online/elearning only goes so far especially if the training is done during work hours (IT people are constantly interrupted!) [#1567365]

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Better updating of OIT Training web pages would be a start. On more than one occasion posted links to training lead to pages with little to no information on the classes or when the next class will be so staff can plan for them. [#1567373]

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Need more training geared towards staff and not just for faculty.....such as an iPad course for staff in order to better utilize connectivity. [#1567415]

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I am pretty satisfied with services I currently have but know there is more available. Don't know that they would be all that helpful for my current position [#1567430]

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FIX THE KNOWLEDGE BASE! It is nearly impossible to easily find the information needed because the search functionality is pitiful and mostly in-navigable. [#1567435]

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Basic and Level 1 needed [#1567462]

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Please expand your excellent software training offerings, even if it is on the elementary level so that we can explore new software options. [#1567488]

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I like to call a number and talk with a real person for all of these tech support issues [#1567495]

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Despite the depth & breadth of the Service Catalog it is frequently necessary to call the HelpDesk, wait for them to run around the KPB talking to people, then wait for them to call you back with the info you
needed; I’m thinking of web conferencing here, specifically information on things like WebEx/GTM and Polycom systems. If all requests end up with Mike Berger and the answers are the same, wouldn’t it be easier for him to fire up SharePoint and get this information out there instead of answering calls & emails? [#1567525]

-----

Offer more basic training (i.e. email) and/or on-line handouts that can be printed off with ‘quick-tips’ etc. Sometimes I feel I am not using Outlook to the best that I can be, features that I do not know about. [#1567526]

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Training for 2013 needed [#1567538]

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Advertising the availability of tech training. What is out there? Many people are not aware and need someone to explain how available technology & use of the technology can enhance their job. [#1567543]

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There are training programs for users (like Microsoft Word, or IRIS). It would be nice if OIT had training for IT Staff on campus. Either on specific applications, or certification programs (Such as A+, Linux+, MCSE, etc). [#1567562]

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Training is focused on MS applications. Would like to have training on more specialized things like programming C#, .Net, SQL etc. [#1567693]

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I feel there needs to be more awareness of what training is available to faculty and staff. [#1567753]

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n/a [#1567759]

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once a month classes for Ag Campus covering different technology training [#1567815]

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We would like training for the Adobe we have on our computers. The training offered is not for the most up-to-date version. It would also be helpful if the training was free. [#1567831]

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Limited exposure to training programs but not positive experience [#1567896]

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Where is this training and self help? I’ve seen account management access at OIT for webmail and unix, but is there anything else? Where do I hear about this training? [#1567920]

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it would be very helpful if OIT would publish (to the web) a minimal list of programs and processes that have been vetted by OIT in terms of all aspects -- security, network interface, won’t lag our individual systems, anything that our contracts oblige us to keep on our systems, etc. [#1567936]

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Important. [#1568025]

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OIT website is not user friendly [#1568100]

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Individuals who train are excellent. Availability of online, on-demand help is ... well ... where is it? [#1568171]

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Software training on the ag campus would be nice....Access, Frontpage, advanced Excel, Sharepoint, others [#1568197]
There are so many different programs and software options. It is difficult to determine best fit at times. Also it may be good to have a core curriculum for staff, as well as perhaps a designation or certificate to become an "expert" using particular programs. Departments may be able to designate certain individuals to assist with others have issues. [#1568272]

The training currently offered through OIT is by its nature very generic. Training tries to address the entire campus at one time or to address every possibility with one piece of technology. As such it doesn't offer enough depth to be truly helpful. It would be like the UT libraries having a round robin of research librarians instead of research librarians being assigned to subject matter. OIT does do this to some degree by assigning specific staff to particular technology, but to make the technology training truly advance the end user you need to turn that paradigm a little to also thing about targeting specific uses of the technology. An access training class for scientists doing data analysis... a different access class for financial people like business managers... by targeting it to an end user I think you'd see increased class participation and you could tailor the courses to specifically address items of interest to that group. [#1568357]

While I know there are a lot of training opportunities, it has not been clear how to find out what is offered and when. [#1568429]

As a whole, training is not provided to staff. [#1568605]

Self help courses that can aid in training and understanding the process. [#1568884]

I believe it is available, I not sure everyone is aware of it or feel reluctant to sign up. [#1568925]

I am 'technology challenged' in areas. It would be nice if class offerings were emailed to us rather than having to look for classes. I'm not sure I even know where to look for class offering including non-credit classes offered thru the university. [#1569091]

Yes [#1569256]

I know some are offered to staff throughout the year, but they are not well advertised. I think an email to all staff and faculty would be a good route to take to let us all know what is available. [#1569258]

The primary functions I use are email and ANDI database as well as wireless internet on campus and the public web pages. Overall I think my knowledge of available resources and capabilities is fairly limited. I would enjoy having some education about the resources available, probably through email, online tutorials or "short bursts" of information, not a long training session. [#1569313]

I can not remember the last time I received information about upcoming training on technology. [#1569491]

The Microsoft IT Academy could be improved. They are difficult to access and counter-intuitive to use, at times. I realize you have no control over this, but could we look into providing more online tutorial links that are easier to use? [#1569511]
Electronic mail (Tmail, Exchange)

From work it is great, but when I access it from my home computer it isn't professional looking. It is very basic. [#1566232]

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There must be better options than Exchange! [#1566264]

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This may be due to user error, but the capacity of my email is very limited. I have been employed here for two years and have had to clean out my email (delete almost everything) every couple of months. Granted we all keep too many emails and it doesn't hurt to purge stuff. However, I have had other email accounts at other institutions and kept far more emails and never went over capacity. [#1566289]

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GREATER FLEXIBILITY WITH REGARDS TO STORAGE SPACE, INDEXING, TASK INTEGRATION, ETC. [#1566319]

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I routinely have to send business email through other mail services while on travel, because the UT Exchange system routinely refuses to accept emails with any attachments. This does not happen all of the time, but it happens almost all of the time. I suspect there may be some configuration issues with Exchange involving timeouts or such. This is a major impediment to me conducting my work for UT in a reliable manner. I also would greatly appreciate IMAP support, rather than just Exchange support, as Exchange almost never plays well with non-Microsoft products and Microsoft products almost never play well with Apple software. Just about everyone in my department is now using Apple laptops. Outlook for Mac is horrible and unreliable, but UT does not provide another solution. I have lost significant amounts of email and time to Outlook for Mac. Our Exchange server does not play well with Apple Mail, but at least I can recover from failures more easily. [#1566352]

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I don't like using Tmail, but I probably only access it about once a week or less. It's just not as easy to use as Outlook on Exchange. But I don't have any specific suggestions for improvement. [#1566441]

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is slow to update I don't know what can be done to fix this issue [#1566457]

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Frankly, the tmail system is not convenient. [#1566489]

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I think that OIT does a great job. [#1566595]

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TMail is a pain to use but Outlook is sometimes undependable and it appears emails disappear. Also, the size of storage is disappointing as I need to keep most of my work emails. I archive a lot of my older work emails in my Gmail account but feel uncomfortable with Google's acknowledged reading of our emails so they can customize ads. [#1566720]

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These sometimes dont work well on all browsers [#1566861]

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Allow more than 2gb of memory for staff [#1567017]

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I wish there was a much easier way to sort mail as it comes in- send email from a particular person or listserv to a certain folder as well as showing them in the inbox. [#1567059]

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Needs improvement [#1567187]

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Support for non-Windows or non-Exchange clients is spotty. Exchange tends to deviate from many of the common email standards which makes using alternate email clients problematic. [#1567304]

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Wished mail could be as seamless remotely as it is from my desktop. [#1567339]

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On occasion email gets lost in the system taking up to an hour to be delivered from the time stamp it was sent. [#1567373]

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For large attachments, I have to use Dropbox or an old Lotus Notes mail system. [#1567377]

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From time to time, I work after hours or on days off. I sometimes experience difficulty in opening messages that were previously opened. [#1567446]

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I have problems with using Outlook on my tablet, but other than that, the e-mail system works pretty well for my needs. Tmail could use more functionality or a better user interface to be able to do everything Outlook does. [#1567486]

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Get rid of Microsoft Exchange. It is the worst. [#1567573]

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Usually works very well. [#1567689]

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The little gear symbol isn't easy to see on my cell phone. It's an easy way to get in to the tmail log in, but I can never remember to use it because it's so hard to see. [#1567708]

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n/a [#1567759]

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Outlook is not near as efficient as Lotus Notes has been in the past. [#1567815]

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Cannot access my archived folders when I log into Tmail. This is not ok [#1567834]

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Move the graduate students to the same system as faculty and staff. Allow for better/easier access to mail folders that are largely kept on resident system in the offices of faculty/staff. [#1567936]

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The volume of email I send and receive is extremely large, and I often have to go back more than a year to review previous conversations with students, faculty, and staff. I have a very low storage amount for what I need, and it's not easy to retrieve archived emails. I would like for certain staff to be identified and allowed a 5 GB or so storage limit. [#1568030]

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Tmail is not user friendly. [#1568032]

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Generally, Tmail works just fine. Most of my problems using Tmail are a result of Microsoft Outlook; however, the web client is nightmarish. It's sluggish, the user interface is clunky, and often the email formatting in sent form does not reflect what I see as the sender. The calendars are very difficult to navigate as well. Also, using Tmail on a mobile device is not fun for many of the same reasons listed above. [#1568044]

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Email delivery, even for on-campus emails, is often delayed up to a day or more. [#1568171]
No complaints. [#1568197]
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I actually use Gmail because I've had TMail bungle so much of my workflow! [#1568228]
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Provide additional storage space for email. [#1568268]
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none at this time [#1568354]
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more storage for t-mail or a more effective archiving system to keep old emails and attachments searchable (this is very important for collaborations and working with data [#1568645]
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More storage space. [#1568747]
-----
Perfect email. [#1568797]
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I need to keep all my emails as a record of my interactions with collaborators and colleagues. There is not nearly enough space on the exchange for me to do this, so I am forced to do all my email through gmail. [#1569466]
-----
DOes not play well with Macintosh and loses a lot of functionality when not using a modern (Windows 7 or later PC) and online needs many more features such as stackable calendars. Right now I must spend way more time than I wish trying to look through calendars. To answer one question about available dates I have to search through 6 different calendars. That takes way more time than it should. [#1569508]
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**Ability to invite/schedule appointments with others through calendaring services**

ABILITY TO SCHEDULE HIPAA/FERPA-SENSITIVE MEDICAL APPOINTMENTS ACROSS A DEPARTMENT [#1566319]

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CalDAV support, rather than just Exchange support. Better support for Apple iCal. [#1566352]

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I probably should use this more in my job because I maintain an administrator's calendar. I probably should learn more about this function in Outlook. I need to take an OIT class! [#1566441]

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I need to be able to invite our customers to meetings and they don't have Exchange. [#1567377]

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Stop rotating your IT people. We need somebody that we know we can call and depend on to fix our problems. We (and the IT person) gets used to how we operate and then they get rotated. Complaints - I just had a new computer set up and that was all the person did. He did not re-attach my printer, scanner or other equipment that he disconnected from my old computer. He was more interested in playing on his phone. Plus - he asked me for my user ID & password. We need somebody willing to do their job! [#1567404]

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Again, the Outlook issue is amazingly frustrating. [#1567456]

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Insist that people use Inbox or other tool to schedule appointments. Many admins either don't know how to use, refuse to use, or are instructed by their supervisors not to use. What a waste of time calling and emailing to set up a meeting when it should be done via Inbox calendar functions. [#1567487]

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At my workplace we now have to go to someone else to schedule rooms. The way it was done before where all of us could do that was a lot more efficient. [#1567502]

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Promotion of service and "how to" access this service. [#1567543]

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Get rid of Sharepoint. It is the worst. [#1567573]

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n/a [#1567759]

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my boss sent me a meeting request and I have two on my calendar and can't see to remove the other one. [#1567790]

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It's ridiculous that one can't set reminders via a shared calendar. [#1567936]

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A campus-wide scheduling service that allowed support personal in departmental offices to review all staff calendars in their departments and schedule meetings would be great. [#1568030]

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This system does not work well. A change/deletion cannot be made to a scheduled appointment without sending an e-mail to everyone involved in the meeting. Such e-mails do not need to go to administrators who have assistance who manage their calendars. [#1568032]

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Never had any instruction on the calendaring possibilities [#1568197]

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Need to be able to include GAs in calendaring systems [#1568221]
I use a program that allows EVERYONE to schedule and have that information flow to Google and then to widgets I have elsewhere. Try doing that with Outlook without having your head explode... [#1568228]

Provide a webex type tool that's easy for us to use. [#1568268]

We've had specific challenges that I'll admit I'm not sure I understand still. Most times everything works perfectly, but we've had to go as far as requesting and OIT Tech visit. The visit resolved the problem. [#1568328]

good [#1568354]

The industry as a whole needs to improve standardization I know, but the lack of Free/Busy schedule info from outside of the UT ecosystem is a serious problem in an institution that does so much work with outsiders. [#1568357]

Try to get everyone to use the Outlook calendar! [#1568429]

maybe offer webinars on how to use Outlook/Exchange [#1568657]

Trying to schedule things online is a pain. I usually just call the person. You should not need a tutorial to request an event. [#1568741]

Only problem that I am aware of is that people using computer from a different time-zone seem to have the appointments in that time-zone versus Knoxville, TN time where the appointment is to be held. [#1569015]
Online@UT (Blackboard Learn)
The inability for blackboard to interface with our personnel management system makes it next to useless for me. [#1566156]

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Often the help staff designated to Blackboard do not know what to do when a situation comes up other than to say "you would do better with a hardwire connection" which is already the case. [#1566210]

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UT seems to be behind the curve about 3-5 years on classroom technology. My former institution has pictures of students, better collaboration tools, it seems greater interface with other systems. FYS class grading was cumbersome with one long list. [#1566326]

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Seriously! in this day and age there isn't a better solution to serve our needs then Blackboard? And, if you are asking whats wrong with it then maybe that is the problem. [#1567373]

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It would be nice if Blackboard allowed staff to be able to access lecture videos for HR128 training credit without having to have instructor permission. [#1567400]

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THis program is difficult at times. Sometimes it works and sometimes it doesn't. Seems redundant to have to log in two times to access site. [#1567409]

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Tracking usage for online training by departments rather than just a generic list [#1567419]

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Things do not appear on the announcement or course materials screen, although others can see them. [#1567456]

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Blackboard's issues with Internet Explorer are a serious hindrance to faculty use. [#1567486]

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Sometimes I find Blackboard to be really, really slow (seems to be faster with Firefox instead of IE?). Depending on the computer (work or home) that I am using, it is also not always easy to navigate the Full Grade section for a course. [#1567650]

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n/a [#1567759]

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If you insist in calling it "Online@UT" instead of the more obvious "Blackboard", then make the effort to consolidate, at a minimum, links to the other electronic resources and interfaces on campus. Instead, it really looks like everyone is just doing their own thing, their own way, across the University system. Some effort should be made to make uniform the manner of interface. One shouldn't have to first be aware of our internal system of organization, sources of funding, and reigning political climate before one can find information or perform a task online. Also, like Banner/MyUTK, many support staff (well outside of the Registrar's domain) need access to individual course information and enrollment. Else, we can not support the teaching efforts as is often asked of us. [#1567936]

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I take online classes and always have trouble with quizzes and tests freezing. This has been a real issue for me. Not sure how to address it, but I feel that blackboard could be more reliable. [#1568167]

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Quirky issues constantly [#1568226]

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We use Blackboard in our department (University Housing) for our training (quizzes, emails, interactive presentations, etc) and student staff resource. However, we keep being told it will be taken away since
we are not an academic department. Until UT can provide something that offers the same amenities, that is ridiculous. [#1568327]

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Blackboard has been useful, however a little awkward for our (non-academic) department. There are some unfortunate workarounds like hosting videos to Youtube rather than UT servers. [#1568328]

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Bb Learn is just old and clunky. It does the job, but it's 15 years behind the times. [#1568661]

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There are almost too many options on Blackboard - I never know where to put various course information/materials so that people will find it. [#1569466]

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Do not use. [#1569511]

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**UT System Services (IRIS, ANDI, TERA)**

IRIS and UT’s implementation of it is an impediment to our success as an organization. [#1566156]

Ensure the system responds in a timely manner. sometimes the wait to get something done is too long or the system does not respond [#1566169]

TERAPAMS is a bit tedious, fields are not always fully explained, and the implications of filling it out wrong can look bad for the PI. For example, assigning percentages to all the participants in the proposal does have grave implications on which departments get their cut of the overhead, but this is not fully explained in TERAPAMS. Newbies quickly find out that filling it out wrong can piss off not-so-professional-acting department heads. [#1566198]

IRIS is inadequate for our needs. It encumbers incorrectly and causes forecasting problems. [#1566278]

MORE MODERN GUI FOR IRIS [#1566319]

Too much data entry in TERA. UT lacks dynamic research activity reporting. [#1566326]

These are not very streamlined. [#1566605]

IRIS is very difficult to use and does not interface with other products… The employee self-service center is a HUGE improvement along with the ability to enter our own travel requests into IRIS. Although it unnecessarily complicated and obtuse for the average non-accounting person. Maybe a lay person interface for travel entry would help! [#1566801]

These look and feel antiquated [#1566861]

Who can understand IRIS? [#1567377]

On my computer, I have consistent issues with IRIS and PDF’s. I have spoken with the folks on the IRIS Help Desk several times and they have tried many remedies; however the problem persists. The issues with IRIS and ANDI and IE and Google Chrome need to be fixed as well so that staff may perform their duties efficiently. In my department we have too much work to waste time with those issues. [#1567394]

I use IRIS daily. The documentation is not up to date. When I point out specific functions that are not operating the way the documentation says it will/is, I get no response. Or I get a response that makes me feel like I should know that the documentation is wrong. [#1567487]

Just plain hard to use [#1567503]

The reporting module in TERA works poorly. The Admin module seems to be more stable, but we are unable to export data from the Admin module into an Excel sheet the way we can with data from the reporting module. For those of us who want to produce reports on grant proposals and awards, TERA is nearly useless. [#1567535]

It would be great if IRIS, Banner, CS Gold could talk to one another. There are inconsistencies which exist because they are three different systems. (i.e. formal names vs nicknames, status of students, TN unique ids which have been created for students by campus and not created to follow a student from one campus to another. We have a problem with same student and duplicate unique IDs. [#1567543]
TERA/PAMS is difficult to use. It is very slow most days. Get rid of TERA/PAMS and get a better system. TERA/PAMS only works with FireFox. [#1567717]

n/a [#1567759]

IRIS SUCKS!! Again it does not work well with others updates for it harass banner and they do not like working together. [#1567817]

IRIS system is not user friendly by any stretch of the imagination, whether it is in the document creation process, information input, status check, or retrieval. Documentation (not tutorials) for IRIS is scant. I do not have time to play around with a tutorial and need to have printed instructions on all jobs. The "new and improved" concept of using SAP/IRIS has become a backbreaking headache for those of us who have to use the system in multiple ways. [#1567841]

I have not found the above systems to be easily navigable. [#1567866]

Difficult to use; confusing [#1567896]

I do not think that these central systems are very responsive or considerate of individual user or campuses needs, especially when it comes to reporting [#1567953]

Using IRIS is an incredibly frustrating experience. Not only does it look like a Windows 98 application, it act likes one too. It is incredibly difficult to locate transactions if you do not know their shortcut name or file path, error messages tend to be vague, and I certainly wouldn't call it user friendly. I realize that IRIS is a very powerful and complex service, but it is aggravating even for a computer-savvy person like myself. [#1568044]

IRIS is very complicated, and the IRIS team have provided training. However, it is not user-friendly. I wish there was an easier system/interface. [#1568167]

Support staff at UT Foundation is excellent. System seems intuitive enough that I've been able to figure out most of what I need using my database experience, but online help for specific reports and lookup operations would be helpful. [#1568171]

IRIS is based on an arcane internal architecture that is difficult to navigate at best and in no way reflects the last 20 years of learning regarding user interface design. While probably not financially viable, the system needs to be rebuilt from the bottom up to create a more intuitive, non-command-based interface with meaningful and viable search features. [#1568204]

There needs to be further open, self-paced courses and instruction for ANDI and IRIS. [#1568272]

ANDI, IRIS, and TERA are diifficult for end-users to learn and VERY clunky to navigate. While the systems are versatile, they need significant improvements to their interface. [#1568357]

IRIS sucks! I tavel a lot. I struggled with IRIS travel reimbursment for 6 months with the beliet that i had the ability to do the work and that it would save others the burden of doing my travel for me. WRONG!!!! Getting to the point of competency took lots of my time and that of others only to repeated issues.
unrelated to my data entry. So I again had to waste the time of others. What a waste of resources!  
[#1568458]
-----
IRIS seems to experience a plethora of problems from time to time. [#1568605]
-----
Regarding IRIS, I would like to have read only access to data tables pertaining to my department so I can create my own queries for data mining. [#1568606]
-----
Due to the person side of IRIS being a manual process, issues arise when the electronic position processes before the person side processes. This impacts productivity and causes errors and rework. [#1568684]
-----
IRIS is as outmoded for many information searches as SAP is laborious to use and has been for 20 years. Perfect for a federal entity, but not for a slimmed-down University system. [#1568751]
-----
IRIS - The ability to have an electronic Personnel Change Form to take the place of the paper personnel change form we currently use. [#1568853]
-----
The webpage interface could be updated if possible. The functions are simple and great. [#1568879]
-----
I only employ IRIS and it's an unwieldy system. It must be worse to support and develop. [#1568974]
-----
ANDI is a great system that continues to need TLC. No complaints with who and how it is maintained. They do a terrific job! [#1568991]
-----
Just not a lot of training on TERA and really could use report access on ANDI but that is almost non-existent. [#1569015]
-----
IRIS is ridiculously slow. TERA doesn't display all necessary information to PIs (only to Grants Coordinators). [#1569064]
-----
Too many emails sent on a regular basis of updates and problem issues. It seems like there is something wrong with IRIS at least once a week. [#1569074]
-----
Yes [#1569256]
-----
Sometimes IRIS seems slow [#1569286]
-----
IRIS is too difficult, not intuitive, no online services for training purposes [#1569494]
-----
IRIS is little better than cuneiform tablets. [#1569501]
-----
Do not use. [#1569511]
-----
TERA is a mess and should be replaced ASAP. The proposal routing and approval part is ok but somewhat cumbersome. The awards module is not ok. Reporting capability is not acceptable for this type of system. I use all parts of TERA/PAMS on a daily basis and frequently get frustrated with its limitations. When we do get a new system, I hope all campuses within the UT system are able to work
together through one system. The present set-up, with each campus having to consider another campus as an external entity is ridiculous. [#1569568]

-----
Banner/MyUTK

Banner - searching for classes is clunky, and when I go back to change search criteria, I ALWAYS get this error message: your changes have already been submitted. If using the browser (Firefox) back button doesn't work (i.e. a different method is preferred), it needs to say so. "Return to Menu" takes the user too far back. [#1566240]

Having Banner equipped to run off another internet engine (Firefox or Chrome) rather than Internet explorer would be great. Internet Explorer is really buggy and crashes all the time, it would really make Banner run better and quicker [#1566287]

Coming from a Banner institution, I am very familiar with Banner and feel it is underutilized here. I know it is also newer for the campus so it takes time to fully implement (and transfer processes). [#1566289]

Banner crashes a lot. [#1566404]

I need some training on Banner. I have an account and password. But I do not know how to do anything on banner. [#1566479]

This system is very confusing [#1566861]

The service is too slow and has confusing navigation. [#1567106]

Reliability of Banner is questionable - programs are down much too often. [#1567374]

I'm thrilled that we are designing a new portal. this is not professional [#1567401]

Banner is the pain in the butt. I do a lot of adds and drops, and I constantly run into problems. I don't think there is anything OIT can do. Everything I don't like about it is a program flaw. [#1567465]

Banner is overall clunky. It is not intuitive (neither INB nor self-service), and it causes students problems when registering. Its functionality seems good, but the user interface is terrible. [#1567486]

Banner freezes or goes down and it is imperative we have access. Does an offsite host server exist for backup? [#1567543]

It's difficult to navigate and use. Overall, my experience with it has been negative. IMO, it should be completely redone. [#1567635]

I have to enter information into banner about the professors & TA's RE: CRN numbers for SAIS reasons. ** I think the option should be there to increase the screen size and make it more user friendly to see. Less tiring on the neck, shoulders & eyes. [#1567690]

I know of one instance in which our admissions office needs consideration to streamline data entry, based on our unique needs, but our needs are perceived as "low priority", we understand. [#1567694]

n/a [#1567759]
ALWAYS on the blink, if you access iris it works against updates for banner etc. The people who made this and other programs ARE NOT ON THE SAME PAGE. Nothing wrong with the old system but no we have to get a new one the is broken more than working! [#1567817]

-----

There should be an email reminder for when your INB/Banner password is going to expire. [#1567828]

-----

Ignoring one of the worst GUIs I've ever encountered (to include re-purposed Oracle inventory packages), the major component missing from the Banner/MyUTK interface and, in a larger sense, the overarching management-concept/philosophy, is the regular need for support staff to access enrollment information on behalf of the teaching faculty without (improperly) having to use the professor’s NeID and password. Enrollment and school email addresses, especially, are not a gross concern of FERPA. It's virtually impossible to quickly email a whole class/organization on behalf of a faculty member or department; yet, we are asked to do so all the time. [#1567936]

-----

MyUTK and Banner and ARGOS seem to go down a lot [#1567953]

-----

Banner seems to go down fairly often, but I think that might just be unavoidable. I probably access it more frequently than most staff. It would be nice to be able to meet occasionally with a list of questions about modifications or changes that can/can not be made. There are things in Banner that are extremely inconvenient, and having 5 years of experience with the TBR Banner system makes this even more frustrating because they were able to make those changes. My name is Jeff Elliott in A&S Advising if anyone wants to follow up. [#1568030]

-----

I have found parts of the system redundant and confusing as to how to enter and navigate [#1568197]

-----

I'll be honest. I'm not sure what I should or could do with this? [#1568328]

-----

The concept for myUTK is great, but the interface is still clunky. Everything requires too many clicks and documentation on how to add things to your myUTK lacks good info on what is available or how units or users might make useful suggestions for improvement/content addition. It is a vast improvement, but it is essentially just hacks lots of other systems into a single interface. The actual systems themselves haven’t improved. Banner for its part is a vast improvement Again, it takes too many clicks to navigate the web interface and settings aren't preserved on returning to the site. It's also very frustrating that again this just seems to hack together incompatible bits and bobs. The fact that you have to log into argos through apps@utk.edu to run many reports is frustrating to end users... log into banner, make a change... log into argos, run the report to check the change... go back... log into banner to fix problems... back to argos... back to banner... it is just clunky... [#1568357]

-----

Using the wrong Java breaks it (especially data extracts). This is also annoying for Argos, UC4, Nolij, etc. [#1568394]

-----

I and my staff have issues getting logged on. Sometimes it takes 3 to 4 tries. [#1568910]

-----

Banner is not user friendly. Going back each time you need to run the same report for a different account or code is crazy. All the information required and back forth on the same screen is crazy. [#1569015]

-----

Banner is no improvement over the old system of placing blocks on delinquent patron records and I have yet to find a way to generate a report showing the outstanding blocks I have placed. [#1569063]
I use Banner infrequently so I sometimes find it hard to navigate. I wish the pages could be simplified—for instance—if I need to look at a student's schedule, I almost have to know their major. I don't always have that information available. Or, sometimes the DOB is requested—I generally don't have that information. [#1569091]

-----

Banner is by no means a "one size fits all" campus records software program. While it has been tweaked in-house at UT, it still is not as seamless as it should be. It can be tricky and perhaps more training opportunities from OIT need to occur to ensure that campus employees become more proficient in using it. [#1569117]

-----

Yes [#1569256]

-----

It would be a lot easier if we could type in student names rather than having to remember how to look up their student numbers every time we need to find someone. [#1569466]

-----

I do not know what this is but would like to learn more. [#1569491]

-----

Do not use. [#1569511]

-----

MyUTK is very confusing for newly admitted students. Especially if a student has been admitted to another school in the UT system. If that happens it is EXTREMELY hard for them to access MyUTK. [#1569521]

-----

Make Banner more reliable [#1569527]

-----

It appears that information is rarely updated in a timely manner. Sometimes I find this system hard to use [#1569552]
**LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support**

Video quality is often poor and choppy at times. [#1566210]

-----

This is the clunkiest collaboration software I have ever seen. I am taking classes and this software makes it difficult. WebEx makes better stuff that's easier to use. It also seems to fail on a regular basis. [#1566605]

-----

Difficult to reach appropriate staff after hours [#1567187]

-----

Tracking usage for online training by departments rather than just a generic list [#1567419]

-----

n/a [#1567759]

-----

Prime example: I don't know what this is exactly... never even heard of it. [#1567936]

-----

NA only because I have not used it yet. [#1568328]

-----

Had several technical issues with students being kicked out of the class and the video quality is considerably bad at times. [#1568452]

-----

I would recommend longer support hours to assist evening classes. [#1568502]

-----

Do not use. [#1569511]

-----
**Individual assistance with creating online course materials, podcasts, etc.**

Not familiar with it. [#1566156]

-----

Assistance seems to be only directed to those directly working with students, not staff members working to create material for other staff members. [#1566231]

-----

I think maybe creating Blackboard module on creating modules, navigating, and generally using Blackboard would be really beneficial in training those experienced on how to use Blackboard. Maybe have like a basic class like Blackboard 101 and then a more advanced class. [#1566645]

-----

n/a [#1567759]

-----

When working with production of online trainings our systems used on Ag Campus are limited and not iPad compatible. [#1567815]

-----

Being in an "organization" vs. an "academic" department, I haven't been able to get the assistance with these services without paying a fee. Unfortunately, my department heads do not want to pay for these. [#1567947]

-----

While I have not needed too much direct one-on-one. I have taken short-courses through OIT which have been practical one-on-one support. They have been very helpful and I'm confident that personal help will be available if I should need it. [#1568328]

-----

none [#1568354]

-----

I think this is extremely important for individuals who are for the first time having to create online courses. The students will be the ones who do not benefit not the instructors/professors. [#1568362]

-----

As far as I know this service is not available to staff, but I would like to use it. [#1569491]

-----

Where can I find more information about this? [#1569511]
**Apps@utk.edu (apps.utk.edu application server / virtual computer lab)**

This will touted as something more useful for iPad users. Have not seen this. The support for the IRIS App has been very limited as a user has figured out the problem and solution to OIT Helpdesk and staff not having an answer. [#1566231]

-----

Apps is fantastic. I wish there were more software applications available through the server. [#1566392]

-----

This system sometimes works well, but sometimes is really flaky [#1566861]

-----

If you're serious about going forward with this service, it needs to be better supported and advertised. [#1567356]

-----

I need usually need to clear the Citrix processes in order to access my virtual servers using VCenter5_1. In 1 out of 10 uses, the Citrix Access Gateway will start without clearing Citrix Connections Center and Citrix Connection Manager processes before the Citrix HDX engine starts. [#1567417]

-----

n/a [#1567759]

-----

I have been having to use KRONOS through the apps system and it doesn't save any settings and I have to constantly change them when logging in and out [#1567790]

-----

understanding that I've only used this service with respect to statistical analysis and (only once) an attempted GIS function: my numbered responses largely reflect the fact that I've given up on even trying to access these services. The statistical analysis was too error-ridden and otherwise inaccurate. The GIS crashed my University computer as soon as I tried to add a 3rd dimension to the spatial analysis. I could never get it to run from home. [#1567936]

-----

There are a load of apps that would be nice research tools to have on APPS that can't be put there for technical or political reasons. There needs to be more support of initiatives to grow that area and transparency about how things get put there. [#1568228]

-----

Definitely do not know about this, but I'm curious now. [#1568328]

-----

I keep encountering apps@utk; however, I rarely see any info on how to leverage the service or what it can do.. While I have had many discussions with OIT personnel about using apps@utk to resolve particular issues, all of those discussions have ended in "we're looking into that but can't support it yet." As such I can't name one person outside of OIT who knows what apps@utk.edu is or does. [#1568357]

-----

I think this could include more access to software. It would be nice to be able to access the whole system from off site locations. [#1568362]

-----

I do not know what this is, so it apparently does not pertain to my job. [#1569117]

-----

I do not know what this is but would like to learn more. [#1569491]

-----

What is this? I was not aware of this service. [#1569511]
Additional Questions for self-reported UniversityRole='Staff'

The project coordinators for University of Tennessee - Knoxville included these additional questions with this survey. At the end of the survey each respondent was provided the opportunity to respond to these questions. Below are their responses grouped together by question.
How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)
7.5180 (n=778)
-----
How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

6.9187 (n=775)
Key Findings for self-reported UniversityRole='Student'

To ascertain statistical significance a two-tailed p-value (P) is calculated for each survey item to test the null hypothesis $H_0$: Adequacy Gap Score = 0. A positive adequacy gap score indicates service performance exceeding respondent's minimum expectations, a negative score indicates service performance below respondent's minimum expectations. Based on this analysis the statistically significant findings (0.05 confidence level) from this survey are as follows:

<table>
<thead>
<tr>
<th>Positive Perceptions (Adequacy Gap Score &gt; 0)</th>
<th>Negative Perceptions (Adequacy Gap Score &lt; 0)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Having a campus Internet service that is reliable and that operates consistently across campus.</td>
<td>Online class registration (MyUTK)</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.32; N = 1119; P = 0.00</td>
<td>Adequacy Gap Score = -0.22; N = 966; P = 0.00</td>
</tr>
<tr>
<td>Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.</td>
<td></td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.37; N = 1115; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Having campus Web sites and online services that are easy to use.</td>
<td></td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.19; N = 1058; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Accessing important campus Web sites and online services from my tablet or other mobile device.</td>
<td></td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.19; N = 997; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Having campus technology services available that improve and enhance my collaboration with others.</td>
<td></td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.65; N = 1009; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.</td>
<td></td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.39; N = 1026; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Technology support staff who are consistently courteous and thoughtful.</td>
<td></td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.71; N = 939; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.</td>
<td></td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.43; N = 923; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Getting timely resolution to problems that I am experiencing with campus technology services.</td>
<td></td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.28; N = 903; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.</td>
<td></td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.54; N = 928; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.</td>
<td></td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.68; N = 896; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Electronic mail (Tmail, Exchange)</td>
<td></td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.27; N = 972; P = 0.00</td>
<td></td>
</tr>
</tbody>
</table>
LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support
Adequacy Gap Score = 0.19; N = 609; P = 0.03

Apps@utk.edu (apps.utk.edu application server / virtual computer lab)
Adequacy Gap Score = 0.37; N = 638; P = 0.00
Results for self-reported UniversityRole='Student'

Below are the charts for this view of the survey data.
Data Tables for self-reported UniversityRole='Student'

For each IT service outcome the statistical mean, standard deviation, N (number of observations), and P are presented. P represents a two-tailed p-value for a null hypothesis $H_0$: Adequacy Gap Score = 0. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

**Connectivity and Access**
Tell us about the quality of the Internet service on campus.

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Having a campus Internet service that is reliable and that operates consistently across campus.</td>
<td>Mean 6.82</td>
<td>8.66</td>
<td>7.14</td>
<td>0.32</td>
<td>-1.52</td>
<td>1119</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.66</td>
<td>0.78</td>
<td>1.59</td>
<td>1.86</td>
<td>1.56</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.</td>
<td>Mean 6.77</td>
<td>8.59</td>
<td>7.14</td>
<td>0.37</td>
<td>-1.46</td>
<td>1115</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.64</td>
<td>0.85</td>
<td>1.54</td>
<td>1.82</td>
<td>1.53</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Having wireless Internet coverage in all of the places that are important to me on campus.</td>
<td>Mean 7.02</td>
<td>8.57</td>
<td>7.04</td>
<td>0.03</td>
<td>-1.53</td>
<td>1108</td>
<td>0.67</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.75</td>
<td>0.95</td>
<td>1.73</td>
<td>2.05</td>
<td>1.78</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular coverage in all of the buildings and places that are important to me on campus.</td>
<td>Mean 6.74</td>
<td>8.37</td>
<td>6.84</td>
<td>0.11</td>
<td>-1.52</td>
<td>1114</td>
<td>0.11</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.93</td>
<td>1.11</td>
<td>1.73</td>
<td>2.27</td>
<td>1.90</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis $H_0$: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

**Technology and Collaboration Services**
Tell us about the quality of Web sites, online services, and technologies for collaboration.

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Having campus Web sites and online services that are easy to use.</td>
<td>Mean 6.65</td>
<td>8.37</td>
<td>6.84</td>
<td>0.19</td>
<td>-1.53</td>
<td>1058</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.62</td>
<td>0.93</td>
<td>1.60</td>
<td>1.91</td>
<td>1.62</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Accessing important campus Web sites and online services from my tablet or other mobile device.</td>
<td>Mean 6.36</td>
<td>8.18</td>
<td>6.56</td>
<td>0.19</td>
<td>-1.63</td>
<td>997</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.85</td>
<td>1.26</td>
<td>1.72</td>
<td>2.16</td>
<td>1.90</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Having campus technology services available that improve and enhance my collaboration with others.</td>
<td>Mean 6.05</td>
<td>7.78</td>
<td>6.70</td>
<td>0.65</td>
<td>-1.07</td>
<td>1009</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.95</td>
<td>1.43</td>
<td>1.68</td>
<td>1.89</td>
<td>1.69</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.</td>
<td>Mean 6.60</td>
<td>8.20</td>
<td>6.99</td>
<td>0.39</td>
<td>-1.21</td>
<td>1026</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.77</td>
<td>1.17</td>
<td>1.62</td>
<td>1.90</td>
<td>1.69</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis $H_0$: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas
## Support and Training

Tell us about your experiences when obtaining assistance with technology on campus.

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Mean</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Technology support staff who are consistently courteous and thoughtful.</td>
<td>6.85</td>
<td>8.42</td>
<td>7.55</td>
<td>0.71</td>
<td>-0.87</td>
<td>939</td>
<td>0.00</td>
</tr>
<tr>
<td>10</td>
<td>Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.</td>
<td>7.11</td>
<td>8.49</td>
<td>7.54</td>
<td>0.43</td>
<td>-0.95</td>
<td>923</td>
<td>0.00</td>
</tr>
<tr>
<td>11</td>
<td>Getting timely resolution to problems that I am experiencing with campus technology services.</td>
<td>7.11</td>
<td>8.51</td>
<td>7.39</td>
<td>0.28</td>
<td>-1.11</td>
<td>903</td>
<td>0.00</td>
</tr>
<tr>
<td>12</td>
<td>Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.</td>
<td>6.76</td>
<td>8.24</td>
<td>7.30</td>
<td>0.54</td>
<td>-0.94</td>
<td>923</td>
<td>0.00</td>
</tr>
<tr>
<td>13</td>
<td>Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.</td>
<td>6.26</td>
<td>7.87</td>
<td>6.94</td>
<td>0.68</td>
<td>-0.93</td>
<td>896</td>
<td>0.00</td>
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</table>

Other Important Information Technology Services

Assesses other important IT service outcomes on campus.

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Mean</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
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<tr>
<td>14</td>
<td>Electronic mail (Tmail, Exchange) Self-reported faculty, students, staff, not declared only.</td>
<td>7.20</td>
<td>8.59</td>
<td>7.47</td>
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<tr>
<td>15</td>
<td>Ability to invite/schedule appointments with others through calendaring services Self-reported faculty, staff only.</td>
<td>0.00</td>
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<td>0.00</td>
<td>0</td>
<td>1.00</td>
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<tr>
<td>16</td>
<td>Online@UT (Blackboard Learn) Self-reported faculty, students, staff, not declared only.</td>
<td>7.27</td>
<td>8.62</td>
<td>7.22</td>
<td>0.05</td>
<td>1.39</td>
<td>956</td>
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</tr>
<tr>
<td>17</td>
<td>UT System Services (IRIS, ANDI, TERA) Self-reported faculty, staff only.</td>
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<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>1.00</td>
</tr>
<tr>
<td>18</td>
<td>Banner/MyUTK Self-reported faculty, staff only.</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>1.00</td>
</tr>
<tr>
<td>19</td>
<td>LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support Self-reported faculty, students, staff, not declared only.</td>
<td>6.43</td>
<td>7.91</td>
<td>6.62</td>
<td>0.19</td>
<td>1.29</td>
<td>609</td>
<td>0.03</td>
</tr>
<tr>
<td>20</td>
<td>Individual assistance with creating online course materials, podcasts, etc. Self-reported faculty, staff only.</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>1.00</td>
</tr>
<tr>
<td>21</td>
<td><a href="mailto:Apps@utk.edu">Apps@utk.edu</a> (apps.utk.edu application server / virtual computer lab) Self-reported faculty, students, staff, not declared only.</td>
<td>6.32</td>
<td>7.95</td>
<td>6.68</td>
<td>0.37</td>
<td>1.27</td>
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<td>22</td>
<td>Online class registration (MyUTK) Self-reported students only.</td>
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<td>7.04</td>
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Suggestions from self-reported UniversityRole='Student'

When a respondent indicates that the perceived quality of a service dimension is less than their minimum expectation they are provided the opportunity to make suggestions on how to improve the quality of this service. While these responses remain subjective, they can be useful in planning strategies to improve service quality over the long term. The responses that follow are unedited.
**Having a campus Internet service that is reliable and that operates consistently across campus.**

I think is a bare minimum of service for students and faculty [#1566376]

I lose my WiFi randomly around campus and on the bus when driving around the hill, or hanging outside hss which are two important outdoor areas to have WiFi [#1566433]

Widen the network to include all outside places, such as the UT Gardens and parking lots (e.g., the picnic tables outside of large animal hospital along parking lot and sidewalk). [#1566453]

Internet access seems spotty and arbitrarily slow at times. This even includes offices (AMB 26) and classrooms (HSS, Bueler). I have at times resorted to using wired internet when I had to teach, but that does not seem to be much better. [#1566460]

Make sure service is provided in dead spots.... one such dead spot is by Thompson Bowling and Andy Holt tower and in some of the buildings like AMB service is really weak some times. [#1566474]

Expand coverage in common outdoor gathering, seating, or high foot traffic areas. [#1566483]

Let students know beforehand when services might be down. [#1566494]

The internet on my side of the dorm room is much slower then my roommates and it can be very frustrating. I do have an older laptop (im getting a new one in the summer) and that might have something to do with it but fyi [#1566506]

The internet service is not very stable sometimes. [#1566518]

I think this is my computer's problem, but i ALWAYS have to re-do my ut-open connection when even moving from floor to floor in my building. Today I had to re-boot my computer. If this is not an isolated problem, I'd check into this. [#1566525]

That sentence is not true in my experience. The UT internet is very fickle [#1566545]

Very important. This is my main issue. Certain parts of campus do not receive the same access to wireless Internet. [#1566561]

The campus internet cuts out while I'm walking between buildings or especially to the TRECS. [#1566570]

There are a few places on campus that seem to be dead spaces when it comes to internet access, some older buildings like Hyper or EPS which may just be due to the concrete cinder blocks. Also at high traffic times there's definitely a noticeable dip in streaming speed. [#1566648]

Internet usually works well [#1566667]

Gaps in the wi-fi network in some buildings, walking between buildings [#1566695]

Agriculture campus is spotty [#1566712]
It seems to be better this year, but last year it could take 20 minutes of trying to connect to the wireless network for internet access before anything would work. [#1566783]

-----

I wish it was better walking around the buildings. [#1566789]

-----

It takes time to setup the LAN connection for printers, NAS, etc. This has to be done in an easier way. [#1566851]

-----

On my phone, the wifi is constantly listed as "unstable," requiring me to toggle it on and off at seemingly random intervals before it will work. [#1566862]

-----

Often when walking to and from buildings on the east side of campus (The Hill down to Tickle) I lose wifi. It's not the most important issue but it seems like a few more units wouldn't be hard to install. [#1566910]

-----

Allow the buses to get internet services [#1566916]

-----

Wifi signal drops all around campus. It's very inconsistent. [#1566925]

-----

I haven't noticed any downtime recently. [#1566985]

-----

Wpa2 at the vet school glitches a lot, and with the amount we rely on the Internet for notes and what not, that's not really acceptable. [#1567004]

-----

I am going to stop this survey because the scale is really not clear (Minimum service ?????) (perceived ??). It might be clear to you as a researcher but it is absolutely not clear for participants. [#1567015]

-----

Internet connection is really spotty walking around campus, it needs to be fixed. [#1567018]

-----

Doesn't exist. [#1567044]

-----

Sometimes the internet just shuts off in Hess. [#1567092]

-----

In some areas of campus, my Android phone has issues connecting to the WPA2 access point, even though I am able to connect fine on any other machine. I know that the details are correct, since I am able to use the WPA2 connection in some locations, but not others. [#1567107]

-----

Yes. So I have a hard time getting wireless connection in class...not acceptable. [#1567166]

-----

When I lived on campus, I could tell when peak hours were for people using the computer because internet service was shotty. I ended up having to plug my laptop into the ethernet which defeated the purpose of having a portable computer. [#1567193]

-----

There need to be a few more access points in the dorms because there are far too many people using the internet to have reliable service. [#1567236]

-----

Classroom systems connections are problematic at times. [#1567247]
There is no way to overestimate the importance of strong, reliable wifi on campus, and it's only going to become more important over time. There is no reason not to spend on stronger wifi. [#1567294]

Wireless internet connection glitches early mornings after 1am [#1567323]

I think this is important and lacking, usually UT wifi is weak everywhere. [#1567476]

Haslam Business Building and Min Kao are problem spots for connectivity. [#1567528]

The campus Internet is not equally accessible across campus. [#1567556]

Internet service is spotty in some parts of campus.. When I'm trying to get online on my phone I never can when I'm in Jessie Harris. [#1567619]

Better service in locations between buildings [#1567678]

certain areas take longer [#1567748]

Sometimes I can't connect to UT's internet [#1567752]

The biggest issue (with possibly an impractical solution) is access to the internet via mobile devices. I have to repeatedly reconnect to the network every time I open up my mobile device. As an example of the inconvenience, this makes getting to the necessary information and documents time consuming and tedious. [#1567777]

The wifi is very spotty at random times. [#1567789]

Having wireless that is consistent across all academic buildings at the University, not having some buildings with a strong signal and others with no signal. [#1567804]

I live in Reese and have the worst internet I've ever had. It cuts out frequently and is wildly unreliable. Speeds are also slow when they do work. Get your shit together UT, as students we use the internet for pretty much every class we have and the lack of router infrastructure in the dorms is a serious impediment to getting work done. You want to be top 25? Fix your damn internet. [#1567872]

This is very important to me. [#1567959]

It is just really random and sparse. I'm in the same building Min K Hao, I move from 622, to 524 which is right downstairs and I go from 52 Mb down to 3.5 Mb down. It just doesn't stay consistent. If it can all be 50 then I would be happier [#1567987]

The wifi connection in some buildings is horrible. Just make the buildings more wifi friendly. [#1568001]

Increase outreach to Ag campus. [#1568019]

No input. [#1568113]
There are some areas in some buildings on campus where there is no internet access. For example, near the elevators on certain floors in SERF. Also in between Min Kao and Dougherty there is no internet connection. Feels weird to complain about something like this, but my phone preferentially connects to WiFi before it will use Cellular data. If the WiFi signal is weak, it will continue trying to connect and my phone might as well be turned off because this weak wireless signal incapacitates it. [#1568207]

-----

It would be awesome if internet worked outside near buildings, but this isn't a big thing for me at all. [#1568271]

-----

I know they are trying. But it is the people that I rely on, not the machine. [#1568275]

-----

Moving from building to building (especially on my iPhone) sometimes causes wi-fi connection disruption. This leaves pages loading indefinitely until I disconnect and reconnect wifi. [#1568480]

-----

Going from my dorm to the T bus stop, it cuts out probably twice. Small things like this could prevent me from using mobile data to see if there's a bus nearby. [#1568482]

-----

Very Important [#1568559]

-----

Internet is mostly reliable. Only sometimes my computer is unable to find wi-fi in certain locations [#1568690]

-----

More coverage areas - complete coverage would be great, but probably unrealistic. [#1568692]

-----

Extraordinarily important. [#1568776]

-----

Lost connection sporadically [#1568797]

-----

Some areas of campus (HSS courtyard) are strangely bad about having wireless connectivity. [#1568802]

-----

All of my classes are in the Hearing and Speech Center and South Stadium Hall. This is a Master's program that requires secure internet and there is no internet available. Please provide internet in these locations. [#1568840]

-----

When connecting to WPA-2, even after setting up settings to save login credentials, usually still need to log in manually. Not a huge concern, but gets frustrating sometimes. [#1568844]

-----

Some buildings are difficult to access wifi, especially if classrooms are in a basement or lower level. [#1568871]

-----

See above. [#1568877]

-----

There is no WiFi in the Speech and Hearing Center! [#1568895]

-----

I think making sure that every place on campus has wifi. I know the bottom floor of haslam struggles. So that could be improved. [#1569129]
EXTREMELY important [#1569198]
-----
I have never had trouble logging onto the internet on campus! [#1569395]
-----
sometimes (especially first semester) it would randomly go out [#1569404]
-----
About a year ago, I was playing a board game online in the UT library as part of a world tournament. I was undefeated. I was playing the only other undefeated player at the time. The game had gone on for a couple hours, and I had a forced win on the board. I just had to find it. But somehow I lost my connection, and I timed out. I lost the game because of my Internet connection in the UT library. I was even connected via ethernet. I am still bitter about that. [#1569426]
-----
YES PLEASE! [#1569429]
-----
I have cause, often, to interact with the Florida State University website, which always works better than UT's. Why is this? Why can't UT's website work as well as or better than FSU's? This, like many of my "suggestions," is really a thinly disguised complaint with a suggestion embedded in it, which would be: look at how other major universities provide IT services better and implement their solutions. [#1569455]
-----
Having less dark spots on campus (Cumberland between James and Volunteer) [#1569483]
-----
n/a [#1569524]
-----
Overall pretty o.k. service [#1569534]
-----
Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.

AT UTK this is often hard in the stadium [#1566188]

-----

Great. [#1566306]

-----

Sometimes the speed is slow for a brief period and it comes back up later. [#1566321]

-----

very important for studying [#1566372]

-----

I frequently find myself struggling to connect to UT internet [#1566376]

-----

Downloads are relatively slow as are loading speeds [#1566433]

-----

Having a fast connection versus a medium one is not as important as having a reliable connection [#1566460]

-----

Do something so that when we have collaborate sessions for class (from 5pm-6:30pm) it is feasible to have the instructor be available on cam while doing the instructional session. We have tried this on two occasions, but it simply does not work. Either work with scheduling availability for real-time meetings for online classes, or increase the university bandwidth. PLEASE! (and thank you in advance) [#1566466]

-----

The internet, especially wireless internet services, is not always fast and reliable. It needs to be serviced regularly to ensure fast speeds and services at all times. [#1566494]

-----

The campus internet is much slower than my 4G on mobile. [#1566545]

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Very important. [#1566561]

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Takes a long time to download OIT software on personal and office computers [#1566712]

-----

It is pretty good now. [#1566851]

-----

I feel as if there are times that the internet slows down to a crawl, which could be from overuse, so that would be understandable. [#1566862]

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So parts of Volunteer Hall have slower Internet speeds than others. [#1566925]

-----

sometimes it is slower than normal [#1566935]

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Min Kao internet is speedy most of the time. [#1566985]

-----

N/a [#1566987]

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Again, downloading notes and uploading projects, don't want it to take all afternoon. [#1567004]

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Have no idea [#1567016]
Very important. [1567092]
---

Again, when in some buildings, wireless is tricky. [1567166]
---

It is not fast. Some pages take too long to load. [1567319]
---

I often get really weak connections. I don't expect a full signal but frequently it takes a while for pages to load (even UTK ones) or files to transfer (SkyDrive) [1567688]
---

n/a [1567748]
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Our internet speed is actually pretty piss poor compared to other schools in top 25 universities. I understand that there is an upgrade in the pipeline however. Good for y'all. [1567872]
---

Have different servers for the different grades (i.e. freshman server, etc.) [1568001]
---

Offer more outreach to students with laptops, e.g. more places to plug in to wired internet. [1568019]
---

No input. [1568113]
---

It takes an awfully long time to even come on line in the commons, and usually des not allow you to access non UT websites easily-or to multitask either, for that matter. [1568275]
---

Several sections around the agriculture school campus do not have good, or any service. Buildings including the Plant Science building, Mable’s, and the area around the bus stop in front of the Crop Genetics building have little to no internet service. [1568289]
---

Very Important [1568559]
---

Upgrade library computers. They take 20 min just to log on [1568578]
---

Sometimes the internet is extremely slow in my classroom on Lake Ave. [1568614]
---

There were some times living in Andy Holt two years ago that the internet would run slow. Not always, but enough to be annoying when it did occur. I remember having to go to the library at 9/10 pm to finish an assignment because my internet wasn't fast enough for translating sites in the Apartment Residence Hall. [1568632]
---

Sometimes campus internet is slow. I don't understand why, but I don't like it. [1568802]
---

A [1568809]
---

The connection can be slow at times, usually isn't an issue though [1568877]
---

faster access to websites and computers which starts faster too would be awesome [1568994]
---

decent around most of campus [1569028]
This is important, but not as much as having service everywhere. I don't know exactly how to improve speed, but I know the commons in the library has some very slow computers. So they could be worked on or replaced. [#1569129]

-----

The wifi is shotty at best sometimes. And most of the ethernet ports I have used have been broken. [#1569173]

-----

I have to shut my wifi OFF on campus. My cell service far exceeds internet speed from what I get on campus. [#1569195]

-----

Ironically, right now my wi-fi internet is down. I never know which wifi network to log on to, and sometimes it's slow. EXTREMELY frustrating. I had to come to the library and log on to a desktop. [#1569198]

-----

sometimes it is slow as ish [#1569404]

-----

The speed is great, I know other people use it and I expected it to be laggy when I first came here, but it is speedy. [#1569415]

-----

YES PLEASE! [#1569429]

-----

Needed to download unofficial transcripts. This is a simple procedure at FSU. Not so, here. I had to take multiple screenshots of my academic history at myUTK and then paste them together to make a PDF. This was incredibly annoying. Why can't you anticipate student needs like this and provide a better way to satisfy them so that no complaint or ill will about OIT at UT ever even occurs to anyone? [#1569455]

-----

n/a [#1569524]

-----

HUGE [#1569534]
Having wireless Internet coverage in all of the places that are important to me on campus.

It is really difficult to connect devices to the internet for the first time - For example, when I have to register my device it is such a hassle because I have to name my device and so many names are taken and sometimes it accepts my name and sometimes it accepts my device name and doesn't tell me and I have to start the process all over! [#1566295]

-----

Great. [#1566306]

-----

Particularly in the summer or during fall, sometimes it is hard to get access on areas outside the buildings. [#1566321]

-----

The wireless coverage doesn't always work well in the Communications Building (ironically enough). [#1566325]

-----

I would like WiFi to be available outside as well as in the buildings. [#1566375]

-----

Especially the art building [#1566376]

-----

Estabrook wireless internet coverage is terrible. [#1566417]

-----

Some classrooms do not get adequate WiFi signals as well as some popular outdoor areas [#1566433]

-----

I am in the Audiology and Speech Language Pathology program and we do not have access to wireless internet in our buildings. [#1566482]

-----

This is usually reliable at UT in all of the buildings where there are classes. [#1566494]

-----

I'm not sure how OIT could help with this issue, but south stadium hall has horrible wifi connection. [#1566520]

-----

There are many parts of the university that have weak coverage. The bus stop outside AMB is one of the worst for being so central. [#1566545]

-----

Very important. [#1566561]

-----

At very close places to hodges library I don't have UT network access and so I can't check out a laptop and use it in The Golden Roast Cafe for example, and it bothers me so because I like to sit there to study and don't wanna carry my laptop on my back all day long. [#1566585]

-----

On the bus would be helpful [#1566712]

-----

Try to get better in the University Center [#1566810]

-----

Campus should mean anywhere from the TRECS to Laurel, but it varies. [#1566821]

-----

Network gets switched off at random times. That is not good. [#1566851]

-----

Strongly agree. [#1566910]
Sporting venues are wifi dead zones. [#1566914]

i never have service on the second floor of south stadium hall [#1566975]

Wireless seems spotty in certain basements. [#1566985]

We use lap tops a lot at the vet school and we are often cooped up inside most days, it would be nice to be able to go outside on a nice day and have decent wireless access. [#1567004]

Vey key-- a lot of places outside of buildings (like ped walkway) is really spotty when we walk. It would be awesome if it was fixed!! [#1567018]

I have had problems with consistent connectivity in Perkins Hall [#1567055]

There are some spots where wireless is hard to find. [#1567092]

I think wireless Internet should go a bit further than it does, because sometimes I try to do work and I can't. [#1567098]

Very important! [#1567136]

Wireless internet is scarce around the stadium, where many classes are held. [#1567139]

The wireless is the gym is really spotty. Sometimes it works, and sometimes it doesn't. [#1567151]

Provide more coverage outside for those walking down the street streaming music as it constantly tries to buffer unsuccessfully. [#1567158]

Yes. When your professor tells you to open some file that you should have already downloaded you want to be online and have that sucker up before anyone knows the better. [#1567166]

It's important for classes so it's a must have. [#1567169]

Maybe some connectivity on buses. [#1567207]

The larger classrooms cannot support everyone using the internet, so we are told to not use the internet to download any documents prior to class. [#1567236]

It is crucial to be able to communicate efficiently on campus, especially between classes if one's schedule is busy. [#1567256]

The wireless goes out on occasion. [#1567319]

There is no wifi access in southern kitchen. [#1567422]
There are several buildings around campus (particularly the lower levels of Haslam and the Commons area of the library) where wireless service is often slow and inconsistent. I'm not sure if the problem stems from being in spots that are on the limits of a wireless range or if they just stem from high levels of traffic in those areas.[#1567556]

There are several departments that seem to be forgotten on campus, that have minimal-to-no internet/wifi access whatsoever. I find that ironic when attempting to become a "Top 25" institution. One of these locations is the stadium, where grad students within departments are given offices that have no wireless access. If I'm not mistaken, we each pay a technology fee that should cover ensuring we are able to do research within our assigned spaces just as others are able to across the campus.[#1567565]

Of all places, right in front of North Carrick there is no wifi available. Various other deadzones too. I understand being in a deadzone in the basement of a building, but just sitting in front of the dorms and having no internet is ridiculous.[#1567609]

Service is terrible on floors 2 and 1 of the UC. It's also terrible while traveling or outside in general. It needs to be more readily available if I were outside on a bench for example.[#1567685]

Typically wireless works well but immediately stepping outside of buildings causes a loss in connection and places such as bathroom cause a loss in wireless connectivity.[#1567700]

I am sitting in AMB without a wifi signal, right now. When I do have a signal, it is weak and slow. This is too common on campus. While overall the coverage is good, there are small dark spots all over campus. When you are frantically looking up a study guide for a test, it matters.[#1567723]

It'd be nice to have wifi walking between buildings.[#1567733]

Wireless internet doesn't always cover the further parts of campus.[#1567752]

Wireless is sometimes iffy around campus.[#1567761]

It's hazy around Hess Hall and the ministry centers. More reception on Francis Street.[#1567780]

I get good wireless coverage in Walters Life Sciences.[#1567783]

Having a strong enough signal in residence halls all day, not having certain hours during the day where it is impossible to get a signal.[#1567804]

it would be nice to have more reliable access when NOT in a building.[#1567871]

I honestly don't care too much as long as the wireless that in public spaces works.[#1567872]

This is very important to me.[#1567959]

I often show connected to the UT wireless on my phone but I can't load websites because the signal is very poor. I get the best wireless signal in the basement of the business building, but I get absolutely no
cell service there, which is not related really, but I find it funny. The places where I get great cell service, I have extremely limited connectivity to UT wireless. [#1567968]

I would like to see an improvement in coverage in open areas, walking to class etc. When I was at the university of South Florida you could get internet connection anywhere on campus outside. I would also like to see a change to the registration for computers for campus internet. Especially gaming systems. My PS3 hardly ever can receive WIFI. [#1567976]

No input. [#1568113]

Some of the older buildings do not allow utilization of wireless coverage consistently, such as Neyland Stadium, East. [#1568137]

There are some areas in some buildings on campus where there is no internet access. For example, near the elevators on certain floors in SERF. Also in between Min Kao and Dougherty there is no internet connection. Feels weird to complain about something like this, but my phone preferentially connects to WiFi before it will use Cellular data. If the WiFi signal is weak, it will continue trying to connect and my phone might as well be turned off because this weak wireless signal incapacitates it. [#1568207]

Some place that are not campus building such as the religious houses have poor internet reception, which makes it hard on us students who chose to study there. Even using UT Open at these locations still makes getting internet difficult. [#1568303]

I struggle to get it at the baseball field, it's important for interning in athletics [#1568422]

I am not sure if it is my device or if it is the internet in the building, but the majority of my classes are held in the lower levels of HPER, and I get little to no service. [#1568439]

Having more service out and around buildings. [#1568553]

So far I think there is great internet coverage across campus. [#1568560]

Have wireless across the whole campus. [#1568575]

The internet is spotty in my classroom on Lake Ave. [#1568614]

Sometimes walking around campus, my phone won't always pick up UTK open [#1568632]

Sometimes it randomly goes out, but otherwise it's good! [#1568681]

It would be great for the entire campus (no exceptions) be covered [#1568692]

Regarding the internet service in Southern Kitchen, the wireless signal seem to be spotty depending on where you sit to eat. I personally enjoy being able to sit, eat, work on homework that is online. If that could be improved I would greatly appreciate it. [#1568767]

Extraordinarily important. I never know which wi-fi network to use.... [#1568776]
Again, South Stadium Hall and Hearing and Speech Center house a clinic that is crucial to this campus and community. There is no wifi in either. The students have difficulty meeting expectations without access to wifi. [#1568840]
-----
Sometimes the coverage is spotty around the outskirts of campus [#1568877]
-----
The wifi in Dougherty is always terrible. I constantly get kicked off and/or can't connect at all. [#1568979]
-----
I frequently have to reconnect when moving between building and green spaces. This is poor performance compared to where I completed my undergraduate education. It would be great if the access was not disjointed when I moved to other spaces on campus. In addition, I cannot get the WPA-2 secured stream in all areas where I work such as the lower levels of Austin Peay and the UTCC. This again is unacceptable. In addition, when I can get the secure service it is quite slow during peak times. [#1568983]
-----
One problem I've encountered is not enough bandwidth in large lecture halls like MK 622 when it is full. [#1569005]
-----
There are some places where wireless gets spotty, particularly in the Hodges library. [#1569010]
-----
Mostly decent coverage, basements not so good. [#1569028]
-----
I still feel like I am frequently losing my connection to UTopen; however, it is much better than in recent years. [#1569100]
-----
More routers [#1569129]
-----
I cannot access internet in many places on campus, and this is frustrating. [#1569173]
-----
More Wi-Fi routers throughout campus would be nice. In particular, I'm surprised at how many dead zones there are in the University Center. [#1569191]
-----
Sometimes I would like to have wireless service in the parking lot areas for when I am in my car between classes [#1569217]
-----
I don't have a phone but instead use my kindle to text-usually my ride. I can't get service on top of the parking garage or right outside any building, which makes it difficult to communicate to be picked up. If you could extend to service a little, it would help enormously. [#1569387]
-----
There is no wireless Internet in the Silverstein-Luper Building (H-S Hearing and Speech Center) on Peyton Manning Pass. [#1569411]
-----
I hardly ever have good internet service on the apartment/residence halls. [#1569429]
-----
This has gotten better but is still sub-par. Was trying to access via my i-phone a paper on Bb while walking to class, and I was not allowed to check in. This annoyed me to the point that I called the help desk, and they gave some long baroque explanation for it and some long baroque directions for how to fix it. I found this inexcusable. And I didn't get to read the paper while walking to class, either. My suggestion: FIX IT, so it doesn't happen to anybody in time of need and so nobody is expected to fix it
when the problem isn't even within their realm of responsibility in the first place. OIT's response to this
left me feeling unsupported; I do not feel the technology support on this campus is as good as at others,
nationwide. [#1569455]
-----
there are some places that it is extremely hard to get internet access [#1569468]
-----
Should have wireless in all parking garages? [#1569475]
-----
The internet is slow and sometimes doesn't work well in all the buildings on campus. [#1569479]
-----
All the buildings I go to have access. [#1569483]
-----
The Wi-Fi here is awful, I can be in the Climbing Wall and have it cut off, and at random when walking
across campus. More often than not I am not covered by the Wi-Fi or it has disconnected me for some
unknown reason and struggles to reconnect to the server. Other than the Wi-Fi though I would say UT
does just fine with it's internet services. [#1569509]
-----
n/a [#1569524]
-----
HUGE [#1569534]
-----
Having adequate cellular coverage in all of the buildings and places that are important to me on campus.

I can sit in the same spot in the classroom and my cell phone coverage goes from three bars to zero and back all the time. I received a very important call between lectures and the call kept dropping inside the classroom. This is a safety hazard! What is something happened (emergency) and I was not able to use my phone to call for help? [#1566295]

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GOod enough [#1566306]

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Basement of Walters life science needs help. [#1566315]

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The Art and Architecture building, especially the first floor auditoriums. I don't understand why there is no coverage in there [#1566376]

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Sprint is terribly represented coverage wise around knoxville [#1566433]

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Most GTAs will not work from the East Stadium because there is no cell phone coverage. It is a matter of security. [#1566460]

-----

Please find some way to get cell service in AMB! [#1566474]

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Cell phone service is often bad around some elevators and in basements of buildings, and I would prefer to have reliable cell phone service everywhere on campus. [#1566494]

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Lower levels of some of the buildings do not receive strong signals at all. [#1566545]

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Cell service inside Neyland Stadium needs to be improved upon as well as in the basement of Haslam Business Building. [#1566588]

-----

Haslam Business Bldg. has no service. [#1566589]

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Stokely G2 and G4 do not have good cellular coverage, which can be somewhat bothersome, but is mostly made up by the wifi. [#1566641]

-----

Better ATT service inside Neyland Stadium. [#1566667]

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Engineering buildings sometimes have spotty coverage. [#1566691]

-----

I have trouble getting service in Neyland stadium as well as some of the other buildings near there. It is not only on game days. [#1566694]

-----

Spring works most of the time, but what happens if a building collapses and your stuck in the basement? [#1566712]

-----

Many buildings lack coverage. Estabrook, Daugherty, and Dabney are all rough. [#1566748]

-----

The fact that we are in a large city, and can't get 3G frustrates me. Then to think that some places on campus still get little to no cellular service. There could be a lot of improvements here. [#1566762]
-----
I do not get adequate coverage in the Brehm animal science building and am not sure why. [#1566776]
-----
Most college students are moving to smartphones, so providing strong wireless in the depths of some of the older buildings would suffice here. [#1566784]
-----
Hallam business building has wifi but no cell service. [#1566789]
-----
There is no cellular coverage on level 1 (basement classrooms) of the Haslam Business Building. [#1566792]
-----
Again, in the University Center would be nice [#1566810]
-----
There is little to no phone service in the Alumni Memorial Building, and the internet speed/reliability is low. [#1566823]
-----
My phone does not work on the first floor of the Haslam Business Building. It's frustrating. I don't know how to fix that. [#1566835]
-----
I have poor service in the Haslam Business Building. [#1566839]
-----
I don't even get cell service in my office, granted that is in a basement. [#1566914]
-----
Cell phone service is terrible in most of the Haslam Business Building. [#1566925]
-----
None at Haslam. [#1566930]
-----
sometimes I have "lost calls" in Jessie Harris [#1566935]
-----
no service in haslam floor 1 [#1566975]
-----
Haslam needs better cell service. [#1566980]
-----
Cell service can go in and out in most buildings, not a big deal to me. [#1566985]
-----
The bottom two floors of the UC have terrible coverage. Also the bottom floor of the music building and the business building don't have very good coverage either. I might be more inclined to visit the UC bookstore or cafés if there were better coverage, but right now I actively avoid them because I can't get phone calls and I'm afraid someone will try to call me with something important. [#1566999]
-----
I cant get service in some areas of the AMB building. It would be nice if y'all could get coverage from the lower end cell phone providers not just the big name ones. [#1567010]
-----
Limited to no cell service in Haslam Business Building Team Rooms. No cell service on bottom floor of Haslam Business Building [#1567028]
-----
I have had problems with coverage in the science and engineering building [#1567055]
-----
I often do not get reception in the Haslam Business Building. [#1567056]

I understand that some team rooms are completely surrounded but the ones that have windows to the outside i feel should have way better cell service than they currently do. I have no idea how something like that could be improved though. [#1567078]

Very important. [#1567092]

This is very important. Haslam needs better coverage. [#1567098]

Parts of the library (first floor for example) seem to have less coverage [#1567099]

UTSI has almost no cellular coverage for multiple providers [#1567116]

The ground floor of the Natalie L Haslam Music Center has very little coverage, and the Music Library has none. It drains our batteries, and is a major inconvenience. [#1567125]

The basement floor of buildings is where I get the least amount of coverage [#1567130]

AMB= poor cellular coverage and poor wireless coverage. [#1567139]

My dumb phone doesn't get service in the lower levels of Haslam. This is problematic because I'm a professor and can't contact the appropriate people about technical problems or have access to my phone in case of emergencies or UT Alerts. [#1567151]

In the bottom of several buildings, but especially Haslam (HBB) cellular service almost never works, so if there is someway to improve that, that would be awesome! [#1567154]

Cell phone service is not great in areas such as the buildings on The Hill or in Neyland Stadium. [#1567158]

If I need to make a phone call, I would like to do so without having to run around campus and the hill is awful for service. [#1567169]

I have absolutely no cellular coverage on lower floors of AMB [#1567193]

while I get cell phone reception on majority of the campus, I have no service in the bottom floor of HBB and some places in Buhler. [#1567211]

this is very important to have because of the quantity of people at this school and campus [#1567216]

Need better service in Haslam and Stokely Management center (G2 & G4). [#1567221]

Have better service below in the food court at the UC [#1567235]

I know that some buildings' structures in the lower levels cannot allow for cell service, but if there was a way to spread service to rooms below the ground level, like in the Haslam Business Building, then that would be spectacular. [#1567253]
It is crucial to be able to communicate efficiently on campus, especially between classes if one’s schedule is busy. [#1567256]

The new music building auditorium does not allow anyone to get cell service. I can not even run 3G. I need that to be able to check my email on my phone through out the day [#1567266]

Campus has good coverage, minus the basements of some buildings, but there’s not much to be done when there are four floors of concrete above you. [#1567283]

I do not always get service where I am. For example, I do not get service in the bottom of AMB, G5 of SMC, and several of the new music rooms in the new Haslam music building. It is annoying. [#1567293]

Neyland I’m sure is hard, but the library and some other important places are dead spots. I don't know how to fix that. [#1567294]

The construction on campus interrupts my mobile service. [#1567319]

AMB has issues with cell service [#1567422]

I rarely use my cell phone in my building. I have never experienced any problems. [#1567468]

i think this is important. [#1567476]

I have consistent trouble using my cell phone in the Natalee Haslam Music Building. This is the only major technological issue I have. [#1567547]

1st floor of the Haslam Business building has little to no cell coverage. [#1567553]

We still don't have cellular coverage in some of the lower levels of buildings (e.g., Haslam Business Building first floor). If you're instructing in those spaces, you have no way to call for help. [#1567601]

Cellphone service randomly goes out for me. It is very inconsistent and usually not there when i need it most. [#1567609]

It's decent but could be better, especially in lower levels of buildings. [#1567616]

No service in Jessie Harris. [#1567619]

Better Service in basements of buildings [#1567678]

Internet service in the dorms is often spotty by nature of the building structures themselves. [#1567683]

Doesn't work that well in some building. i.e. UC [#1567685]

Wireless internet services is great. I spend all of my time in Haslam, and there are areas in the building where cell service is spotty, particularly on the 5th floor. [#1567692]
some building have no signal [#1567748]

-----
The lower levels of Haslam Business Building don't have good cellular coverage [#1567752]

-----
The law school basement has no cellular service. [#1567770]

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Not having buildings where you walk in on a cell phone call and the call drops because there is no service in the building. [#1567804]

-----
This is frustrating because there are many building where I do not get service. I guess that doesn't necessarily detract from my learning though. [#1567889]

-----
This is very important to me. [#1567959]

-----
I don't get cell service in Haslam or downstairs in the UC. It'd be great if that could be improved! [#1567963]

-----
Just make the older buildings on campus more cellular phone compatible [#1568001]

-----
No input. [#1568113]

-----
Some of the older buildings on campus do not have great service maybe because of the location and structure (ie, Neyland East, etc) [#1568137]

-----
Some buildings seems to block cellular services especially in the stadium classrooms and basements of buildings. Not sure how you can fix that, but it would be nice if you could help strengthen incoming and outgoing cellular services in those locations [#1568209]

-----
I am a law school student, and Sprint is my cellular service provider. I currently cannot get cell phone service in the basement floor of the law school library. I also cannot get cell phone service in the University Center when I am in Rocky Top Caf? and when I am in Smokey's. I kind of expected to not get service in the law library basement since it is, after all, a basement, but I am quite surprised that I don't get cell service in certain areas of the University Center. Please look into improving cell phone service throughout all of the UC building. Thanks! [#1568300]

-----
I never get service in AMB. [#1568430]

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So of the labs in the lower levels of Min Kao suffer from poor verizon wireless reception. The necessary repeaters would be a nice, although not critical, upgrade. [#1568435]

-----
Some of the thicker concrete buildings (understandably), I struggle to receive texts, as do some of my friends. [#1568482]

-----
It is extremely hard for me to get cell service in the old buildings up on the hill and in Neyland Stadium during game days. [#1568490]

-----
Pasqua seems to be in the middle of some sort of dead zone. [#1568536]
I don't get internet connection wifi when on campus and I have to use my data. I don't get service at all in the basement of Haslam Business Building as well as the Natalie Haslam Music Building. [#1568545]

-----

Some buildings, such as HBB, in the basement do not have cell phone coverage. [#1568584]

-----

The only cell coverage problems I run into are when the building has underground classrooms and I have class in those class rooms. [#1568643]

-----

I generally don't have good cell service in HBB classrooms. [#1568681]

-----

basement of Nielsen has bad cell and internet connecting. [#1568694]

-----

cover not only inside of building but also outside of building for the Transport Check on application. [#1568780]

-----

No cellular coverage on Food Science and Technology building, lower floor. [#1568821]

-----

The UC has terrible cell service, not even including the down under. Also sometimes the residence halls have spotty service. [#1568844]

-----

Haslam Business Building and Stokley Management Center both have notoriously poor cellular coverage. Any improvement to this would be of great benefit to the entire College of Business. [#1568858]

-----

Sometimes parts of The Hill and down my Neyland Stadium have poor coverage which is inconvenient if someone is expecting an important call. [#1568877]

-----

Too often I lose cell service in the lower floors of buildings (especially SERF). [#1568979]

-----

I am on a major network (Sprint) and have had significant difficulty maintaining signal in Austin Peay. However, it is nowhere near as bad as it had been previously with AT&T. I have to have cellular service to complete my work and be reachable to the clerical staff. [#1568983]

-----

Cellular coverage overall is pretty good, but towards the center of some buildings I've had problems. Particularly, the Hodge's bathrooms. [#1569010]

-----

I don't get good service in SERF, and with an office there it is critical that I be able to make phone calls that won't get dropped. [#1569011]

-----

No service under Stokely [#1569022]

-----

POOR - basement, 2nd and 3rd floor of Walters Life Sciences is horrible to nonexistent. [#1569028]

-----

Haslam doesn't always get the best coverage. [#1569039]

-----

Animal Science buildings seem to not have that good of service when sitting in front row of the larger class rooms. [#1569071]
I do not get cell coverage in several buildings, including Stokely Management Center. 
-----
More wifi is always a good route because smart phones can use that instead of 3g. 
-----
Some buildings it is just difficult to have reception in because of their construction. I understand that.
[1569141]
-----
Doesn't work in the basement/floor levels of many buildings. [1569146]
-----
It is probably my phone that is the issue for cell coverage, although there are a few times that I had a problem with my verizon service on campus. [1569173]
-----
I have to make calls for work fairly regularly, and am often irritated by how poor the cell reception in SERF is, especially on the 3rd floor. [1569175]
-----
There are a several buildings that don't get service. [1569202]
-----
Especially in Haslam, cellular coverage is pretty rare. Outside and in places likely the library, there is plenty of cell coverage. [1569395]
-----
Unless I'm like underground, I have connection 4G everywhere. [1569415]
-----
Cell service is spotty in apartment/residence halls and in older classrooms. [1569429]
-----
This is a restated answer from another question that pertains here: This has gotten better but is still sub-par. Was trying to access via my i-phone a paper on Bb while walking to class, and I was not allowed to check in. This annoyed me to the point that I called the help desk, and they gave some long baroque explanation for it and some long baroque directions for how to fix it. I found this inexcusable. And I didn't get to read the paper while walking to class, either. My suggestion: FIX IT, so it doesn't happen to anybody in time of need and so nobody is expected to fix it when the problem isn't even within their realm of responsibility in the first place. OIT's response to this left me feeling unsupported; I do not feel the technology support on this campus is as good as at others, nationwide. [1569455]
-----
in some places in the library there is no survice [1569468]
-----
Some of the building have poor or no cell service. The first floor of Haslam has no cell service. I am a mother of a 10 year old and it is important that I can be reached at all times. There are also a couple other places that have poor service. [1569479]
-----
I don't get any cell reception on the first floor of the University Center or in Down Under. This spot is obviously important, and as I meet people there for meals, cell service is necessary. [1569483]
-----
Does well here I never have trouble and I use Verizon Wireless [1569509]
-----
n/a [1569524]
-----
Overall again pretty decent [1569534]
-----
nothing the university can really fix. [#1569588]
-----
**Having campus Web sites and online services that are easy to use.**

It is extremely difficult to find relevant information on UTs various websites, even when trying to google search for it. [#1566400]

-----

Navigation does not flow as well as I would like. Some links I use frequently are in out-of-the-way or difficult to find places. [#1566422]

-----

VetNet needs usability improvements, detachment from Microsoft proprietary requirements (document links open in Word interface instead of automatically downloading, for example) and modernization to meet web standards. The virtual microscope program is PC Internet Explorer-compatible only (Active X), making it unusable for the increasing number of Apple users. [#1566453]

-----

It is integral to have well indexed/presented/accessible sites regarding information (VERY IMPORTANT), but individual course websites really only need the essential documents (pdfs of assignments, schedules, etc.), and maybe a grade summary. It's _critical_ to have information and answers about policies easily and efficiently available. [#1566464]

-----

"easy to use" only applies once one already knows how to use the services. a lot of the main university websites are not intuitive and take a lot of random attempts for success. Thankfully, the OIT staff and support team are great. I think that information on the university website is not adequately maintained in its current state. too much information. terribly organized. My suggestion would be to hire more people on your design team that have library science and information science degrees (obviously still having the tech background to support the work). [#1566466]

-----

On some campus sites its ridiculously hard to find the simplest information like a phone number and it stresses me out and makes me want to cry. [#1566474]

-----

I am not informed of Web sites that UT offers and it would be good to be notified of these services. I do not know how to use many of the services that UT offers that I know about, such as the library databases. Free classes and tutorials would be good to have on using Web sites and services. [#1566494]

-----

The main UTK website has a TERRIBLE search function. Absolutely god awful. Searching for classes is also one of the worst. [#1566545]

-----

We could use a virus protection software on personal and office use [#1566712]

-----

The campus websites are very confusing and hard to navigate at first. It took about a month before I was able to handle them well. I sometimes still find my self having issues ever now and then. [#1566762]

-----

HTML5 needs to be the standard for ALL of UTK's websites, not just the 3 you want to show off at orientation. [#1566784]

-----

I have no idea how to use half the tools UT apparently provides online, nor do I find it easy to locate them. [#1566814]

-----

this rating mostly pertained to MyUTK and the way it forces you to do an entire search every time you want to add a class. [#1566815]
Easy [#1566930]

-----
Sometimes on the main website, the navigation is not straightforward especially for grad student information [#1566935]

-----
I don't use these services because I don't know of any online services. Only when I got academic probation and bad grades did I then go online and found out about tutoring services, meal times and hours of operation to maintain my schedule, and library databases. Also, the system around the dining halls and POD markets should be changed to accept people who have unlimited meal plans. Sometimes I just want to get that sandwich, chips, and beverage bundle and then one hour later go to the dining hall to get some ice-cream and it doesn't work. What is the point of unlimited if you don't allow it? Seriously! Stop lying about being unlimited. [#1566961]

-----
Library's site could be more user friendly. [#1566980]

-----
Utk.edu almost always works for what I need. [#1566985]

-----
Quit screwing around with the different websites! It seems like every year there is some new website to "replace an outdated system" only it's still a crappy non-user friendly website. [#1567004]

-----
Many websites are not updated frequently, especially when describing required courses for specific programs. [#1567033]

-----
Yeah, takes about 20 minutes to find what you are looking for..... [#1567044]

-----
Not all menus are listed in logical locations or are even listed on the main site of utk.edu. Why do I have to type in so many specialized web addresses when there should be a link on the main site that can directly navigate you there? [#1567055]

-----
The library website is sometimes difficult to use. Often times, if I don't already know the title of an article etc. that I am looking for, I am unable to find related material by topic. Also, various databases are confusing to access. [#1567056]

-----
When searching/registering for classes, don't require students to reset every time they click on a class. [#1567076]

-----
Blackboard isn't very easy to learn. Things are easy to miss. Email should be through an easier service like Gmail instead of Mail 365. [#1567092]

-----
This is extremely important because half of the classes here at UT now require online work. If these websites aren't working properly, then you could actually get a bad grade. [#1567098]

-----
with as many departments and services that utk has you're never going to have easy navigation [#1567116]

-----
web sites are just as easy as they need to be [#1567159]

-----
Campus websites are nice, no one in Nashville can answer questions. [#1567163]
Make things easier to navigate and find. [#1567207]

-----

Explaining on the sites in clearer and more specific terms how things like receiving financial aid (particularly scholarships) or registering for housing works, ensuring that ALL relevant links are included and clearly indicated on each page, and ideally streamlining the processes to the point that the student isn't required to go to five different websites before hoping to get anything done. [#1567313]

-----

The new site is difficult to navigate with the rollover dropdowns. [#1567319]

-----

they are ok [#1567476]

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Finding phone numbers and contact information is entirely too difficult (e.g., Career Services Center). For example, some websites for departments are extremely outdated. [#1567545]

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See my comment about class registration. [#1567571]

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I would like a better online map. Maybe showing a catalog of all buildings by their letter abbreviations without having to type them into a search bar. [#1567609]

-----

Websites are easy to use [#1567619]

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One Stop has definitely not improved my online experience. It has made it far more complicated to get any issues w/ financial aid resolved. Forms are much harder to find as well. [#1567627]

-----

too many links that take you places when I am looking for something simple [#1567748]

-----

There are so many empty links and random redundant pages throughout the utk.edu website. [#1567840]

-----

Fix the search engine on the utk.edu page. I don't want google results or results from papers published in the 70's. I just want to be able to find basic functions on the website with EASE. I can use the A-Z function for finding website links, but the search bar would be much faster and more convenient. [#1567855]

-----

The current UTK web site is an unsearchable mess. It's easier to bumble through the web pages than search for something. [#1567868]

-----

Website navigation is confusing, needs more links, an all inclusive search bar, etc [#1567870]

-----

don't know how much can be done about this, considering how much material is out there, but I find it confusing when trying to find something [#1567871]

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To many things to go through to get to something. Have it as direct link is desired not clicks on five different things [#1567887]

-----

my.utk is terrible! [#1567961]

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No input. [#1568113]
The search function on utk.edu is basically useless. The OIT website is also very hard to navigate, I think because things aren't in intuitive places (menus / submenus). [#1568271]

I don't know of many things, but allowing access to facebook during class time seems antithetical to learning. [#1568275]

The new library web site is badly organized; the search boxes don't search the things you think they should be searching. [#1568282]

Some websites, such as the one for the bookstore, or confusing and the navigation is complicated. For example it is impossible to find the hours of operations quickly or at all. [#1568430]

Yes [#1568468]

UT has a LOT of sites and places, so it can be kind of confusing to even know where to look for things. [#1568482]

More easy to navigate through websites. [#1568553]

Again consolidate websites. [#1568575]

I think websites are inconsistent from department to department, college to college, etc. [#1568692]

Searching for classes in the catalogue could be a bit more streamlined. [#1568777]

UT's course listings and registration resources are a joke. It's impossible to find anything you need to know about classes offered. [#1568792]

The library portal can be very confusing and also searching around on registrar can be very indirect in getting information. [#1568877]

Again another web browser compatibility issue. [#1569035]

I think they are easy to use when you get to the university. I know i was extremely confused being a senior in high school and knowing nothing about college. Some tutorials could be helpful [#1569129]

This is very important for students to be able to access a website or service, get the information they need and move along. Having problems with these systems slows down students and preoccupies them when they could be doing something else. [#1569145]

It is very important as a distance education student to be able to navigate UTK website with ease. Currently it is not completely user friendly. You can easily get lost within the site and not be able to find specific departments you are looking for from the main site. [#1569290]

As a returning student from a few years ago, finding the email service link was a bit tricky, at first. Obviously once found, that issue was resolved. Perhaps a link on my.utk.edu to email services would suffice. [#1569308]
campus map works very poorly [#1569400]

GMail. Please. Outlook "just" logged me out while I was writing an email, and I had to rewrite it. Outlook gives me trouble frequently. Why why why why are we using it instead of GMail?... I can think of no good reason. Put effort into switching because it's not that hard and it will make a big difference to students. [#1569426]

See earlier answer re. no obvious way for student to download and print unofficial transcripts. This is possible even at my daughter's high school via Knox Co. Schools' IT services! [#1569455]

n/a [#1569524]

Financial information is hard to track down [#1569534]

Web site is pretty good. little easier access to the kb and certain other sites (itc sites for reserving rooms, etc) would be nice. and the auto redirect for bblearn would be nice too. [#1569588]
Accessing important campus Web sites and online services from my tablet or other mobile device.

I am just starting to use tablets and think that having that access with UTHS would be awesome. Really though, I use my email more than searching the website. However, looking up articles is pretty important so whatever can help that.... oh yeah [#1566188]

-----

Blackboard not fully functioning on Samsung Note tablet. [#1566277]

-----

I consistently have trouble accessing volmail from my mobile device. I have also had trouble accessing UTK on blackboard. One particular issue I have is when I have had to update my netid password, I have not been able to reconnect to these services on my phone. [#1566307]

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Basement of Walters life sciences needs better signal. [#1566315]

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MyUTK doesn't make it easy to get to grades from the mobile platform (Using Andriod on HTC Thunderbold). [#1566325]

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The mobile version of myUTK doesn't have the parts of myUTK available that I've tried to access on my mobile. [#1566422]

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Myutk mobile is not useful, I want to be able to see my balance and schedule from this mobile site [#1566433]

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Similar to the comment above, development according to W3C web standards would allow this. [#1566453]

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Mobile Blackboard does not include full functionality. For those of us who teach, we can't upload grades or check on files we posted. [#1566460]

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The MYUTK website should be more mobile friendly. Other than that; I think that the mobile accessibility is pretty good at UT. [#1566494]

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Myutk and the UTK website aren't as easy to use as they could be. Maybe easier found tabs with commonly visited options to be better displayed on the mobile versions on the two apps for phones and tablets. [#1566524]

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I would like to have the full benefits on my tablet (android) for MyUTK for example along with the offered ones only on phones. [#1566585]

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The mobile myutk doesn't have all the features as the desktop version (like checking GPA and such). [#1566589]

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Sometimes outlook won't load or the ut-open will kick me off. So a more reliable mobile system would be great. [#1566602]

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Would aid in accessing online blackboard notes. Maybe an app that automatically downloaded note for the class every morning. [#1566712]

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Pretty good. Some navigation issues that occur more often than I would like, but not too bad. [#1566770]
Same comments here as for apps@utk.edu [#1566784]

I'd love to see more mobile addressable surveys. Maybe educate the professors more on this issue. [#1566789]

It's the future get with it. [#1566814]

I am OK with the current support. [#1566864]

The mobile version of myutk doesn't provide or Let us view all the same information as the desktop version. [#1566925]

Can only access the UT app. [#1566930]

the Blackboard app needs to remember my username and password. Or at least ask me. See, the problem is that I receive notifications from my teachers on Blackboard on my phone, but when I press on it, it's blank. It needs to be smarter and send me to the log-in page. [#1566961]

Make uthousing available on phone. [#1566964]

bb often makes my phone crash [#1566975]

There is not an app for my Windows Phone. [#1566985]

This is really big!!! Keep making updates so that it is easy to use on all devices, especially phones! [#1567018]

Make MyUTK mobile friendly, and make it include everything that's available on the PC/Mac version [#1567075]

Mobile services are good. [#1567092]

This is important. I don't believe the map app is good. I could actually benefit from using that a lot, because sometimes I get turned around and can't find a certain building. I wish this app was better. [#1567098]

last time I checked myUTK has limited features for mobile devices [#1567116]

Mobile websites should be just as easy to use as a website on a large computer. [#1567124]

I have tried to access MyUTK on my tablet and the layout is weird. It is not even close to the interface that is viewed when using a computer. As a result I rarely look up any important academic information with my tablet. [#1567153]

Access from tablet and phone is great, however UT-Knox is one hour behind Nashville. [#1567163]
I pay a technology fee and don't think I should pay for this - in fact I forgo it so as not to have to buy the app. As you know, the web page formats largely don't work on a mobile device. [#1567166]

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Many UT websites are not Mac / iPhone friendly. [#1567196]

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Encourage professors to use sites that are compatible with tablets and mobile devices [#1567205]

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Sometimes the UTK app is hard to navigate or doesn't work and the Blackboard app is not always reliable on my phone. [#1567211]

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The new blackboard isn't as good as the old. You now have to search hard for where it downloads the documents to. [#1567235]

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I like being able to check my class schedule in PDF format on the computer. It would VERY nice to have this ability on the mobile App. [#1567244]

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The UT app available could use some work. It is only relatively user friendly, and then you try to access myutk and the experience quickly becomes not worth your time. The interface of the myutk website is fantastic, everything you need at a moments notice (your schedule with buildings and room numbers, your financial and volcard balance, and the status of your account) are easily accessible. The true should be able to be said of the UT app. In-app access to a myutk with a mobile/tablet friendly interface would be a great improvement. [#1567285]

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For a while after registering a device the utk.edu site would redirect me to the IT services and I could not access the main page, which was important at the time for weather updates/closure news. This problem seemed to go away. [#1567407]

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i am usually accessing from my phone. [#1567476]

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Main platform for one-off, quick interactions is my Android cell phone. Need more cell phone formatted options for T-mail, myUTK, Blackboard, and utk.edu. [#1567528]

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I have a hard time accessing any ut websites on my phone. They refuse to come up. I have a Galaxy S4. [#1567609]

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Most websites work okay on mobile devices, but there is much room for improvement. [#1567616]

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The BB app can be slow and spotty [#1567678]

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N/a [#1567748]

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Increase the number and range of subscriptions to scientific journals [#1567761]

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Have outlook and myutk be more accessible for earlier versions of phones. [#1567780]

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I love the blackboard mobile app, but I wish I could view my grades on it. [#1567825]

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I really, really, really wish that myutk had an app or a smartphone-compatible version that was actually useful. [#1567840]
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Not compatible with older devices [#1567870]
-----
sometimes I have to use my computer because something doesn’t come up right on my phone [#1567871]
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Easy on iPad not so much phone [#1567887]
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Provide apps to android devices. [#1567898]
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I would like to see more websites compatible with tablets. It would be great to be able to access DARS on my tablet. [#1567976]
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This is extremely important to me. Outlook works pretty well on my phone and iPad. I had problems setting it up on my phone but OIT was great in resolving them for me. Blackboard also works really well; MyUTK does not, though. [#1568095]
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No input. [#1568113]
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The Tennessee mobile app is not very useful and most students don’t use it that often. The two main uses available on the UT app are the BlackBoard section and the Transloc gps bus tracker, which are both actually are both better if they are downloaded seperately. Make the UT app more customizable and intergrate the Outlook email so students with androids can look at their email on their phone without having to use an internet browser [#1568176]
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Make my utk as functional in the mobile service as regular terminal service. [#1568209]
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I can't [#1568275]
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Not full access for myutk [#1568468]
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Many UT sites do not render well or lose great functionality on a mobile browser. MyUTK is especially limiting. [#1568480]
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Several websites that professors use in class are not available to tablet users. Web assign, aplia, etc [#1568532]
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The mobile UT app is awful. Mainly it has to do with Blackboard and I can't check all my grades or there isn't an easy way to do so. I should be able to go to one place and see everything. [#1568545]
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Making myUTK and Blackboard more accessible on mobile. [#1568553]
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Improve mobile apps [#1568575]
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Volshop hours are not available on mobile viewing format. Please address this issue. Also, the mobile platforms in general are not very robust or detailed, maybe work on that harder. [#1568791]
some difficulty involved in ease of accessibility of the full features on mobile sites [#1568797]

Blackboard App crashes often. [#1568844]

MyUtk would be an awesome thing to either have an app for or be able to access on a mobile site. [#1568877]

Blackboard is a pain to navigate on my droid phone. [#1569010]

Improve access/efficiency of volmail on mobiles. [#1569030]

Still cannot get banner on phones. And the new change to the bus locator service is bad. I want it to stick with the app, not take me to a new website [#1569039]

N/a [#1569057]

This can be a pain. Make mobile sites for Iphone, droid, tablet, etc. because most people use that much more. [#1569129]

I use my ipad for most classes and it is helpful to access the sites on it [#1569173]

As a distance education student this is most important. Sometimes I am on the move and I must be able to access UTK sites by tablet. There have been few times when I have not. Mostly I struggle with the libraries databases. Sometimes I am unable to get into the journals and databases because of weak signal. [#1569290]

BB Collaborate is tricky. I'd like to be able to use my iPad, but the app doesn't work with the OS, and I can't upgrade my OS since the iPad is older. Without an app, it requires Java, which means I can't buy a Surface or a chromebook or use my iPad. I just really hate bb collaborate. [#1569354]

MyUTK does not work excellently on the IPhone, it gets confusing which link to follow [#1569367]

I have never been able to access Myutk on my phone which needs to be fixed. I have the most updated Iphone, so it's definitely not my phone! I have also had problems with outlook 365 on my Ipad. It never seems to work. Blackboard is doing just fine mobile wise, so props. [#1569395]

site isn't very mobile friendly [#1569400]

MyUTK and BlackBoard are a pain to access from phone/tablet (iphone/android tablet) [#1569404]

Bootstrap. [#1569426]

Accessing UT related web sites and services from my phone (Android/HTC One) is painful at times. Sometimes I wonder if it's even worth it. This needs to be improved! [#1569429]

Vol Mail is always slow and then crashes when I attempt to log on using my iPod. This is one of the most important school online services, so it is frustrating. Also, I like the T-link bus GPS service better before
it was upgraded. I like it when it was still in the UTK app and it was easier to click on the bus stops and find out their expected time. [#1569483]

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n/a [#1569524]

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Mobile device access is limited in some circumstances [#1569534]

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the mobile access versions quite frankly suck. and the app is barely function (bb app too, but that is a not UT's fault) [#1569588]

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Having campus technology services available that improve and enhance my collaboration with others.

The BlackBoard forums take too many clicks to navigate, read posts and post replies. Then, once one has made a post, there is no navigation button to take one back to the forum or string one was reading. [#1566422]

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you are doing great [#1566433]
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Google and Dropbox already provide these types of services for free and with widely available access. However, the video collaboration on Blackboard has shown useful for review sessions with professors from home. [#1566453]

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Live Online at UT is not reliable. I have students who frequently get kicked off the site or cannot use it. I have had trouble even using it on campus on campus computers. It would be a great resource if it was reliable. [#1566460]

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Diversify the platforms available for online teaching. (or more training for graduate student teachers, if there are additional platforms besides Collaborate and Blackboard and we just don't know about it) [#1566466]

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If we have services like this other than e-mail I would like to know about them [#1566494]

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Blackboard is pretty shoddy at the whole group work thing [#1566545]

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Need software that are easy to use and powerful to communicate with classmates, like when working on a homework [#1566585]

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Software that was available that was consistent like Endnote wizard [#1566712]

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Josh rocks! He really helped me to get set up with ArcGIS. I was having a big difficulty getting the softward installed on a dual harddrive, and he was just awesome helping me get the information I need. So was adminstration! Thank you all so much! [#1566770]

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Non campus specific items Google work perfectly [#1566783]

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In general, I find the collaborate sessions (synchronous and sometimes asynchronous) are problematic. Perhaps it's all operator error but I've been in too many classes where we had to wait while teachers set up collaborate or reboot collaborate or loose display functions. I have had classmates have technical issues during our weekly synchronous meetings and they've said it took them hours to get it sorted out. Meanwhile, they miss the lecture/discussion. [#1566945]

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N/A [#1567018]

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Blackboard is very slow. Ugh. [#1567033]

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Blackboard and Collaborate are complete jokes. [#1567044]

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There seem to be a lot of outages. [#1567092]
Having a server to share (Large) online files with group members. Having easy to access and use projectors in group room settings. [#1567124]
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The Nashville campus falls short; a lot is required when we aren't fully staffed. [#1567163]
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n/a [#1567238]
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While such technology services may be available, said availability is not apparent enough to actively enhance my collaboration with others. [#1567285]
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There is more available than in use. The thing that bothers me in one class is that blackboard and other sharing tools are not being used, while in the other two it is working excellently. I'm not sure if the TA does not have access to post items since he's doing more of the class than the professor, or a lack of training. [#1567407]
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More interactive applications on blackboard Reinstall the library reference help Perhaps open forums or chats on blackboard [#1567471]
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N/a [#1567748]
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The renovations in the commons are great for this! [#1568022]
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no suggestions. if I knew how to do it, why would I ask you for help? [#1568275]
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Maybe allowing to contact other classmates made easier. [#1568553]
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Good [#1568851]
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I always end up using third party stuff rather than using any service provided by UT, partly because I don't know about what's available. A file sharing service like google drive would be nice, or a collaboration center like bigtent. [#1569010]
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buying better technology [#1569129]
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The issue here is the technology literacy of the faculty. My experience has been that the faculty's technical knowledge has been minimal on average which is extremely concerning given that I am taking distance course. So, the full experience of the technology is limited by the faculty's knowledge in facilitating those collaborative features. [#1569246]
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N/a I am a distance education student. [#1569290]
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Teachers often do not post the e-mail addresses of the students in their online courses to Blackboard. This is information that, when available, makes not only collaboration but also simple communication MUCH easier. Apparently, this is a step that instructors must make. But why aren't these e-mail addresses imported automatically so that students don't lose out when teachers don't take the time to post/import/do-whatever-is-necessary-to-share them? Not having them is a HUGE inconvenience and obstacle in an online course, to the point of undermining not only community but even the democratic process--students cannot compare notes on their experiences to mount any sort of effort toward very
necessary constructive feedback for the instructor. I hate the online course experience at UT, which is primitive. This is just one example of how it could be better. [#1569455]
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n/a [#1569524]
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All engineering rooms are well equipped in JDT. What about gen ed classes [#1569534]
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Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.

We have this [#1566188]

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Without software for our personal computers, Sympodiums are useless. [#1566277]

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Definitely. [#1566306]

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It is great [#1566312]

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The Jesse Harris building has the most pitiful technology I've seen on campus, and its where all my classes are. Even our projector screens are so fuzzy and dark you can't tell what is happening [#1566376]

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It's good [#1566433]

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Having a computer lab in the department of anthropology is a must. Right now we have an old room with old computers. We need new computers, more computers and a good printer. [#1566442]

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Some of our technology in our buildings is dated and malfunctions from time to time; ex. projectors overheating during class. [#1566482]

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I think our technology is very good in the classrooms. It should be known, though, that chalkboards and white boards are integral parts of learning in many classes as well and should be implemented along with the technology, not replaced by the technology. [#1566494]

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Some classrooms have nothing more than a chalkboard (EPS) while others are completely decked out with 3 Promethean boards (HSS) [#1566545]

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A better Smartnote system, this current one is slow [#1566585]

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Getting projection and sound to work would help [#1566712]

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Many professors currently do not even allow students to utilize their own technology, much less use their own. [#1566748]

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Would be nice. Have been to NC State's new Hunt Library and wish I was a student there. It makes you want to work more by having the technology that increases the motivation to work better and faster. It allows for increased collaboration and productivity. [#1566758]

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Smartboards would be great! [#1566770]

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Provide workstations in EACH classroom. This is inexcusable. [#1566784]

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I think the Jessie Harris building could definitely use some upgrades [#1566935]

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I find that people in the College of Nursing (especially the lecture call CON201) don't know how to properly operate the technological equipment. I wish there was a readily available resource for them to get trained and to troubleshoot. [#1566945]

the color is usually off from the computer to the screen and this makes some of the writing hard to read or makes it so that I can't see it at all. Sometimes the color is important to the slide. [#1566975]

The professors have no idea how to use the technology, even the EECS professors. Smart Boards are useless without a smart professor. [#1566985]

Update the AG campus classrooms and library with updated technology. It needs it! [#1567018]

There is no technology in most of the classrooms around campus. Seem to only be in the business building. [#1567044]

Professors should be encouraged to let students use technology within the classroom. [#1567092]

I had difficulty in the education building (bottom floor) during a presentation the other day. Audio would not work. Seemed really old. [#1567099]

the video recording classroom at UTSI records the lecture as if it were a slide show. I understand that this greatly saves on storage, but it is worthless to watch if your professor uses PDF files to teach (all of mine use them exclusively). You see a blurry hand while they say, "This equation relates back to this one on the other page, and then we see this result and it leads to the conclusion shown here." The audio gives no instruction and the video doesn't show where they point. It might as well never have been recorded. [#1567116]

many of the buildings have "technology" that teachers are not trained to use. Many of these "technologies" are out of date, specifically those found in EPS. [#1567139]

Ok. Staff don't know how to work it because they seemed stressed. [#1567163]

Show professors how to utilize technology. [#1567207]

BB learn app is great. Need my.utk app!! for both android and iPhones [#1567266]

There are still some classrooms on campus that are shabby technology wise compared to others. I am thinking of buildings like BEC as compared to Haslam. I understand Haslam was recently renovated, but I should be able to plug my laptop into a wall at BEC without having to use tape to hold the cord in. [#1567319]

Having a posted set of instructions for classrooms with newer technology to assist professors that are not familiar with it to save valuable time during classes. [#1567471]

Technology is important and helps presentations [#1567476]

It's okay to have Smartboards in some classrooms and not others (especially because so few instructors/professors have adopted use), but we have to have HDMI connectivity in every classroom. In
HSS, we have HDMI connectivity but some of the rooms are setup to have the HDMI carry the video only; sound still has to go through the headphone jack. [#1567601]

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Many times, the technology doesn't work. Smart boards rarely work, and the main monitors are iffy as well. [#1567616]

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Some classrooms still only have chalkboards. [#1567678]

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White boards are INCREDIBLY inconvenient especially in long classroom. You can't see what's being written while the professor is standing in front of it then it gets erased. Or you can't see through the person sitting in front of you. Professor need to take advantage of smartboards or at the bare minimum document cameras that are strategically placed in the room. Therefore, all classrooms need at least one of these. Example of a building not fully equipped, Nielsen Physics. [#1567685]

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It seems that while the campus is a very wired space, more outlets for laptops would be much more tech friendly. [#1567723]

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Estabrook, Dougherty, Bueller, Perkins, and Pasqua are all terrible when it comes to the incorporation of modern classroom technology. [#1567843]

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Connections within the classrooms are NOT always up to par and make for awkward presentations sometimes. Get everything up to code. [#1567856]

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making progress - some classrooms still the old style [#1567871]

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It would be nice to have more study areas [#1567929]

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I would like to see more training for teachers in most departments. I'm talking about good knowledge of internal structure. or even just using basic programs like power point word and excel. [#1567976]

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Poll students and instructors on their perceived classroom tech. needs and incorporate the necessary equipment in a standardized uniform method based on the needs of each building's users. I feel that this would be much more effective than having inconsistent equipment (especially within the same building), as well as more consistent than purchasing technology for the sake of utilizing the allotted funds regardless of the technologies performance record/maintainability and regardless of user needs. [#1568113]

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A little spot on training would be nice [#1568275]

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The veterinary school projectors need to bulbs regularly and fade making it difficult to see what is projected; however, they say they don't have enough money to replace the bulbs when we pay $20,000-40,000 a year for school. The pointers, slide clicker, and microphone consistently don't work as well. [#1568286]

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Some teachers appose using technology in the class room. I would suggest that those that appose the use of Blackboard or use of computers or tablets in class should take a technology seminar on how useful these tools are too students. I have three professors this semester that don't use blackboard at all, and two of them do not allow students to use tablets and computers in the class room. [#1568289]
A problem some students come across is having an adapter for Mac computers. [#1568408]

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Having actual projectors available for check-out through the library would be extremely helpful so that any classroom could become a practice presentation room. The ones that the library has for check-out now are total shit. [#1568435]

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One of my prof doesn't know how to use the projectors and presentations in classroom [#1568468]

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Easily connecting to projectors is a common problem on campus. Laptops have some many different inputs these days that students don't know whether they need adapters. [#1568480]

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Please get some new projectors to Ellington plant sciences, the building has the technology of a poor high school. [#1568520]

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The only place that accommodates group meetings is in hodges, which is always packed. Having more places spread throughout campus would help [#1568532]

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Having more wireless connection outside of buildings. [#1568553]

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actually there a several interactive tools that I just haven't found the time to work upon [#1568694]

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Have something that is simple to use and uniform across campus. [#1568744]

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I love having projectors and other things to use in classrooms, they should be available in all of the classrooms on campus. [#1568877]

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Service is generally pretty good, but some teachers can't stand laptops and that's what I take all my notes on. [#1569010]

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Smart Board seems to be difficult to use (for teachers). When using overhead projectors there are often problems or lack of knowledge (for students) on how to use for presentations. There is often not the correct connection for laptop to overhead. HDMI and VGA connections should both be available to plug up different types of laptops. [#1569027]

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good, could use updates in the science buildings [#1569028]

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Teachers have it, but do not use it as much. It could be helpful. Maybe every teacher should go through some learning course on how to use boards, technology when hired to university. [#1569129]

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Seems like a lot of the classroom technology is out of date, especially in Jessie Harris and Bailey. [#1569146]

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Having just returned from a study abroad program where I lived on a ship for four months we had extremely limited access to technology. We did however have a "public drive" where we could post files and other things that helped with group projects or just sharing pictures. It was great! [#1569166]

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Yes meeting areas such as Blackboard have certainly enhanced presentation and sharing of information. [#1569290]
Basically every class on campus has awesome technology for teachers to use! The only problem is that very few teacher know how to adequately operate the equipment! This is especially true when it comes to hooking laptops or other devices up to the podium for use during class. [#1569395]

As I commented before, Blackboard and Bb Collaborate seem to me to be primitive tools toward holding classes online. These classes, currently, are little more than glorified Powerpoint presentations. Since students are sacrificing the very informative opportunity of simply sharing the same space, then the online environment should offer every innovative digital tool possible to make up for this. Yet there is not even the capability for online live video presentation. Surely, the online course experience could be MUCH MUCH MUCH MUCH BETTER! [#1569455]

The Smart Board in my math class is fantastic, I believe there are projectors in all my classes. [#1569483]

n/a [#1569524]

Very helpful when used correctly [#1569534]

Have Mac adapters in the classrooms. [#1574611]
Technology support staff who are consistently courteous and thoughtful.
Is a must! [#1566306]
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Continue to improve [#1566312]
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cultural competency training for non-professional support staff (for example, student workers) [#1566466]
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I had an issue that was easily resolved with a google search, but I failed to do that and so did the IT specialist. So we spent an hour trying to fix something that could have been done quicker. [#1566467]
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Almost all of my interactions with OIT help desk have been extraordinarily helpful, and none have been bad because all of the people have helped me. Almost everybody has been very kind and considerate and friendly and very very helpful. [#1566494]
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All have been friendly [#1566667]
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Too many support staff trying answering the same question because they are not knowledgeable. [#1566712]
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Being courteous and thoughtful to me means being respectful and helpful, even when the solution seems difficult to find. I do not seek technological assistance very often, but I still feel that positivity on the job is important. However, I understand how having a bad day can affect work performance. [#1567006]
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They have been generally nice and helpful what I have a question, keep up the hard work and training! [#1567018]
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I wrote OIT over a week ago about problems with SafeAssign and never received a response. You guys never respond to any Help tickets. Useless. [#1567044]
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Be courteous. Be patient. Don't be jerk. [#1567124]
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The day staff is excellent. The night staff is sometimes dismissive and unengaged. [#1567151]
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They are short and rude, I'm in Nashville and I feel they are focused on getting people on and off the phones. [#1567163]
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never had any help. [#1567476]
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They are unapproachable as of now and seem constantly irritated. [#1567609]
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Whenever I have encountered a problem the staff is always helpful [#1567619]
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The helpdesk is very good, but support staff behind them are lacking. Responses are hap hazard. [#1567868]
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Last I used support the person gave me no answers [#1567887]
I am satisfied with the support staff. They do treat you like an idiot if they have to explain something more than once. [#1567976]

Courtesy and thoughtfulness are two things you should look for when hiring people who work for OIT. Some of the personnel are rather unfriendly or don't want to do their job. [#1568001]

Sometimes the staff are a little rude and make me feel like I am technology illiterate. So, I don't go often. [#1568022]

SEE ABOVE MESSAGE PLEASE!! [#1568214]

Some times [#1568468]

I just wanted to thank the technology support staff at UT. Any time I have ever needed assistance, they have been very polite and helped me quickly. The customer service I have experienced has been top notch and that is rare these days. [#1568659]

I have had some conversations with staff that were very rude and entitled. [#1568692]

The people at Telephone Services are very helpful and friendly! [#1568792]

I have had many encounters with the staff members and have only had one person who was short with me and was not very helpful. Everyone else has always been perfectly pleasant. [#1568877]

N/A [#1569028]

Every now and then, I will submit a support ticket at help.utk.edu, and based on the response, it is obvious that the OIT support representative did not read my entire ticket but rather just skimmed the title, which can be very frustrating. [#1569038]

hiring students who care, and staff who know what they are doing [#1569129]

n/a [#1569524]

Although the staff is very competent, I did feel that customer interaction could be improved. The few times that I have been to Tech Support for help, the staff was not very friendly; I felt like an imposition. [#1574611]
Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.

Michael is very polite and knowledgeable. Another colleague of his, I'm not sure of her name, has been very rude to me when I asked her questions about the classroom PC and issues that were happening in the classroom with the outlets. She had very sharp comments back and I felt like she was talking down to me. I did not appreciate that, I did not have an attitude with her I don't understand why she would have one with me for asking her a job related question. [#1566295]

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Can really help. [#1566306]

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Please train your staff better when it comes to solve problems related to computers and related devices. Sometimes they have no clue about solutions for students. [#1566442]

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The tech support people are great! Rossy Sasso and Fred are well liked by everyone in my department for being so helpful. [#1566460]

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I had an issue that was easily resolved with a google search, but I failed to do that and so did the IT specialist. So we spent an hour trying to fix something that could have been done quicker. [#1566467]

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Very good overall experience with OIT staff. I have only had one person not know how to help me; they were a little impatient but overall were okay and fairly helpful. [#1566494]

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Most of the staff is not knowledgeable about software install [#1566712]

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In my experience, the technology support staff resolve problems by e-mailing me links to sites that I can peruse on my own. If I ask for help, this means that I have already explored the options listed on the tech support website. [#1566877]

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I was not able to receive help on connecting my Xbox to the internet. [#1566930]

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N/a [#1566987]

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Again, the staff have been very nice. No complaints here. [#1567018]

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Clearly no one knows what they are doing. [#1567044]

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I do not want to talk to someone, and them tell me that THEY need help. The first person I talk to should be able to help me through any issue I may be having. [#1567124]

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The day staff is excellent. The night staff is frequently unable to help and uninformed about problems. There have been times when they have known less than I have about an issue or how to solve it. [#1567151]

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n/a [#1567163]

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I needed a cord for my mac and the guy at the desk had no clue what he was talking about. [#1567169]

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It took almost a month for staff to fix my UTK page. [#1567252]
My Qualtrics survey was severely messed up by the Qualtrics person. [#1567319]

n/a [#1567476]

I’d like staff who actually have advanced computer skills, such as programming and knowledge of hardware. [#1567609]

I would be ecstatic if there was Linux support on campus, even if the hours were kept to a minimum. Tech support for Windows has been great (not a Mac user) and I have no complaints. [#1567688]

Train the people who work at OIT to be more knowledgeable about all sorts of computer issues. Some of them are of no help what so ever. [#1568001]

Increase the initial training and continued education options for technology support staff. [#1568113]

I often have the impression that some of the younger OIT support staffers do NOT want to be bothered to help anyone in the Commons. They seem to be interested only in surfing the web or chatting with other "techies" and some of them are not as helpful as they should be since we are all paying a MANDATORY technology fee, in my case for 80 hours of course work! [#1568214]

I think they are nice, but some of the problems (like reading pdf files) should have been solved before the commons system was put online. [#1568275]

If there is a campus wide change (i.e. cable conversion) all staff need to be knowledgeable about what is happening and need to have solutions instead of my having to run in circles to figure out something that could have been solved easily with the correct answer to begin with. [#1568312]

Not a all the time [#1568468]

My wii will not connect to your network, it is a problem on your end and not nintendo. Very annoying. Never know anything about mac computers. [#1568520]

Already doing pretty well [#1568575]

Support has minimal understanding of Mathematica and LaTeX, let alone how to change characters and print on two sides of the paper. [#1568694]

The people I have spoken with at the IT desks in the library aren't that helpful. I've asked simple printer questions (like, "where is it?") and they don't know. Also, I wanted to use Visio software and the assistants couldn't tell me where I could find a computer with that software. [#1568776]

Blackboard improving ability to upload presentations and connectivity challenges such as disconnections and audio not working. [#1568905]

good [#1569028]
Technology support staff can sometimes be unknowledgeable when I call. I can generally tell when I am speaking to a student worker. [#1569038]

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Your folks are wonderful and so very helpful!!!!!!!!!!! [#1569065]

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It is nice to have everything here. Just when hiring, make sure they are familiar with technology. [#1569129]

-----

I had trouble during a tech class that involved a personal website that we were to set up for the class. I had trouble using my Mac to do it and nobody seemed to be able to help. I gave up and used a PC from my workplace. That was very frustrating. [#1569388]

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If you are going to have staff they better be computer genius-s [#1569404]

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Staff are courteous but often I must call back at another time to access better-trained staff, and often these have told me that they are not responsible for tech problems like mine and that maybe I should take a course. [#1569455]

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n/a [#1569524]

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Getting timely resolution to problems that I am experiencing with campus technology services.
The printer in the computer room will stop working and I call the number of the Printer and it goes to Computer Services and they respond to the problem in about 30 minutes, it has taken as long as an HOUR! [#1566295]

-----
The ticket generator is very good at letting you know when your problem should be resolved. I think that campus should automatically let you know when there are service problems rather than you having to sign up to receive the alerts. [#1566494]

-----
Good, but there's always a room for improvement. [#1566585]

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Most of the time I have to figure thing myself [#1566712]

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Sometimes it is impossible to get an IP address from the network. This was addressed in Min Kao but it took months, and is still a problem occasionally regardless of the time or place. Wireless [#1566783]

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Weekend is the time when we use computers to do homework and when it crashes during weekend we have no support. Please do the needful. [#1566851]

-----
This is hugely important to me, especially if I am relying on technology for a presentation. [#1566887]

-----
N/a [#1566987]

-----
Not much background with this, but it is a good thing to have! [#1567018]

-----
Good. [#1567092]

-----
I do not usually have lot of time to deal with problems, so I would hope that expediency would be first priority. [#1567124]

-----
I don't call because one stop is rude. [#1567163]

-----
You guys and gals are great. Honestly I expect high customer service and have no complaints to date. [#1567166]

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I wish they could call you like tech support instead of having to go to the OIT help desk [#1567216]

-----
N/a [#1567476]

-----
Doing good here. Keep it up. [#1567609]

-----
Swifter responses to emails. [#1567780]

-----
Blackboard was down for three days to certain students before exams last semester!!!!! [#1567887]

-----
N/A [#1568001]
Sometimes I have to email our OIT tech person multiple times to even get a response, and relatively simple services take a long time. I understand you guys are busy, but our previous OIT person was much faster. [#1568271]

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Generally with a problem KI am 40 miles away, and I just have to wait for the service to return. [#1568275]

-----

N/A [#1568303]

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Not really [#1568468]

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Can't get timely response when people don't understand the problem. [#1568694]

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Usually get help in a very timely manner [#1568877]

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I gave them my computer and it took them a week to let me know that I would need to buy a disk that allows me to restore my computer. I never needed to buy said disk, but was not informed of this until after it had already been shipped to me. As an Electrical Engineering student in CS classes, I cannot be without a computer for that length of time. [#1569005]

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excellent [#1569028]

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Sometimes the email response rate is very slow. [#1569038]

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N/a [#1569057]

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make sure people are doing their job, and returning phone calls, emails, etc. [#1569129]

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The only problem I have here(and the only thing I am basing my judgement on) is that I tried to get help with some technological problems last year and it took them almost two weeks to do something that should have only taken about 3-4 days. [#1569220]

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Having more than one location on campus [#1569367]

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its a computer (a computer is life) it better be fast [#1569404]

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n.a [#1569524]

-----
Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.

I absolutely agree [#1566306]
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It'd be really beneficial if photoshop training sessions were more flexible time-wise [#1566355]
-----
Campus should be automatically notified on technology services rather than there being a need to sign up for the e-mails and explain everything with much more clarity. [#1566494]
-----
The transcript service: Sent me about 10 notifications that they had sent my transcript. It was scary. I once had an IT issue and the problem ticket email was sent to me saying that issue had been resolved when it had not. [#1566542]
-----
Most of the staff is not knowledgeable about software install [#1566712]
-----
the index or contents page of oit does not get you to all the information on installing various software, such as matlab. You have to google it to find oit’s page on it. [#1566933]
-----
N/a [#1566987]
-----
OIT have been really helpful with I need them, great job to them! [#1567018]
-----
Nope. You guys never respond. Ever. To any help tickets. I don't even know why that is an option if you aren't going to do anything. [#1567044]
-----
SafeAssign is a mess. [#1567092]
-----
It is very important that this is quick and easy to understand. [#1567124]
-----
No one calls Nashville or texts when our campus is closed. Everyone seems to wait on UT-Knox, the weather is different this is not fair. [#1567163]
-----
some people are confused and some of the forms are unclear and hard to perceive [#1567216]
-----
So far, the communication has been well done. E-mail and phone are both very satisfactory. [#1567255]
-----
I was completely unaware of the research software available until it was required for a course. [#1567319]
-----
n/a [#1567476]
-----
I never receive this communications. [#1567528]
-----
I am not aware of how the university currently does this, so I can't answer this question. [#1567663]
-----
List contact e-mails for individual people as opposed to an e-mail alias for an "office" [#1567761]
-----
I don't see these announcements.. where are they being sent? [#1568022]
Seems fine so far [#1568209]

Have I ever received information like that? [#1568275]

Idk [#1568468]

Text. [#1568575]

Rarely receive technology service information. [#1569028]

automated emails [#1569129]

I wish OIT was available 24/7. College students stay up late and problems can occur late at night into the morning and you're stuck not being able to do an assignment due the next day. [#1569429]

n/a [#1569524]
Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.

I was unaware of the trainings offered until I became employed with a UT agency that encouraged me to do software trainings with OIT for work. This service needs to be better advertised among students. [#1566307]

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Great opportunities [#1566312]

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We should be notified of classes and self-help available. The help website should be easier to use as well. It is hard to navigate. [#1566494]

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I don't have any idea about any such services. I would certainly love to have good ones though. [#1566585]

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With the recent movement to Wordpres for the university, I was surprised to find that students did not have a workshop option related to WordPress. [#1566655]

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Would help if help staff was located at the Ag campus also [#1566712]

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Have software tutorials and workshops - specifically Photoshop and other Adobe related. [#1566717]

-----

There are lots of programs (like EndNote) that hardly any students know about. We pay for access to all these "free" things but no one tells how to access them. [#1566980]

-----

I'd like to go to some of the workshops they hold to teach people how to do PowerPoints or design websites, but the timing for the workshops always clashes with my school schedule. Maybe do them later in the evening? [#1566999]

-----

I think this is critical in helping students learn outside of class and in a different format, make it creative and not boring though! [#1567018]

-----

I am not aware of any training or self-help information or materials. [#1567056]

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Have the technical classes at a reasonable times, instead of prime class time [#1567075]

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More how tos would be nice. [#1567092]

-----

this is fine [#1567116]

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I would like this, and I would equally like to be well informed of the opportunities. [#1567124]

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There are no Alcohol Drug Substance Abuse certifications, Nashville falls short. We pay the same price other colleges offer this, UT is supposed to be the best in the state. I feel I should transfer. [#1567163]

-----

I use forums for other non-UT areas and would love some UT forums of list-serves to troubleshoot everything from specific classes to technology. [#1567166]

-----

I have found no self-help services, except YouTube. [#1567319]
-----
not necessary [#1567476]
-----
I wish I knew where to go to simply “google” a utk connectivity issue. [#1567528]
-----
As I said above, I feel that training to use Blackboard effectively would be helpful as there are more functions that I have need for. [#1567663]
-----
Some of the self-help is buried on websites. It can be found with a search, but if it were organized better, that wouldn't be necessary. [#1567723]
-----
It'd be nice if you could find out the classes you need to take by looking at a department's website. It ALWAYS seems harder than it should be. [#1567733]
-----
I love that OIT offers classes in excel, photoshop, etc, but they should offer them on more dates and times because with just a few classes a semester, I find it hard to not have scheduling conflicts. [#1567825]
-----
the free workshops is something I stumbled across after 10 years on campus, and most people I talk to haven't heard of it. Advertise more! [#1567871]
-----
As a transfer student, there are several aspects of technology services that I feel I may not know about, and I have no idea how to access any self-help or training that might be available. I can say that I appreciated the e-mail telling everyone that certain software packages were available for download and that e-mail gave very clear directions on how to do so. [#1567968]
-----
There needs to be more times available for training. I would like to go to training sessions but as of now I have schedule conflicts with most of them. [#1567976]
-----
This is good. [#1568022]
-----
Offer technical use training sessions for vital software/firmware students need to succeed at and manage their daily academic requirements. [#1568113]
-----
Offer more training opportunities and also provide updates of new technology services. (even ones that are not fully integrated on campus yet) [#1568137]
-----
Yes especially for older adults [#1568161]
-----
I am now in my eighth year of an eight year doctoral program. At no time in the entire eight years did any OIT person indicate that OIT would or could provide training to help me with the mechanics of my dissertation. Now that I have almost finished the 230-page document, I realize how helpful it would have been to know how to control the writing process and make sure that I was not working in different fonts, etc. [#1568214]
-----
I suppose. Probably too late. [#1568275]
-----
I am sure there is access to training for all of the technology used on campus; however, I rarely see it advertised. I do not frequent the library, so I do not typically see signs posted there. Perhaps more advertising through email or in the Daily Beacon. [#1568439]

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Maybe getting more emails regarding how to get around the home pages of the main websites. [#1568553]

-----

I attended a free Dreamweaver training course and it was very beneficial! I see the workshop flyers posted around the library and I think that's great. [#1568776]

-----

There isn't much available for this sort of thing. Or at least, I'm not aware of it. So that means that teachers aren't talking about it, students aren't talking about it, I'm not getting emails, etc.. Or it doesn't exist. [#1569010]

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advertise help more often and everywhere [#1569129]

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This is not that useful to me. Tutorial classes on other software such as adobe photoshop, matlab simulink, or even basic coding would be more of my interest. [#1569234]

-----

Have you seen some of the "help" information that is posted on some OIT pages?.... ugh. [#1569426]

-----

As a transfer student I didn't receive anything telling me what was available as far as technology. I didn't know about apps.UTK until another student told me. [#1569515]

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Helpful sessions could simply be: how to use your iPad [#1569534]
Electronic mail (Tmail, Exchange)
Volmail/Microsoft email is not as user friendly as gmail. Please switch to gmail. [#1566276]
-----
My Mac gets stuck when I open my volmail account. Since UT changed to office 365 I've been experiencing more problems when trying to open my email and/or send attachments. [#1566442]
-----
Have not really had any problems with the interface. Using it on a cell phone, access is also adequate. thank you! [#1566466]
-----
Get rid of Outlook and go with gmail. [#1566467]
-----
I really like the e-mail service because it is able to be connected to Microsoft Outlook! It is great! [#1566494]
-----
Fine [#1566545]
-----
I and most people I know just use gmail instead of Tmail because it's easier to navigate and store messages. [#1566570]
-----
I wish Tmail and Volmail could share calendars. In my opinion, students and staff should be on the same system. [#1566655]
-----
I have had issues receiving emails that have been sent to me. [#1566681]
-----
Was having issues during the migration this past summer [#1566712]
-----
doesn't always work. sometimes emails don't go through [#1566742]
-----
It's okay. I don't really like MS Explorer very much. Not sure how they could change ther interface to make it easier to recognize emails in my inbox, but that would be good. [#1566770]
-----
Better interface. Confusing inbox. Sometimes attachment won't work [#1566772]
-----
I am really frustrated with Outlook/Office 365. It times out at weird times (like when I am working on an e-mail). And when it times out and I put my password in, it comes up with another log-in screen. Why should I have to put my password in twice? Also, The 'search' function seems to ignore subject lines. Also, if I'm replying on an e-mail chain where I was the last person to send something, it sends the reply to me, not to the intended recipient. An even bigger problem is the way that UTK's e-mail system seems to straddle Outlook and Office 365. For some reason, NEITHER of those apps (android) recognizes my account, and I have to access the lite version through a web browser. PLEASE PLEASE PLEASE SWITCH TO ANOTHER SERVICE. OUTLOOK / OFFICE 365 IS JUST AWFUL. [#1566815]
-----
bit fuzzy and not accessible from mobile devices sometime [#1566851]
-----
Problems with outlook since updates. [#1566933]
-----
It took me a while to figure out that typing volmail.utk.edu takes me to the microsoft email for utk students. I had to suffer through my first semester never knowing that. The website on OIT is too confusing and I still have no idea what the difference between Tmail and Exchange is. [#1566961]

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Volmail works fine, I like Microsoft. [#1566985]

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Tmail was AWFUL! The inbox data limit was ridiculously low and even emptying all folders wouldn't always fix the problem. Volmail is better but still not great. Again, you have to keep changing it, regardless of whether or not the new version is better. [#1567004]

-----

I think it is good- except it keeps on signing me out on my phone. Maybe fix that problem. [#1567018]

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Using Outlook Exchange sometimes gives me trouble when I am trying to sign it. It will switch over to Tmail and I can't log in with Tmail and I have to enter in volmail.utk.edu several times to get back to Outlook Exchange. [#1567022]

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The vol mail is not very functional for me with regard to being able to purge trash items and organizing mail into various categories. Sometimes unread email items are obscured from my view. [#1567055]

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Difficult to get a mobile app for it. [#1567092]

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This needs to be dependable. That is all I care about. [#1567124]

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n/a [#1567163]

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I have VolMail... Should I have T-mail? I thought I upgraded from Tmail to VolMail...WTF? [#1567166]

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N/A [#1567207]

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I have noticed some delayed delivery of Tmail during recent episodes of severe winter weather. [#1567247]

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Looks old and takes a lot of time to download to my mailbox [#1567252]

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works great, although I'm still confused about this news I have two email addresses and I'm not sure how they are connected, but I haven't missed any email and just use the utk.edu address. [#1567407]

-----

volmail is pretty good [#1567476]

-----

I am constantly having trouble sending and receiving email through volmail. I do not like the outlook format, too many glitches. For example, I can not cut and paste something form word into outlook. [#1567514]

-----

Mail works fine, but the online Outlook makes it hard to do things like group emails and forwarding. [#1567528]

-----

Easier downloads. My tax information would not download for several days. [#1567658]
I think that my e-mail gets sent to some people that I would not like to send me e-mails. I do not like getting this spam. i.e. campus housing; campus food-court; academic businesses. [#1567663]

-----

e-mails that you respond to and go back and forth never show up as new. so if you aren't continually checking to make sure they were done you don't get the whole thing. every new email should show up as new even if its part of a chain [#1567718]

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I would like to be able to get to volmail easier [#1567748]

-----

Sometimes signing in can be frustratingly slow. [#1567770]

-----

replace Jeff Smith..... [#1567868]

-----

getting signed in is sometimes a hassle - it often switches out of Office 365 to Outlook when I try to sign in [#1567871]

-----

Hated tmail [#1567887]

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Allow for signing on to email account from regular outlook website (i.e. mail.office365.com). Having to go to two different websites to use two outlook accounts is inconvenient and inefficient. [#1567898]

-----

Sometimes the log in page does not come up. [#1568022]

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It disappears from my phone but is still in my inbox when I check it online [#1568093]

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Try to make it easier for students to link their school e-mail accounts to their phones/mobile devices in much the same manner they can access their hotmail, yahoo, and gmail accounts. I personally got fed up with the method currently in place for use with my Samsung Galaxy S3 and am forced to check it through the internet access from my phone. [#1568113]

-----

My former university, Wake Forest, switched our email addresses over to gmail in my last year there. Most everyone uses gmail these days in addition to their utk accounts. To me, it makes it easier to organize my mail and is far better than Outlook, in my opinion. [#1568207]

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Sometimes I don't get messages that students send me. This doesn't seem to be terribly common but is a big problem when it happens. [#1568271]

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Ever since we switched to webmail, it takes much longer to load. [#1568536]

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The Tennessee.com email is not very accessible. [#1568553]

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Don't use Window Outlook. Most students on class have Apple devices, so why use a Windows software? [#1568560]

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Exchange has been frustrating. Sometimes it doesn't let me insert attachments. [#1568681]

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You lose a lot of functionality moving between Volmail and outlook [#1568692]
Don't use tmail anymore. I wish we could use the full capabilities of Outlook, like the calendar. [#1568776]
-----
Stop spamming students with emails from outside, off campus, nonacademic sources! [#1568875]
-----
No comments here, works fine for me [#1568877]
-----
I'm not a huge fan of Outlook, I'm more of a gmail person. This one is really more a personal preference thing. [#1568979]
-----
Office 365 is horrible. The older format was better. Sometimes I can't even log into office 365 or I have to google search it because office 365 doesn't bookmark [#1568982]
-----
I personally detest exchange. I do not think it is secure. It is pain to access through browsers, and my apple mail client. We need to offer other choices. The storage limit for exchange is also too low. [#1568983]
-----
Could move more quickly, but overall good. [#1569028]
-----
There has been an issue will student email ever since the latest Internet Explorer update. Email is compatible with Mozilla Firefox but UT has yet to make email compatible with the most used internet browser? This puzzles me. [#1569035]
-----
The whole shift from outlook to office 365 is messey and not consistent. [#1569039]
-----
N/a [#1569057]
-----
Explain what these are [#1569129]
-----
The mail system is descent on Outlook but could be greatly improved with Gmail. Gmail is a more user friendly mail service and creates more interaction between users. This kind of interactivity is what college is all about right? ... Would be worth the extra money.. [#1569234]
-----
I have to access UTK webmail from my UTK and cannot access it from a bookmarked tab or search engine [#1569359]
-----
I wish there was a way to see if the person who received your email has received/read it. [#1569429]
-----
System encouraged me to switch to VolMail, was told it would be better. Do not understand why. I switched, but often had trouble accessing Volmail and was told I had to delete my computer history, which is valuable to me and which I NEVER wanted to do. This recurring problem was one I do not feel I should have had to deal with, and would probably not have been an issue if I had not switched to VolMail, which I had been told would be better. [#1569455]
-----
n/a [#1569524]
-----
HUGE [#1569534]
Online@UT (Blackboard Learn)
Can you combine blackboard learn together with MyUTK? [#1566293]
-----
Is good. [#1566306]
-----
Often there seem to be outages and issues with things like Safeassign. [#1566376]
-----
Optimize for use of video tools and reducing audio lag during simulcasting (synchronous online class presentations) [#1566466]
-----
The Blackboard website is not organized very well and when it goes off-line there is now NO way to circumvent the problem and access it with another website like you once could before they changed something about it. It is hard to go back and forth from classes to classes. If it were organized more like the Engineering Fundamentals website then it would be a lot easier to use. [#1566494]
-----
Very difficult to use. Don't like Blackboard all that much. [#1566518]
-----
Clunky website [#1566545]
-----
Powerful but looking dull and not easy access or easy to find things in it. [#1566585]
-----
Updates on computers sometimes do not allow us to access blackboard and missing items from the Spring 2014 semester material [#1566712]
-----
Have custom email alerts for Blackboard for Announcements/ Assignments, etc. Maybe even SMS alerts [#1566717]
-----
better connection. make it easier to navigate and set things up [#1566742]
-----
Once I got the hang of it, then I was able to use it well. However it took like a month to get used to it. [#1566762]
-----
Different service provider. Blackboard sucks! It's got all kinds of junk on it. Complete rubbish. Things I never use, and that only get in the way of being able to use the functions that I do need to use to teach classes. [#1566770]
-----
The update was glorious and so is Blackboard Learn. [#1566784]
-----
Nice but half of my classes show up with two or three different course links in them that don't work. [#1566799]
-----
This is specifically about the SafeAssign feature: Prioritize consistency. this system seems to go down fairly often which creates a headache if it is down near deadlines for submitting papers. [#1566827]
-----
The interface should have data for all the course we did. The interface can be improved a lot. [#1566851]
-----
BB has too many options and features that I don't use. They create unnecessary clutter for me, but this may be different with other users. [#1566877]

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Certification to access blackboard for the first time could be more informative. [#1566914]

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While taking an online exam, blackboard crashed and I had to retake the exam. Then it crashed again. [#1566930]

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sometimes it just stalls out and you have to restart it or takes too long [#1566935]

-----

Blackboard is so confusing when teachers put up the merged classes. Why can't it be alphabetical or at least time-organized (organized in order of the classes I have. For example if I have geology and math on MWF’s, then social studies, CFS, and English, then the order should be Geology, Math, Geography, CFS, then English). If you cannot do alphabetical order, then please at least put Math 115 and math115merged together! Do I really need to search for a few more seconds just to find the merged class??? [#1566961]

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Is down WAY too often. [#1566980]

-----

Seems like I have to click too many buttons to get to what I want. Professors are always complaining about how painful it is to operate and some won't put grades up because it is a hassle. [#1566985]

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Blackboard will sometimes just quit on students in the middle of what they were doing. This can be an issue when taking an online quiz on Blackboard that only permits one try. And this is not just on personal computers but on the library computers as well. And sometimes it is just down completely, and it always seems to be at the no so convenient time before an exam. The majority of the time Blackboard is ok, but it can still be frustrating when that does happen. [#1566997]

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Take a look at ETSU's D2L system! Its so much easier to use! [#1567016]

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I don't see any problems with it!! [#1567018]

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Useless. [#1567044]

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The email system is within blackboard is not a preference for instructors and I have been asked to correspond with instructors using different mail systems other than the one on blackboard [#1567055]

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Maintenance should occur later at night. Or tell students days ahead through email. [#1567123]

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Be dependable and easy to navigate. [#1567124]

-----

It's really frustrating that all of the teachers aren't required to use Blackboard for grades and such. It's also really annoying that it doesn't give me the option of saving my username/password on my personal computer. [#1567154]

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Have the link from the utk homepage direct directly to the login page for Blackboard so that it is one less step to reach the application. [#1567158]

-----

Time difference in Nashville is a problem. [#1567163]
-----

There have been too many times where blackboard was down when I need to turn in an assignment. Thankfully my teachers were forgiving. [#1567193]
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Make home screens customizable. [#1567207]
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n/a [#1567238]

If Blackboard went down less, that would be great. [#1567292]
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Sometimes blackboard doesn't work. Everyone knows that. Students and teachers joke about it. [#1567293]
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i like it [#1567476]
-----

Server is unavailable quite a lot and semester transitions are rough [#1567528]
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It would be nice if more professors used blackboard. [#1567536]
-----

Blackboard is reliable. Just wish it didn't have to go down for maintenance. But all websites do that so no big deal. [#1567609]
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Few problems with SafeAssign this semester...improving that would help [#1567624]
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I cannot remove courses I was a teaching assistant for in the past. This semester, I require a professor to add me as a TA, which they have not done. Thus the students cannot get in contact with me, and I can't answer their questions on Blackboard. I do not know what is happening in the class as I do not get alerts. I would like the TA coordinator to have that capability. There are far too many functions on Blackboard and no training in how to use them. Using SafeAssign, I don't know the difference between submit draft and submit paper. I do not get to see what the students get to see. There needs to be training in this. [#1567663]
-----

I guess it's more on the faculty side, but I'd like to see collaborative projects via BB, similar to Google Docs. I don't know if that's even possible for UTK IT to manage. I'd like to have more a customizable homepage, like a custom news feed, or custom links, colors, images, etc. That way it would really be like a homepage and not just a site I visit. [#1567688]
-----

Has a tendency to freeze or kick me out of what I am doing. [#1567697]
-----

Provide access to previous class material for an extended period of time. [#1567722]
-----

The panel on the left hand side of the screen is confusing sometimes, but I don't know if that is a reflection of the organizational capabilities of the website or the professor using it. [#1567783]
-----

Easier for students to receive emails from Blackboard about grades, assignment deadlines, etc. Not just having notifications for the mobile app because those are very inconvenient. [#1567804]
-----
Blackboard is generally slow and based on a rapidly aging technology (Adobe Flash). A html5 or other substitute will run much faster on new OS and new hardware. Please god upgrade it. [#1567872]
-----
The mobile version of BB needs to have same capabilities as computer access. [#1567908]
-----
Doesn't work on Chrome more than half the time [#1567918]
-----
This is very important to me. [#1567959]
-----
Blackboard is a terrible program to begin with. I think that entering information needs to be easier on the teacher's side. It would help if there was an integrated calendar, especially one that says when homework and assignments are due. [#1567976]
-----
N/A [#1568001]
-----
include a link to bb learn log-in on the utk home webpage [#1568040]
-----
There is sometimes a lag in distance classes. Sometimes the same icons don't show up on a tablet. [#1568042]
-----
Some aspects of Blackboard are not exactly user friendly. It is sometimes not clear if there is an easier way for some functions. [#1568147]
-----
So far so good [#1568275]
-----
Good [#1568468]
-----
Constantly crashes and freezes [#1568490]
-----
Professors don't use it to upload grades because it is too hard to use [#1568520]
-----
Blackboard is "down" a lot lately, and therefore unreliable. [#1568532]
-----
The mobile app isn't worth downloading. [#1568545]
-----
De-cluttering home page of BBLearn to only necessary information. [#1568560]
-----
Consolidate online services into one site. [#1568575]
-----
Making grade entries mandatory for teachers 2-4 times per semester [#1568578]
-----
Blackboard constantly kicks me out without reason and it's interface is none intuitive, this causes problems when I'm trying to download my students grades. [#1568694]
-----
SafeAssign doesn't work sometimes, and that's a bit frustrating. No suggestions for that. It would be nice to be able to view my grades all on one page rather than having to go to each class's site to look at grades. [#1568777]
-----
May be save some information for the classes we already have token! [#1568780]

-----

App often force crashes so it must be reloaded, takes longer than expected to access class materials or updates. [#1568844]

-----

No issue other than the occasional error, reloading the page usually fixes it [#1568877]

-----

This site just crashes too often, and the teachers don't seem to always know what they are doing with it. I think the site would work fine if training was optimized. [#1568979]

-----

BB loses much of its utility if the teachers won't use it. I'd love to see at least grades becoming mandatory on it. [#1569010]

-----

good [#1569028]

-----

It sometimes crashes probably because of how many people use it at once trying to do assignments before they are due. Improve the website more. [#1569057]

-----

No problems with Online@UT [#1569100]

-----

Works well [#1569129]

-----

Make it compatible with IE more often. [#1569141]

-----

Great improvements! [#1569145]

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Blackboard discussion boards are awful [#1569173]

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It would be great if teachers were required to use this to post grades because it makes seeing my average and where I need to improve easier for me [#1569217]

-----

Blackboard or useful for what it is. There are some downfalls such as online quizzes only working correctly with Mozilla Firefox.. [#1569234]

-----

Again, faculty literacy with BlackBoard is concerning. [#1569246]

-----

Blackboard is most essential to my education with UTK. It is easy to navigate and is very well organized depending on the teacher. [#1569290]

-----

It is always down when I have a test or quiz on line. It also randomly logs itself off and I still have classes on there I took 3 years ago. [#1569299]

-----

I don't like Bb. It works well, but the Professors use different things for Homework too, so it all gets confusing having homework come from 16 different things for each class. But it works well technologically. [#1569415]

-----

BlackBoard just isn't trustworthy. I never know if it actually took my work or not and risk assignments not being turned in on time. [#1569429]
Ability to take quizzes on mobile devices. [#1569432]

As stated in many other answers to related questions: Blackboard supports only a primitive online course experience that very much limits student interaction. I feel UT could do a thousand times better. [#1569455]

Blackboard is very slow sometimes. Even when I'm on my home internet. Increased operating speed would be extremely important to me. [#1569465]

sometimes it is down for maintenance and I cannot access my hw. [#1569468]

Blacboard would be useful if the professors used it. Out of 5 classes I have ONE that posts grades and ONE that posts announcements there. This renders it almost useless. [#1569515]

HUGE [#1569534]

works fairly well. wish more of my professors would use it more than tokenly. part of that is just that the user interface and back-end is just clunky. Improve the dashboard some, and more people will want to use it [#1569588]

The Online Library is sometimes difficult to navigate and many times it will not load. Also, reducing the number of times you have to input your net ID and password would be nice. [#1574611]
LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support

Would be nice [#1566306]
-----
I have never used this before. [#1566494]
-----
Fine [#1566545]
-----
Have not used this yet [#1566712]
-----
better connection. video/audio that works when it rains. [#1566742]
-----
I don't ever use this, and I don't know anyone who does. Seems like a waste of time and energy to use it. [#1566770]
-----
It doesn't seem to me like anyone uses this [#1566799]
-----
Useless. [#1567044]
-----
I need to have access to someone who can fix my problem when it occurs after regular business hours. I am typically told that I will have to wait until the next day. When I need to be in a LiveOnline class, that is simply not acceptable. [#1567088]
-----
Not really effective. [#1567123]
-----
Professors don't have time to check and respond. I don't have time to wait all day on a response. [#1567163]
-----
Had trouble getting it to download on my Mac [#1567169]
-----
n/a [#1567238]
-----
Collaborate is more trouble than it is worth because of all the Java update issues. [#1567319]
-----
ever used it [#1567476]
-----
This constantly crashed on me from Spring 2013 - Fall 2013. [#1567528]
-----
I had to wait for the entire pre-recorded lecture to load for over an hour before I could skip to the end of the lecture to get what I needed. Navigating the video was very difficult and had lots of glitches. [#1567545]
-----
I made a suggestion earlier that might be something like this. I didn't know it was an option. [#1567688]
-----
Make this part of welcome to UT or something. Teachers expect you to know and understand how this works BUT there no really good online source or training that helps you figure out how to do this! [#1567856]
-----
Blackboard does not work well, has technology problems and is not trustworthy for either faculty or students [#1567899]

-----

I do not believe Blackboard Collaborate works well on Windows computers or computers that are not brand new. I have had many difficulties with this program on a 2010 Windows computer. [#1567921]

-----

No input. [#1568113]

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Have never figured out how to use it and so far it has not been mandatory [#1568275]

-----

Most of my classes are offered through Blackboard Collaborate and I have never had a class meeting that wasn’t affected by some technical problem—usually related to audio problems, long delays, or lost connections. NEVER. Not a single class EVER. [#1568282]

-----

Yes [#1568468]

-----

unable to access bb collaborate on my iPhone. Unsure why. [#1568551]

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More support for the Blackboard on the mobile. [#1568553]

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As I have had one class on blackboard collaborate (Fall 2013), the initial run was not too bad. There is a lot of room for improvement. Teacher struggled with being able to draw on slides being presented. Without anything except the slides being on the screen, it got hard to focus for 2.5 hours. Also, there was no way to use multimedia for the teacher, thus hard to explain some points that he wanted to make. It is a great technology and just needs to be upgraded to include a better classroom environment. [#1568683]

-----

A [#1568809]

-----

Have a tutorial on how to use for first year students [#1569129]

-----

collaborate is hard to use for online language classes. probably would be better with better internet. [#1569173]

-----

I didn't know abt apps@utk. [#1569262]

-----

The delays and lags can get pretty bad in Collaborate. I have even had classes where half the class ends up with the teacher and the other half gets sent to another classroom with the Teachers Aid. I have been in a class got kicked out and sent into another professors classroom. [#1569290]

-----

This semester Collaborate has had many issues with getting into the environment and sound cutting out. This is the first semester I have had major problems with the system on a consistent basis. I'm a DE student and online service quality is very important. [#1569312]

-----

n/a [#1569524]

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what can I say? collaborate is buggy as hell, and the fidelity (both audio and video) varies tremendously [#1569588]

-----
Apps@utk.edu (apps.utk.edu application server / virtual computer lab)

Mo comment. [#1566306]
-----
MyUTK on app should be able to have class registration, or at least similar functions to MyUTK. Half the time the entire app doesn’t load. [#1566383]
-----
I use apps.utk.edu constantly. It is easily one of my favorite provided services. I would like to see it expanded and include even more softwares, especially in the Engineering sector. COMSOL, Solidworks, AutoCAD. [#1566400]
-----
ever used this [#1566433]
-----
I really like this website. It is hard to install the citrix software and I don’t know how to use it on another browser. It also freezes up a lot, which should be fixed. [#1566494]
-----
Fine, although the MyUTK mobile app is much worse than the desktop site. [#1566545]
-----
I have a windows phone and the UT app is not available to me. It is frustrating because I can’t use the transit map or any of the other resources inside that app. [#1566554]
-----
Works good if you were able install it on all supported computers like Mac [#1566712]
-----
Most of these apps were difficult to download and ran very sluggishly. My computer should easily handle these applications. [#1566726]
-----
I don’t really use these much, but the times I have used them, they haven’t worked very well on mobile phone anyway. [#1566770]
-----
Develop for more mobile platforms and not just iOS and Android. BBOS 10 and Windows Phone 8+ users will thank you. [#1566784]
-----
More powerful computers have to be provided. Everyone generally has a 4 core processor. When we need more processing power then only we have to access Apps@UTK. So please do the needful. [#1566851]
-----
N/a [#1566987]
-----
MyUTK app needs to be fixed-- I find it not working a lot of times in signing in. [#1567018]
-----
The blackboard app rarely works on my phone. [#1567022]
-----
Not reliable. [#1567044]
-----
Okay. [#1567092]
-----
Apps should be more functional. [#1567123]
When I tried to use it, it seemed a little confusing and took me a little while to try to understand how to use. [#1567137]
-----
Apps do not work on my phone. [#1567163]
-----
Nothing runs well off apps.... Lose connection and have to restart often. [#1567166]
-----
Cannot run software involving media files. I need this for my research. [#1567319]
-----
I didn't know about this. [#1567407]
-----
idk this [#1567476]
-----
SAS constantly crashes every time I click "run" and the whole server is extremely slow and very difficult for beginners to learn how to use. [#1567545]
-----
made better installation instructions? I have never successfully installed anything using the provided instructions [#1567870]
-----
had a rocky start but seems to be improving [#1567871]
-----
The process is not intuitive, especially for first-time use, and can be frustrating. [#1567952]
-----
Ehh... useful but so much potential! [#1568022]
-----
Improve with more accessability and the ability to use it without installing the citrix receiver or in a way so that the citrix receiver does not run all the time. [#1568133]
-----
SO SLOW. Both using apps on the server and downloading software are way too slow. [#1568271]
-----
make MYUTK apart of the app, not having the app link to myutk [#1568391]
-----
idk [#1568468]
-----
The apps bus route finder was A LOT more effective before the recent update. [#1568532]
-----
I didn't know we had access to a virtual computer lab! That would be so helpful. I've tried searching for that online, but haven't been able to find instructions on how to use it. [#1568776]
-----
A [#1568809]
-----
make them more accesible [#1569129]
-----
App@utk.edu is a vital part of my work and occasionally it doesn't work. This is, of course, extremely irritating. Anything that can be done to make it more stable and increase the offerings would be appreciated. [#1569175]
-----
I had no clue that this service even existed. It would help if students were made more aware of the IT offerings, perhaps through more publicity. [#1569314]

-----

Did not know about this. How should I have known about it? [#1569455]

-----

I would really like to learn how to use Apps@utk.edu in support of my research activities. I think some brief online (or on campus) tutorial/tutoring aimed at Apps users would be a big help for me personally. I will check online (after completing the survey) to see what training is available, and whether Apps User training is already offered and I simply have not taken advantage of it. The easier it is to learn how to utilize a particular service offering, the more useful it will be to users like me. [#1569474]

-----
Online class registration (MyUTK)

So many things that cannot be done in MyUTK [#1566293]
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Is good. [#1566306]
-----

It seems to crash every single registration period, which is of course extremely frustrating [#1566376]
-----

Better than it used to be [#1566433]
-----

This program is so frustrating. [#1566474]
-----

When searching for classes, navigating with "back" in a browser should be possible without refreshing
the page. [#1566483]
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This is very hard to navigate and confusing at times. It should be better taught how to use during
orientation. [#1566494]
-----

It's a bit difficult to go around. [#1566518]
-----

Adding better mobile accessibility for myutk would be nice. [#1566524]
-----

The registration process is byzantine and unfriendly. [#1566542]
-----

Searching for classes is archaic and imprecise. Needs a HUGE improvement. [#1566545]
-----

N/A [#1566561]
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Can't use back button and it is hard to see what time slots I have already filled when I look for additional
classes [#1566608]
-----

Cannot access timetable from a mobile device. [#1566659]
-----

Could be more simplified to used have to have two windows open to register for class. Would be nice to
have all the information for the class in one screen instead of clicking back and forth between screens
[#1566712]
-----

I still have trouble getting MyUTK to work sometimes! Its hard to navigate since it is all on one page. It
needs to be better organized. [#1566762]
-----

More reliability [#1566772]
-----

The most cumbersome thing ever. Circle Park Online was better than this mess. Call other universities
and see how they use Banner before throwing all of us into it, please and thank you. [#1566784]
-----

Try to change "search for class" software so that we do not have to open a new window every time we
search for a different class. [#1566810]
-----
It's a real pain to have to go through the entire search when I register for each class, considering that I'm only registering for things in one department. I'd like to see something where I can go back to the departmental offerings instead of having to choose the same semester & department every time. Also, what's up with the order that the semesters are listed in? [#1566815] 

-----

MyUTK will not work on my phone as far as searching and adding classes. I don't know how to fix that. [#1566835] 

-----

Interface is badly designed. [#1566851] 

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Other than how banner makes you back out of the system every time you look at a course, it is fine. It is very annoying to have to go back in every time you want to look at a class. Seems like an easy fix to me that would greatly improve the registration process. [#1566864] 

-----

Create more servers on the day we are allowed to register for classes. MyUTK seems to crash around that time. [#1566867] 

-----

-It is difficult to search for multiple classes without having to shut the window down and click the link again. Frustrating when looking for classes or registering. [#1566870] 

-----

Make course call numbers and class descriptions easier to find! [#1566871] 

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Online class registration is very confusing (poor interface, a lot of jargon, etc.) [#1566877] 

-----

Getting classes that I need are getting a little harder. Students who aren't majoring in the program should have to wait To get in the class so the students that need it won't have problems [#1566878] 

-----

Allow it to when you hit the back button you don't have to refresh the page every time you want to view another class. [#1566916] 

-----

I really hate having to basically start back over when I want to search for another class. Takes too much time and frustrates me. Example: Select term, select class, look at class, look at description, want to look at something else and then I have to start back at term again [#1566935] 

-----

i always have to start completely over for each class even when just checking the availability. it just says that modifications or whatever have already been submitted. [#1566975] 

-----

Seeing class times and not knowing room locations and professors is a burden. Some times are inconvenient for working students and some professors ruin GPAs. [#1566985] 

-----

No problems!! [#1567018] 

-----

I don't see a problem. [#1567092] 

-----

Class registration is very frustrating and it shouldn't have to be. [#1567098] 

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This HAS to be dependable, easy to navigate, and fast. [#1567124] 

-----
why is the word tuition not in any hierarchial tabs?  [#1567150]

-----

Time difference in Nashville.  [#1567163]

-----

I guess its okay. The menus are not streamlined as well as they should be. You have to mostly go back
to the beginning of a menu to do a new search. You need an advanced search tab where you can
re-select everything. If you already have this, you need to make it obvious.  [#1567166]

-----

I would like to be able to search for multiple classes at once  [#1567193]

-----

I feel as though this is confusing process and the way you go about picking classes in a general field
could be worked on!  [#1567201]

-----

It does not work with chrome.  [#1567235]

-----

My utk will not let you know when you can register for classes until after you get advised. That needs to
change!  [#1567266]

-----

I wish that there was a way to have only 1 group of registration per year grade so then there wouldn't be
problems with unfair grouping and people missing classes due to being put in a later registration group
by chance. (Much like what happened to me last semester)But I understand that it would take a lot of
bandwidth to do that.  [#1567292]

-----

Online registration is frustrating. There is a lot of resetting, refreshing, and backtracking that goes on
with it. You can't simply hit "back" and it go back. You have to hit "back" and refresh again. Makes the
process longer.  [#1567293]

-----

The hassle of searching and flipping through multiple pages is not ok  [#1567305]

-----

I would like to have a real time view of classes also if searching for classes could be a bit easier that
would be great.  [#1567306]

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Hard to access on mobile devices. Too limited on mobile  [#1567323]

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Blackboard Collaborate tool needs an overhaul.  [#1567392]

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Likely not an IT problem really, but in the system of rules. I was not allowed to register for some classes
without it being put manually in the system because I'm a non-traditional student. This became a
problem at Dec 31 because I wanted to pay all my fees in tax year 2013 and would have been beneficial
to me. It would be nice if it would have let me register and pay and then work things out later for
approvals.  [#1567407]

-----

easy  [#1567476]

-----

Navigation for this is horrible.  [#1567528]

-----

The registration website is abysmal. I only have to register for dissertation hours these days, but it's way
more complicated than it has to be. I probably have to click 30 times to look up the right section, set my
attendance confirmation, etc. just to register for one class.  [#1567571]
-----

Please keep it simple like it is. [#1567609]

-----

I would really love it if you all could figure out a way to keep Banner/MyUTK from crashing whenever registration opens. It's nearly caused me to not be able to take the classes I need to graduate. [#1567616]

-----

As a graduating senior I don't have any problems with this but registration the past three years has been a nightmare as everyone gets on at once to register. You all should probably be aware of how many so it doesn't crash. [#1567619]

-----

Class registration seems old-fashioned and clunky. An improvement in efficiency and design would help [#1567624]

-----

Blackboard collaborate froze and nearly crashed my computer when I was put into a group classroom. All of my systems were clean and up to date. Not sure what happened [#1567658]

-----

The way that you search for and sign up for classes is not intuitive. At UBC, there is an option where you can add a class to your timetable, but not sign up for the class. I would like to have this option. ie. classes I would like to take, but may not have room to take. Also, how you print your timetable is not intuitive, at it does not accurately portray the size of the time slots. For instance, my timetable shows my tues/thurs course starts at 3:40pm. This is on the same row as my Fri course that starts at 9:05am. Obviously, 9:05am should go above 3:40, but on my timetable, they appear to start at the same time. A one hour course takes up the same amount of space on the page as a 3 hour lab. [#1567663]

-----

We need a tool on the registration site that keeps track of what we have left to continue and complete our majors and minors. The DARS system needs to either be heavily updated so that you can determine what to do with double majors and minors, or else joined to the registration process. It would be wonderful if classes you need to take for your major/minors/etc. were color coded or otherwise indicated while you were signing up. [#1567683]

-----

I just don't think it is easy to use. The layout is confusing and I have a hard time navigating. It should be much simpler to use. Also, half the time it won't let me log in. It is just annoying. [#1567697]

-----

It is much more complicated than it needs to be. For example, I may take two English classes. I have to start the search from the beginning after the first, or get the numbers (write them down or memorize them). It would be easier if I could add them simultaneously. Searching for classes requires multiethinic steps when it could be simplified by having the default search be the advanced. Or, better yet, let me write the class names that I want (English 102, math 110, etc all at once. Then give me a full list of the available classes so I can set my schedule at one time rather than having to go individually through them all, write down all the possible day/times of all 5-7 classes I am desiring. It's much more efficient. [#1567723]

-----

MyUTK is convenient however registering for classes can be confusing and having to start over each time you search a class is exceedingly frustrating. [#1567738]

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the system shut down on me several times [#1567748]

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It's a cumbersome website that is difficult to access via my ipad and iphone. [#1567770]
Make it easier to find the registration page. Have a link directly to the registration page from myutk.
[#1567780]
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It would be nice if the website had a multiple schedule generator that alerted students of overlapping courses before they registered. [#1567783]
-----

I believe in my 4 years here it has improved, however, there have been 2 times I have tried to register for classes and the system has crashed. Also, MyUTK in general isn't the easiest to navigate and use. [#1567825]
-----

Refine the search function to make the process easier. [#1567839]
-----

Cory Walker, a student at this university, has created a gorgeous and wonderful class registration site which aggregates class schedules in a minimalist and clean format. It blows away anything the university has done and should be utilized by the university. Here is the link. http://mybannerplus.com/

Compared to this site, the university class registration site feels absolutely outclassed and outmatched. [#1567852]
-----

Confusing website navigation, can't get back to a page you were on because links are unavailable
[#1567870]
-----

is there a tutorial? once I sign up for a class and want to add another I pretty much have to start over
[#1567871]
-----

A little confusing but I understand that all of TN uses the same services. [#1567872]
-----

There needs to be a way to gain faster access to available courses for a given semester and course information - a separate website maybe. [#1567908]
-----

If I know the course I want and it's in my department or I know its number, the process is fairly easy. However, trying to find course offerings in other departments is difficult and cumbersome. For me it has been frustrating as I would like to explore courses in other departments and the registration/course offering process is not intuitive nor user friendly. [#1567952]
-----

Make easier to look for classes and find out how to not have to refresh you page after every class you look for [#1567972]
-----

The system itself stinks. the registration process could be so much easier with having an integrated system instead of having to separately look up classes and sign up for them. [#1567976]
-----

The system does not show timetable quite clearly. [#1567985]
-----

Use better control when allowing kids to register on the same day. After registration time periods are over for some kids, kick them out of the system, to keep traffic to a minimum. That way the system doesn't crash faithfully on registration day. [#1568001]
-----

graduate students from universities other than utk have a difficult time registering for combined grad/undergrad level classes with pre-requisites (the computer doesn't recognize graduate students of i.e. econ as having satisfied the requirement for i.e. ECON 101) [#1568040]
works well. For me it was a challenge, but that is because of my age/generation. I learned reasonably well how to navigate. It did feel sometimes that there was little recourse for those like me who are not tech savvy. [#1568066]

My UTK can be cumbersome. I would love to see a clearer, more intuitive layout. [#1568090]

Whether accessing it from my iPad, phone, or computer, MyUTK always takes a long time to come up, and sometimes it never does on my phone or on my iPad. Once I get into MyUTK, it's great, but it's the logging in that is the hardest part. [#1568095]

I don't know where to begin. However, I feel that the MYUTK system need to be thoroughly worked over based upon user feedback from students, administrative staff, and instructors. [#1568113]

The website is not clear on where to find this information. It took some searching for me to figure out how to register. It seems like registration should be much easier then that! [#1568114]

The class search is very cumbersome. Having to restart at the beginning for each new search, especially if you want to go back to the same course list you just generated. [#1568147]

Make MyUTK more user-friendly and built with a better overall design. [#1568176]

While signing up for classes, I think that it should be simplified and easier to find the classes that one needs. Registration for a lot of students is confusing and sometimes frustrating. [#1568196]

I was charged a $40 late fee because I could not get into "MyUTK" the first time I tried to do so from off campus. I went to the local community college for help, but none of their OIT people discerned that I was supposed to type in utk in order to get into the system. The process of logging in from off campus should not be so difficult that a doctoral student trying to meet the deadlines CANNOT even get into the system! [#1568214]

There was a LONG delay on online services this year, particularly harsh on me, since I could not drive to campus for a few weeks. [#1568275]

I always have to go through many more steps than I want to in order to get anywhere. And I'm so sick of the "Your changes have already been submitted" error message popping up when I'm searching for classes. I can't go back to a list of classes and look at another one without having to reload the page and resend the form. [#1568282]

remove the rule that states you can only be wait listed for one class. Because of this rule I was unable to get into a class that I need and now I have to take it in the summer [#1568291]

You need to make it where you don't have to go back to the beginning each time you want to search for another class. The back button should work. [#1568390]

I often have trouble navigating the website, and it often seems time consuming. Recently I have had trouble registering for classes. One course said it had one seat left, but when I clicked to register it required me to wait list the class. [#1568439]
So so [#1568468]
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As a grad student who will only be here for a short time, I am required to take small classes that fill up very quickly. Not being able to view the classes until a few days before registration is one thing, but during registration, it takes a long period of loading time and waiting time just to sign up for one class. I was unable to sign up for a specific class this semester simply because when I clicked on enroll, I waited for 3-5 minutes for the page to download. [#1568474]
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Constantly freezes and kicks me off, sometimes while I am in the middle of signing up for classes [#1568490]
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It would be nice to add things to a worksheet when registering, or be able to switch sections without adding and dropping [#1568520]
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Very Important. There needs to be a more streamlined process of selecting class, and more classes offered for important Major and General Education classes on campus. Many students are unable to select the classes they need, forcing them to take the class later in their schooling, and thus holding students back from graduating on time (within 4 years). [#1568559]
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Make this link easier to find. [#1568560]
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This is getting redundant….consolidate [#1568575]
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Saving semester in search for classes versus continually having to reselect the semester for each class Searching for courses should have more broad ranges. ie. should be able to search undergrad humanities courses in a given time verses having to have specific subject [#1568578]
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MyUTK is cluttered and hard to navigate. Easier navigation would be much appreciated. [#1568655]
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I have had troubles several semesters with this crashing when everyone signs on to register. As I have gotten older, its not as big of a deal, but as a underclassmen classes would fill up that I needed while my computer would not let me access this. I know its almost impossible to fix this kind of crash, this has been my only complaint. [#1568683]
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Linkage to course description is sometimes confusing. (Sometimes I have to check is online in a separate window from the UT homepage) [#1568695]
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Use blood magic. Thats about all I got. [#1568744]
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The schedule builder can be rather infuriating. I wish I could see how all my desired classes would work together rather than having the computer randomly selecting times for my desired classes. [#1568777]
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When searching classes for upcoming semesters you are not able to click on a class and then return back to the list and click on another. Instead, you have to open the link from the homepage which is a pain. [#1568877]
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The main issue here is an easier way to search for classes. Currently, you have to go through a major process to search for another class in a different department when trying to compare electives. It would also be nice to have a compare feature to be able to look at reviews, times, buildings, etc. all at the
same time so you can easily pick between classes. Finally, having a way of always viewing the classes you are signed up for so you can make sure something fits in the new schedule you are building is an absolute need. [#1568979]

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For the love of god, let me use my browsers back button when browsing classes to register for. This adds a headache every semester that just isn't necessary. [#1569010]

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The system seems dated. If you click the back button and select another class from a list of courses, it says something like "the information has already been submitted." You have to start over with a new search each time. Also, I would like to be able to create a worksheet of classes before registration is available, that I could save and use when registration becomes available. Also, I would like to be able to search for classes by attribute (GenEd Arts/Humanities; Social Science; etc.) across all departments without having to select a specific one. [#1569027]

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Very good, no suggestions [#1569028]

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Improve navigation from class search to course descriptions and actual registration pages. [#1569030]

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I'm always regulated to registering for courses a full day after registration begins? This has happened since my enrollment at UT. Because of this flawed procedure, I'm not able to choose my desired career and graduation path. Why should I be forced to choose the only available option for graduation? This needs to be changed. [#1569035]

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It would help if the site could give schedule possibilities given a list of classes. I know that there are third party option but it would be better if it were integrated. [#1569053]

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N/a [#1569057]

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No problems with registration [#1569100]

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It would be nice to ave a more user friendly/interactive way of registering for classes, especially in the case of class conflicts, where we have to keep going back to search classes. [#1569121]

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I think it works well [#1569129]

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Banner is frustrating and annoying. [#1569173]

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I HATE that when registering for classes and finding the best fit for my schedule, that hitting the back button makes me have to go through the entire process again instead of just taking me back to choose another class with the already stated parameters. Very irritating. [#1569195]

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Sometimes this is very slow and can be confusing [#1569217]

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MyUTK is a step up from the old system and is much improved since banner was implemented. Some simple correction could be made such as allowing users to push return to the previous page while searching for classes without it freaking out. [#1569234]

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MyUTK is frustrating. Yes it holds very essential information but understanding and getting to that information is sometimes difficult. The most aggravating thing is trying to change between terms to look
at different information. I can click on a certain term and come up with the term I am in over and over again. [#1569290]
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While viewing a course during the search courses, it cannot directly go back to the previous webpage. Instead it is necessary to refresh or resend the search. This is very inconvenient. [#1569394]
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hard to find classes or go back one page [#1569400]
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Have you considered integrating your systems?... My college did registration through Blackboard, and it felt less clunky than MyUTK... [#1569426]
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actually letting a person register for a class when there is still available space instead of saying that you cannot be registered for the class and not giving a reason why [#1569468]
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Would be nice if you could pick multiple classes you are considering and having them all brought up in a comparison table to help choose which one to take. Also would be nice if there was a favorite tab for classes interested in. Also would be nice if you just put in your major and it brought up classes you haven't taken yet. [#1569475]
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It can be frustrating to use. You have to go back each time to the first page when you look for a different class, but I do like the schedule builder. When I sign in to MyUTK, I have to sign in, then refresh because a weird page comes up when I don't refresh. It is annoying that the log in can't be remembered, so I have to type in utkme every time. [#1569483]
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Poor design [#1569534]
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Additional Questions for self-reported UniversityRole='Student'

The project coordinators for University of Tennessee - Knoxville included these additional questions with this survey. At the end of the survey each respondent was provided the opportunity to respond to these questions. Below are their responses grouped together by question.
How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)
7.0819 (n=1014)
How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

6.8813 (n=1011)

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