

A Higher Education TechQual+ Study

OIT Satisfaction Survey 2019
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:

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Higher Education TechQual+ Data Analysis Guide

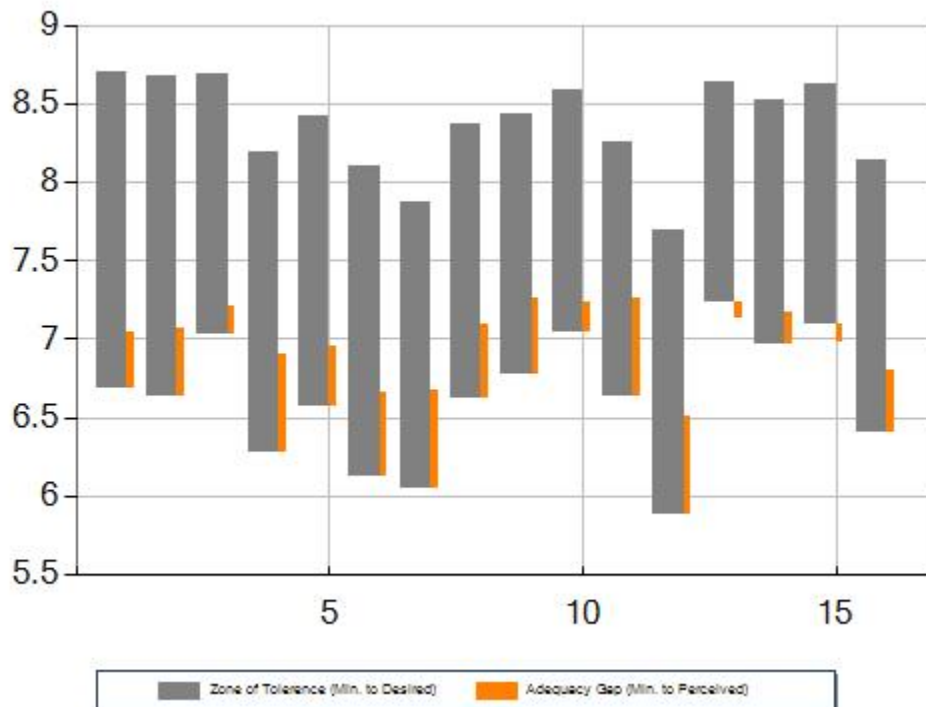
The data from this survey is presented in multiple ways:

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 exceeds end users minimum expectations, a negative number indicates a gap between the perceived performance and minimum expectations.

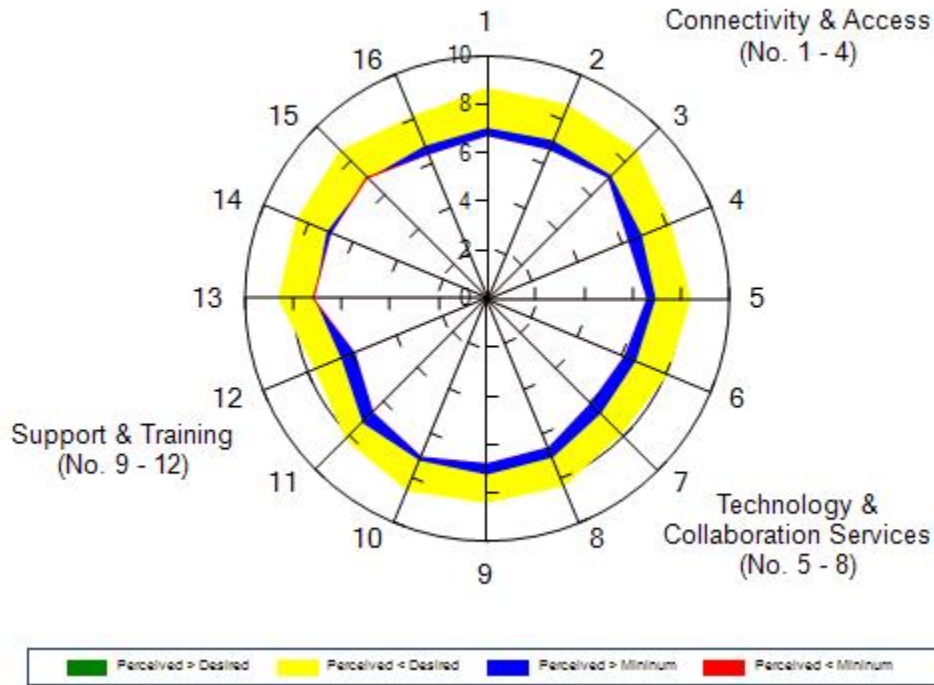
Service Superiority Gap Score: This score indicates the degree to which end users desired service levels are being met. This score is computed by subtracting the desired level of service score from the perceived level of service score. A positive number indicates the extent that perceived service exceeds 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 your ability to access technology services through the Internet

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 with those supporting your use of technology services

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 an Internet service that operates reliably.

Having an Internet service that provides adequate capacity or speed.

Having an Internet service that provides adequate Wi-Fi coverage.

Having adequate cellular (or mobile) coverage throughout campus.

Technology and Collaboration Services

When it comes to...

Having Web sites and online services that are easy to use.

Having online services that enhance the teaching and learning experience.

Having technology services that allow me to collaborate effectively with others.

Having systems that provide timely access to data that informs decision-making.

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

Support and Training

When it comes to...

Getting timely resolution of technology problems that I am experiencing.

Technology support staff who have the knowledge to answer my questions.

Receiving communications regarding technology services that I can understand.

Getting access to training or other self-help information that increases my effectiveness with technology.

Other Important Information Technology Services

When it comes to...

Official University Email - Office365, Gmail (available to Students only)
Self-reported faculty, students, staff, not declared only.

Online@UT (Canvas) *Self-reported faculty, students, staff, not declared only.*

UT System Services - ANDI *Self-reported faculty, staff only.*

UT System Services - Cayuse SP/424 *Self-reported faculty, staff only.*

UT System Services - IRIS *Self-reported faculty, staff only.*

Customized help with developing course materials and lectures for online teaching. *Self-reported faculty only.*

LiveOnline@UT (Zoom) virtual classroom environment support *Self-reported faculty, students, staff, not declared only.*

Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) *Self-reported faculty, students, staff, not declared 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

Population Size (N)	Respondents (n)	Respondents (n) %	# Attempted	# Complete	Completion Rate
0	0	0%	3324	2184	66%

Attribute: University Role (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	365	35	9%
Faculty	0	0	0%	395	300	75%
Staff	0	0	0%	1206	922	76%
Student	0	0	0%	1358	927	68%
Totals:	0	0	0%	3324	2184	65%

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)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	434	80	18%
Female	0	0	0%	1885	1356	71%
Male	0	0	0%	1005	748	74%
Totals:	0	0	0%	3324	2184	65%

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)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	621	218	35%
0-24	0	0	0%	949	635	66%
25-34	0	0	0%	557	405	72%
35-44	0	0	0%	347	263	75%
45-54	0	0	0%	380	290	76%
55 & ABOVE	0	0	0%	470	373	79%
Totals:	0	0	0%	3324	2184	65%

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:

Positive Perceptions (Adequacy Gap Score > 0)

Having an Internet service that operates reliably.
Adequacy Gap Score = 0.15; N = 2395; P = 0.00

Having an Internet service that provides adequate capacity or speed.
Adequacy Gap Score = 0.23; N = 2348; P = 0.00

Having Web sites and online services that are easy to use.
Adequacy Gap Score = 0.24; N = 2212; P = 0.00

Having online services that enhance the teaching and learning experience.
Adequacy Gap Score = 0.45; N = 1788; P = 0.00

Having technology services that allow me to collaborate effectively with others.
Adequacy Gap Score = 0.39; N = 2054; P = 0.00

Having systems that provide timely access to data that informs decision-making.
Adequacy Gap Score = 0.15; N = 1921; P = 0.00

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
Adequacy Gap Score = 0.29; N = 1776; P = 0.00

Getting timely resolution of technology problems that I am experiencing.
Adequacy Gap Score = 0.29; N = 2056; P = 0.00

Technology support staff who have the knowledge to answer my questions.
Adequacy Gap Score = 0.32; N = 2002; P = 0.00

Receiving communications regarding technology services that I can understand.
Adequacy Gap Score = 0.51; N = 2014; P = 0.00

Getting access to training or other self-help information that increases my effectiveness with technology.
Adequacy Gap Score = 0.55; N = 1982; P = 0.00

Official University Email - Office365, Gmail (available to Students only)
Adequacy Gap Score = 0.48; N = 1788; P = 0.00

Online@UT (Canvas)
Adequacy Gap Score = 0.24; N = 1364; P = 0.00

Negative Perceptions (Adequacy Gap Score < 0)

Having an Internet service that provides adequate Wi-Fi coverage.
Adequacy Gap Score = -0.23; N = 2321; P = 0.00

Having adequate cellular (or mobile) coverage throughout campus.
Adequacy Gap Score = -0.32; N = 2304; P = 0.00

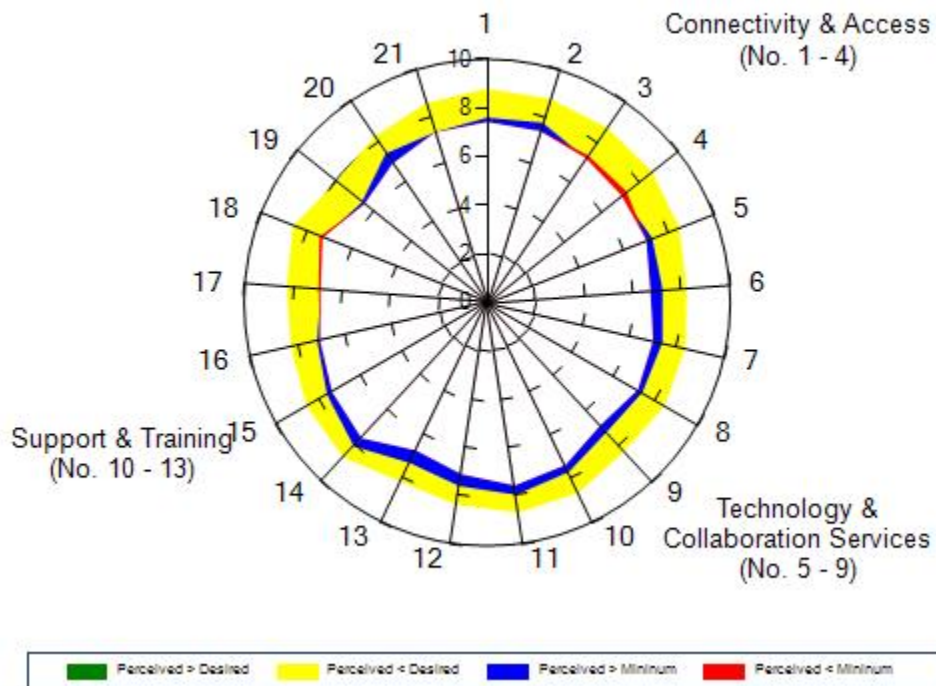
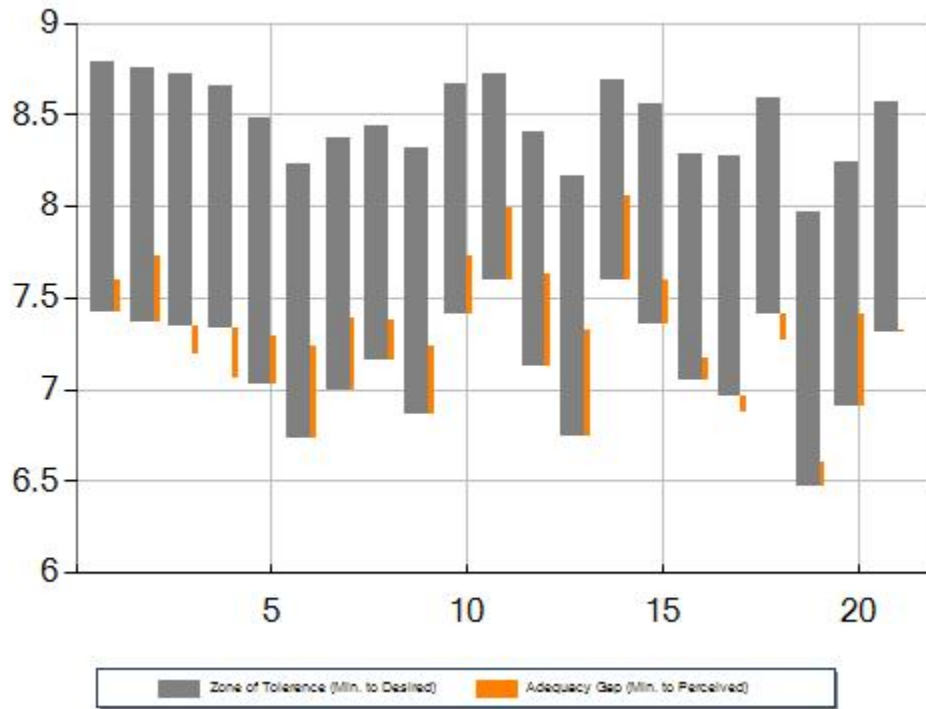
UT System Services - Cayuse SP/424
Adequacy Gap Score = -0.31; N = 291; P = 0.02

UT System Services - IRIS
Adequacy Gap Score = -0.31; N = 884; P = 0.00

LiveOnline@UT (Zoom) virtual classroom
environment support
Adequacy Gap Score = 0.49; N = 1087; 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 : 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 your ability to access technology services through the Internet

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	7.37	8.78	7.52	0.15	-1.26	2395	0.00
		Dev	1.54	0.57	1.51	1.58	1.46		
2	Having an Internet service that provides adequate capacity or speed.	Mean	7.33	8.76	7.56	0.23	-1.19	2348	0.00
		Dev	1.52	0.59	1.48	1.59	1.44		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	7.28	8.70	7.05	-0.23	-1.64	2321	0.00
		Dev	1.61	0.73	1.73	1.95	1.76		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	7.26	8.64	6.94	-0.32	-1.71	2304	0.00
		Dev	1.72	0.83	1.85	2.08	1.87		

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	6.98	8.47	7.22	0.24	-1.25	2212	0.00
		Dev	1.60	0.90	1.43	1.75	1.45		
6	Having online services that enhance the teaching and learning experience.	Mean	6.72	8.21	7.17	0.45	-1.04	1788	0.00
		Dev	1.83	1.24	1.50	1.77	1.49		
7	Having technology services that allow me to collaborate effectively with others.	Mean	6.91	8.33	7.30	0.39	-1.02	2054	0.00
		Dev	1.73	1.09	1.50	1.77	1.51		
8	Having systems that provide timely access to data that informs decision-making.	Mean	7.10	8.42	7.25	0.15	-1.17	1921	0.00
		Dev	1.64	1.05	1.53	1.77	1.53		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	6.83	8.29	7.12	0.29	-1.18	1776	0.00
		Dev	1.81	1.19	1.62	2.03	1.73		

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 with those supporting your use of technology services

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	7.34	8.65	7.63	0.29	-1.02	2056	0.00
		Dev	1.48	0.76	1.45	1.69	1.45		
11	Technology support staff who have the knowledge to answer my questions.	Mean	7.52	8.69	7.84	0.32	-0.85	2002	0.00
		Dev	1.45	0.73	1.40	1.63	1.35		
12	Receiving communications regarding technology services that I can understand.	Mean	7.01	8.36	7.52	0.51	-0.84	2014	0.00
		Dev	1.71	1.10	1.44	1.72	1.41		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	6.68	8.13	7.23	0.55	-0.91	1982	0.00
		Dev	1.86	1.32	1.59	1.84	1.61		

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...		Min	Des	Per	Adeq	Supr	N	P
14	Official University Email - Office365, Gmail (available to Students only) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.49	8.66	7.97	0.48	-0.69	1788	0.00
		Dev	1.55	0.83	1.29	1.52	1.20		
15	Online@UT (Canvas) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.26	8.52	7.50	0.24	-1.02	1364	0.00
		Dev	1.60	0.98	1.54	1.80	1.52		
16	UT System Services - ANDI <i>Self-reported faculty, staff only.</i>	Mean	6.87	8.13	7.07	0.19	-1.06	199	0.22
		Dev	2.02	1.55	1.82	2.20	1.97		
17	UT System Services - Cayuse SP/424 <i>Self-reported faculty, staff only.</i>	Mean	6.91	8.20	6.60	-0.31	-1.59	291	0.02
		Dev	1.87	1.35	2.08	2.32	2.24		
18	UT System Services - IRIS <i>Self-reported faculty, staff only.</i>	Mean	7.39	8.58	7.08	-0.31	-1.50	884	0.00
		Dev	1.52	0.83	1.85	1.97	1.85		
19	Customized help with developing course materials and lectures for online teaching. <i>Self-reported faculty only.</i>	Mean	6.33	7.82	6.50	0.17	-1.32	127	0.49
		Dev	2.26	1.80	2.13	2.67	2.34		
20	LiveOnline@UT (Zoom) virtual classroom environment support <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.83	8.18	7.31	0.49	-0.86	1087	0.00
		Dev	1.95	1.41	1.71	1.87	1.60		
21	Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.24	8.54	7.19	-0.05	-1.35	1497	0.31
		Dev	1.59	0.95	1.61	1.84	1.59		

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 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 an Internet service that operates reliably.

Need more wireless connection through campus, particularly with connect.edu [#2810238]

There have been a few outages over the last month or so. I am unsure if it was the Internet or just the local network. [#2810253]

My internet crashes all the time. [#2810298]

Important! [#2810351]

I think the bandwidth is just at maximum capacity and needs to be increased to be effective [#2810363]

Too many glitches/goes down/wi-fi goes down. [#2810377]

Remote offices were/are better serviced prior to the expense and effort to install SHIELD... as ONE example, a remote office network port went out within months of install. Local service provider came out within an hour of notification and isolated the problem to whatever was installed beyond their equipment. OIT and Ag IT got notice over the weekend (before we knew it) that it went out but waited to get a call to establish a work order and then took another four days to get anyone to service the equipment even though we're only an hour from campus. In the process, nobody would walk me through the potential of even attempting to troubleshoot the issue and disputed what I was seeing in the SHIELD box. In the meantime, our office network was down a week... ..connectivity was/is more reliable before the centralization effort, faster, and with fewer phishing attempts to boot. Since UT has decided to centralize service, that SERVICE needs to be quick and effective. The above example (among others) speaks to the inability to effectively support the extended network beyond main campus. Remote offices are then stuck with a system they didn't ask for, don't want, and have worse service than what they had before. Give offices options AND support. [#2810405]

Sometimes I do not have internet on my mobile device when the device says it is connected [#2810415]

My main complaint is coverage in the Student Union building/food court. I would rather not have to leave the building to complete a text message to someone I'm waiting for in the food court. Thanks [#2810443]

Get better Wifi in the stadium. It is very hard to operate as a student when there is not reliable wifi connection in the building. [#2810445]

Improve in new buildings -- for example UTOpen and Eduram do not work in Mossman top floors study areas [#2810486]

having repeaters outside so that connection isn't lost [#2810488]

Reliable is needed so that students have one less worry about a site crashing on them. [#2810500]

The wifi seems to just drop sometimes. [#2810529]

Expand band width for faster operation in the afternoons when service is very slow. [#2810543]

I always have to disconnect and reconnect the Wi-Fi to get it to work, and it's somewhat slow. [#2810564]

wireless is spotty and constantly loses access [#2810618]

My computer does not connect to eduroam ever, which is what I am supposed to use. UT-open works fine, but it would be nice to be able to connect to the preferred network. [#2810631]

I have had a lot of issues this semester with the UOpen wifi. [#2810643]

I often get kicked off the eduroam WiFi due to spotty service. [#2810647]

I have a lot of trouble moving between buildings on the internet. If I go to a building across campus and use the WiFi, my internet will act wonky for the rest of the day. Seamless WiFi connection throughout campus is what I came to expect at my previous 2 higher ed institutions of similar size, it seems we are behind the times here. [#2810652]

Recently, there have been issues in our office with internet connection going in and out. [#2810664]

I am not sure how to fix the problem, my issue is I can't always connect the first time on my phone. I am sure it has to do with whatever area I am in at the time. [#2810683]

n/a [#2810686]

N/A [#2810687]

I'm currently in an office that doesn't have a land line (it died and it was decided that it won't be replaced due to cost and age of the building), and my research lab is not equipped to support all of the computers on a hard/land line. Thus, wireless internet is provided for my research lab and my office, but due to the age of the building and the speed of the internet, it is often a waiting game. I'm not sure how to improve the service without updating the buildings overall, which I realize is costly. I appreciate the slow and at times reliable internet that is provided though. [#2810732]

Sometimes the internet doesn't work and I can't get school work done. Plus better wifi in the dorms. [#2810747]

I'm fairly satisfied with OIT as it is now. I'd like more training and easier-to-parse information, but for the most part, OIT has met the needs of my staff position. [#2810811]

I have no complains about the Internet service, although it always seems to run more slowly on my phone. I'm not sure if that's just the difference between my phone and my laptop. Perhaps. [#2810812]

I usually don't have a problem with internet working while at UT [#2810817]

Internet is the most important resource for my job [#2810823]

As you move from building to building on campus, wifi connection will drop and at least on my devices I have to disconnect and reconnect to reestablish a signal. It becomes quite frustrating. [#2810842]

Reliable internet has gotten alot better over the past 8 years however UT should NEVER have internet outages of any kind in my opinion. [#2810876]

sometimes the wifi goes in and out depending where you are located on campus and can be frustrating. [#2810879]

WiFi sometimes does not work well outside the building [#2810912]

There are several areas on campus outside of buildings where wifi is not available or the signal strength is weak. Ideally, we would have stronger coverage. [#2810959]

the wifi will often show three hrs of service yet doesn't work [#2810966]

The wired internet service to my room drops three or four time daily.I get the little red X on the internet access emblem multiple times a day. It is usually just a quick off and on within 2-5 seconds but throws the program back to start page. I have had numerous checks on it by your IT personal and it works for a while but then it starts again. I never know when it will do it and sometimes it goes for days with no problems. So I have learned to live with it. [#2810983]

Internet connectivity in some buildings is spotty and does not run fast on phones. [#2810987]

If not working a alert notice of the system being down would be appreciated and a suggested correction time of resuming services. [#2810989]

Sometimes experiencing intermittent dropouts over Ethernet. Not sever but sometimes annoying [#2810993]

It would be nice if more could be done to improve network connectivity. I don't know if it's our building location, but we do seem to suffer from network connectivity issues a few times a year... it's awesome that it's that infrequent, but when it does happen, basically my whole department can't do work, because most of our work is tied to having internet access. [#2811007]

The internet goes down here and there, and I do not feel that is at all acceptable for an organization of UT's size and magnitude. [#2811058]

Yes, also important so you can access information needed in a timely fashion [#2811100]

Just read the above comments about the internet. [#2811127]

I think that the internet should only be accessed to students on game days. Overall, the internet connection is great for my laptop, but not my phone. When I am using my phone, I have to turn off the wifi because it runs slower than on my cellular data. If that issue was fixed, the internet connection on campus would be perfect. [#2811183]

It is pretty consistent but the Wifi does not work well. [#2811207]

The connection gets worse when in certain buildings like Haslam and some dorms. [#2811215]

More and stronger wifi hotspots in all buildings and even out doors. Some days I turn my wifi off just to get a strong single. [#2811217]

Eduroam will randomly cut out within a building (for me, specifically, it's Dougherty), and it's essentially non-functional inside the student union, particularly in the food court. [#2811286]

The wifi is almost always fantastic, especially indoors, but sometimes it is a little spotty outside. Hand-off between wifi zones (I don't know the technical term) could also be improved, like my devices don't really like it when I'm walking around campus. These are very minor complaints about a service that is fantastic 99.99% of the time. [#2811300]

Spotty coverage on phones [#2811306]

This is very important considering most all of my instructors require me to be online either during or after class. [#2811307]

Excellent [#2811317]

My office is at the highest level of an academic building. The wifi coverage is so poor that I cannot connect either my computer or my phone to the internet, making my research and study difficult. I hope we will have more coverage or at least a router to enhance the internet signal. [#2811329]

i have to sign in eduroam every time I change a room even within the same building, or every time I close the computer even in the same room. I am forced to use it open and it takes longer to find the service. It is very frustrating and time consuming. Is there a way to fix that? I would not know how, but maybe you do. Thanks. [#2811333]

Many times throughout the day, the internet becomes very slow or won't connect to any of my devices. [#2811345]

Wi-Fi connection cuts out in room in Vol Hall. Get better wifi [#2811346]

I find that the eduroam wifi network frequently disconnects on my phone, and I have to go into the settings and either switch networks or login to eduroam again. I don't have these problems with my computer, however, and find that connection very consistent. [#2811351]

the security of the eduroam network has been an issue the last several times I have re-installed it on my phone, after either getting a new phone or wiping my existing phone. At least 3 different university tech people have questioned the security of the network because no security protocol was used [#2811376]

Internet works well on campus when connected via ethernet, but the wifi doesn't always work well. [#2811384]

has been spotty and slow more this year, when reported OIT acts like they are unaware. T-storage has been less reliable. [#2811428]

I need that if its on-campus that every floor in a building has reliable Internet. [#2811435]

i cannot use my phone guys come on. LTE is the better one [#2811440]

Its better than it used to be, but still tend to lose signal occasionally on a wireless device [#2811452]

The Internet service on campus is unreliable and very spotty. When traveling around campus the wifi does not carry well and consistently does not work. If there is wifi service, it normally will not load anything while traveling from building to building. [#2811478]

This is crucial to be able to do my job on a daily basis as we use many online based programs. Maintaining reliability and speed is a must. [#2811487]

All fine. [#2811500]

In Vol Hall especially, there are many times (probably 3-4 x per week) that there is either not enough coverage of enough bandwidth to successfully operate my computer for even menial tasks like google. I'm not sure what the specific issue is (you guys can probably see that better), but it is beyond frustrating to not be able to do anything at all. [#2811504]

Sometimes the wifi kicks me out and sometimes it can be very slow. [#2811534]

occasionally in my own dorm wifi goes down for no reason. [#2811549]

I live in Stokely, and the internet just stops working for like ten seconds at a time randomly throughout the day, which can be annoying when I am on the phone or trying to play video games, mostly stuff that requires interacting with other people on the internet in real time. [#2811556]

Confused on difference between Eduroam and ut-open. some work better at other places and buildings [#2811566]

The wifi connection always fails. Everyday I have to switch to mobile data, which is not much more efficient. The strength of the wifi shpuld not be this week. This did not happen last school year. But now it is a major issue. [#2811586]

In most buildings that I struggle with cell service I will also lose internet service. For example, the student union. [#2811588]

Lately, I have had students who can't print off required materials because the internet is down. It has happened on multiple days this semester. [#2811607]

Normally works pretty well [#2811638]

More Wi-fi or cellular boosters in parking garages like the one in Student Union Building. [#2811648]

I often have problems with my phone not being able to load pages while connected to the UTOpen network. It often requires disconnecting and reconnecting to the network to get anything to load. [#2811670]

This seems to be particularly problematic right before I need to submit a multi-million dollar NSF proposal. Perhaps I'm paranoid. [#2811687]

There are very few outages. [#2811708]

The internet usually works at a basic level, but it's not uncommon for me to experience issues with the signal strength and with being randomly disconnected with the internet while using it. [#2811711]

It's very spotty. [#2811749]

Internet is down a few times a week [#2811771]

I take an online class, and reliable internet is absolutely critical for my examinations. [#2811772]

A lot of times my wifi connects but I cannot access the internet/ my capabilities are limited. [#2811808]

The internet in A and A has coverage issues and is spotty on the 4Th floor . [#2811835]

more reliable wifi [#2811856]

In some of the older buildings, service is spotty at best. Again, I have no input how to solve these outages. [#2811871]

good [#2811873]

When switching between buildings I will often have to turn the WiFi off and on again on my google pixel in order to use the WiFi. No issues on my laptop. [#2811887]

While I do constantly have access to the wifi signal, I have found pockets of space where the signal has no actual connection to the internet service. In these situations, I try to disconnect and reconnect in order for the service to have a more stable connection, but they have proven not to work. These spaces are typically located within newly built buildings on campus (new addition to the UC, Strong Hall, Stokely Hall). [#2811934]

It's certainly more reliable than it was so that's good. [#2811937]

My phone seems to drop calls when I call over data (FaceTime Audio) between buildings, so somehow extending the internet coverage to reach outside buildings so that I do not have to re-call the person when I arrive at a new building. [#2812003]

The internet seems to drop out a lot while I'm walking between classes. [#2812009]

I get kicked out when I am in Henson Hall all the time. [#2812029]

Same as above [#2812092]

Sometimes, during a class I lose internet while showing an online video. [#2812103]

boost internet strength (wifi and hard line) in areas of low signal (ie sub basement of HPER) [#2812126]

Good, except for a few spots (including some dining destinations) where wifi is spotty [#2815030]

Yeah, I wish we had this. [#2815035]

The basement of Perkins have issues with wifi a lot [#2815041]

While I am generally pleased with Internet service on campus, the service was unreliable for students in Strong 101 lecture hall, and the service is notoriously spotty in Hodges Library. [#2815047]

Internet is spotty in some areas. [#2815048]

MAKE THE WIFI AVAILABLE EVERYWHERE!!!! [#2815071]

DE Student most of the time. Not very applicable for on campus information gathering. [#2815074]

Internet does not work in my personal laptop and I have not had an answer about that. [#2815250]

better outdoor coverage. Yes, I know, you're "working on it." Well you've been "working" on it for 6 years and yet I walk out the door and I still get nothing. [#2837789]

Service can be spotty in office. Lose connections occasionally. [#2837797]

When it works, it's fast and reliable. [#2837802]

So important [#2837878]

We are a major institution in the US. This may sound very entitled, but there should never be faulty internet service (except for very severe weather and emergencies, obviously). [#2837902]

If the Wi-Fi is working, internet service is fine around campus. [#2837913]

Update the wifi routers but mostly the ethernet boxes have loose connections sometimes. [#2837941]

alright [#2837949]

More Wifi routers in the Veterinary building. There are way to many dead zones without signal. [#2837987]

N/A [#2837996]

I think that overall our internet service is pretty good. [#2838009]

Due to intermittently not having wi-fi in my office. [#2838084]

About half of the time on campus the internet is not working [#2838160]

Sometimes eduroam is hard to connect, but it is better than the utopen wifi. Maybe send out clear instructions on how to connect to eduroam [#2838211]

I find myself using UT Open because the protected networks are difficult to log on to. [#2838234]

The internet seems to disconnect frequently and I find myself toggling wifi on and off on my devices. I am not sure how to improve this. [#2838241]

I work in Mccord Hall on the Ag Campus and a few times a semester, the internet cuts off for hours [#2838291]

Although I can connect to ut-open inside any building, I can't get access to internet if I move from one building to another building in a short time. I have to connect to the wifi manually. For example, from Ellington to PBB or from PBB to BESS. I can't get email or message on time, which is inconvenient. [#2838353]

I don't think you have any control when it arbitrarily goes out! [#2838367]

Internet/wifi frequently do not work [#2838465]

Many classes that meet underground have spotty wi-fi internet connections [#2838479]

Excellent [#2838483]

As previously mentioned, it is not always reliable [#2838502]

just fix it [#2838519]

N/A [#2838538]

I'm not sure what the issue is, but I have to disconnect and reconnect to the internet multiple times a day for the internet to continue working [#2838539]

Many of my classes are in the stadium and the internet does not work in their or rarely works. Many of the student's have to use their own cellular service wifi instead of the university wifi. [#2838583]

The ethernet service is excellent and meets all of my expectations. They WiFi is dismal in comparison. It comes and goes and lags terribly. In some classrooms it is virtually non-existent. [#2838600]

no [#2838632]

I have had trouble connecting in a crucial time [#2838659]

This is very important. If the computer freezes up like mine does it makes my job more difficult. I depend on the computer to give me daily e-mails and any work orders that needs to be done. [#2838685]

I don't why, but my phone doesn't have Internet access when connected to eduroam. Though the signal seems perfect... This happens at some specific places, for example, Hodge library. [#2838706]

The internet is often slow and prevents me from getting work done some times. [#2838776]

This works well on laptops, but for someone reason very unreliably on mobile phones. [#2838870]

My internet gives out a lot, especially on my phone. [#2838967]

same as above [#2839001]

Having an Internet service that provides adequate capacity or speed.

Internet is super slow. [#2810298]

Again, adequate and important. But always room for improvement! [#2810351]

UT Open is very slow a lot of the time. I am also a GA, and when I try to access or upload files to our folder on the VPN, it times out often. [#2810363]

The internet is awful on campus and goes out. Additionally, it should be supported in and out of buildings. [#2810377]

Sometimes it takes a long time for pages to load. [#2810395]

Local provider extended DSL and then fiber optic cable and provided(s) low cost, high speed connectivity for years... often exceeding Knoxville area services. With the install of SHIELD and centralized service, our network speed are measurably slower. Not sure this can be ameliorated for remote offices within a centralized system framework. [#2810405]

Sometimes I do not have internet on my mobile device when the device says it is connected [#2810415]

Good internet is needed since I am constantly using the internet for classes [#2810500]

This is a major issue. We need better faster wi-fi service in the A&A building. [#2810530]

Important [#2810531]

I always have to disconnect and reconnect the Wi-Fi to get it to work, and it's somewhat slow. [#2810564]

The internet and wifi in student union or ANY of the dining halls or new buildings is awful! [#2810603]

The internet speed is good in the areas that are not a dead zone. [#2810660]

N/A [#2810687]

It is frustrating to attend a meeting on campus to provide a demo and experience slow internet speeds. [#2810724]

Need with how many computers and phones are used on campus so it needs to constantly be improved. [#2810747]

The wifi speed is sufficient more times than not. [#2810788]

Internet is the most important resource for my job [#2810823]

Would be nice if speed was a little bit quicker for internet. [#2810876]

There are several areas on campus outside of buildings where wifi is not available or the signal strength is weak. Ideally, we would have stronger coverage. [#2810959]

Connecting to central programs like CONCUR and IRIS can be very slow at times. I'm sure it has to do with the capacity of people using the system but it is aggravating to see the 'spiny wheel' instead of the screen you are waiting on. [#2810970]

Yes, very important in performing the job at hand. [#2811100]

Again, painfully slow [#2811101]

There are often issues with the WIFI in Sorority village that causes delays and the speed to run slowly - which can be very frustrating when attempting to complete or submit assignments [#2811114]

Speeds vary from fast to slow [#2811126]

The internet rarely works so it's obviously slow most of the time. [#2811127]

The internet is fast, but can get slower as you get toward the west side of campus. [#2811215]

This is working well. Sometimes it seems slow, but that could be any number of reasons - busy system, professors doing research, or just something with my own computer. [#2811257]

I get 11.1 Mbps download / 62.2 Mbps upload when I run the google speed test, and an average of 14.071 ms ping to google.com. Sustained download speeds (downloading the Ubuntu iso over http) are close, at about 6.25 Mbps. I realize these are good numbers, and for most applications they are more than adequate. But it can always be faster :) [#2811300]

Internet is good capacity and speed on laptops but not phones [#2811306]

very reliable [#2811317]

constantly have trouble connecting to eurdam and have to use UT open [#2811354]

The library needs a more streamlined and intuitive page, including the log in (where do I accomplish this, it isnt obvious) and the interlibrary loan page is pitiful. [#2811400]

has been spotty and slow more this year, when reported OIT acts like they are unaware. T-storage has been less reliable. [#2811428]

theres a lot of lag which is upsetting [#2811440]

This is crucial to be able to do my job on a daily basis as we use many online based programs. Maintaining reliability and speed is a must. [#2811487]

This is fine. [#2811500]

while moving from building to building the wifi changes speed and capacity. Is there a way to get it to stay level through out campus [#2811549]

Internet can often be very slow [#2811575]

Internet speed is sometimes slow in the dorm. I find myself turning off my wifi and just using my cellular because the wifi is sometimes unreliable. [#2811606]

this seems to vary, particularly on the wireless network, based on how many people are in the building - sometimes very fast and other times dragging [#2811621]

Wifi never lets anything load [#2811638]

In a rainy day my downloads take too long. [#2811696]

I don't feel that the internet service provided on campus can withstand the traffic it receives. It works at a basic level most of the time, but I often have to wait for long periods of time when doing more than just navigating through a website. Links can take so long to load that I receive error notifications (?request timed-out? notifications), videos usually require so much buffering that they become unwatchable, and programs such as Canvas or Pearson Labs can take long periods of time to load while trying to do my homework. [#2811711]

The ut-open Wi-Fi is sooooo slow. I don't know a solution but I will say that I am not satisfied with it. [#2811749]

I need sometimes some decent downloads should not have to go home and use my fiber connection to download files [#2811825]

Had issues with both speed and capacity - not often but at inconvenient times [#2811828]

In some of the older buildings, service is spotty at best. Again, I have no input how to solve these outages. [#2811871]

good [#2811873]

bandwidth has always been satisfactory [#2811887]

My computer is sometimes extremely slow. I am not sure if this is my computer or the internet service. [#2811921]

In the afternoon classes I get timed out before I can open my online book for class quite often [#2812029]

Excel and Word "freeze up". This makes work difficult to do at times. Causes rework or data loss. [#2812092]

Test and upgrade as needed the WIRED internet services in the UT conference center building. [#2814951]

Although the Internet service provided is supposed to be high-speed, in my lab we very often need to wait for pages to load. It would be nice to have a more stable and homogeneous service across the campus. [#2814969]

Yeah, I wish we had this. At best it is slow, if it is working... [#2815035]

Same answer as above. [#2815074]

The wired network bandwidth/speed in Burchfiel Geography building is inadequate for the amount of data we need to transfer in the internal network. An upgrade to gigabit switches from the current 100 Mbps network is badly needed. The wireless generally works well, but it seems the wired infrastructure has been neglected in its favor which limits our teaching labs and research infrastructure. [#2815092]

Work should be faster than home, but it's not [#2815223]

This is terribly important for a graduate student. I am glad UT has such great internet. [#2815241]

The additional routers have certainly helped. There are still times and places in older concrete buildings where the wi-fi does not travel as well as it could or should. [#2837751]

Please do not get rid of Qualtrics. This is a poor decision. QuestionPro does not have the support or services or reputation that are adequate for researchers. This is a huge hit to many researchers who collect survey data!!!!!!!!!!!!!! [#2837777]

is a must [#2837790]

I feel we have a good system. there are times that the computer I am using may have something going on that does not allow for the desired speed. [#2837798]

great service. [#2837809]

None [#2837839]

Wifi in Neyland has improved over the years, but still has a long way to go.. [#2837855]

Often internet is "not responding" but only lasts a short time (a minute or so) [#2837878]

Once again, if the Wi-Fi is working, internet service is fine around campus. [#2837913]

UT wifi can be slow at times [#2837924]

On days the internet is slow (I rely on Wifi), I have to work from home. [#2837936]

Just a speedy fix when it goes out. [#2837938]

I had problems with NAT type this year because my roommate and I had the same which caused some things not to work. [#2837941]

alright [#2837949]

N/A [#2837996]

The internet is frustratingly slow a lot of the time. I would expect a top university to have top internet service. [#2838120]

Please fix this [#2838160]

Usually the service is very fast. At times though I have some trouble when trying to remote in to my desktop, but that also might be on my end. [#2838171]

its a little slow [#2838195]

The speeds are inconsistent in my opinion. They seem very slow on my phone, but I also think my phone has a hardware problem with this. I usually hardwire my computer for stable gaming. [#2838241]

the internet is often slow [#2838330]

I have trouble using video services e.g. skype when connected to wifi and not ethernet. [#2838371]

The speed is decent [#2838502]

Sometimes its just super slow especially depending on where I am [#2838519]

N/A [#2838538]

Most of the time this is fine, but every once in a while it seems like the whole system ?shits the bed? [#2838611]

our world consumes more bandwidth every day. It's got to be hard to keep up but it's a noble cause. [#2838728]

same as above [#2839001]

Having an Internet service that provides adequate Wi-Fi coverage.

new buildings have terrible wi-fi and cell coverage [#2810217]

In Neyland Stadium and Thompson Boling Arena [#2810224]

There are a few dead zones in our building, which we have reported, but haven't had any updates since we put in the request. Some follow up would make it feel like it's being taken more seriously. Also, the biggest complaint I have is having to continuously re-register devices on the internet. It's quite frustrating. [#2810241]

Some spots in the conference center are hit and miss. It seems wireless drops occasionally. [#2810253]

Please fix the wifi it is absolute trash... I feel like this wifi wouldn't even be considered fast in 1980. This wifi speed has Steve Jobs rolling over in his grave. I think my phone could give better internet to the entire campus than the UT wifi. Why do teachers have amazing wifi speed but students don't???? Please buy more routers/modems, like a ridiculous amount. Using wifi on gamedays is about as useful as letting a blind person drive you to California. [#2810298]

It blows my mind that I sometimes don't have wi-fi walking from my parking space to my building. I wish that wasn't the case. [#2810299]

As a college student in 2019, masters level, having good WiFi is essential 24/7. Unfortunately this does not always happen, and while coverage is somewhat Adequate, it could always be improved. Try fiber optics like Chattanooga at least for Ethernet coversge [#2810312]

I lose connection to the wifi any time I step outside so, it would be nice if that wasn't a problem. [#2810327]

The campus is spread across so much area between downtown and campus- I wish the eduroam/general wi-fi coverage adequately reflected the expanse. [#2810334]

Would like to see more outdoor coverage. As I walk around the block on campus my phone streaming jumps for wifi to cellular and back- skips [#2810349]

Important! So important. Can always be improved! [#2810351]

UT Open doesn't always work reliably, and sometimes it is incredibly slow. [#2810363]

Wi-fi should cover entire campus, in and out of doors, and should be strong and reliable. [#2810377]

Middlebrook Pike's internet wi-fi connection isn't very good [#2810378]

I find that, while there is good Wi-Fi coverage, it will occasionally drop out and then immediately come back. This usually isn't a problem unless I'm on a Zoom meeting or something similar. [#2810380]

dual band with or more band width would help. I have noticed my bluetooth devices (keyboard and track pad) experience interference when other devices in the office compete for that frequency. [#2810391]

Wi-Fi can be spotty at times throughout campus, and there isn't very good service in parts of the Student Union. [#2810395]

Communication building has a horrible service [#2810397]

Had the same remote campus WiFi coverage with Department funded, over-the-counter equipment prior to SHIELD installed equipment. All the prior equipment was relegated as 'obsolete' in spite of being perfectly functional, cheap, and less than a year old... Give departments and offices more flexibility having equipment add-ons to extend service. [#2810405]

Sometimes I do not have internet on my mobile device when the device says it is connected [#2810415]

My main complaint is coverage in the Student Union building/food court. I would rather not have to leave the building to complete a text message to someone I'm waiting for in the food court. Thanks [#2810443]

During basketball games hard to use. UT-Open doesn't work. Tried to Eduroam, but doesn't work for me. [#2810451]

Eduroam does have connection problems once in awhile. Especially noticeable when sharing your screen through Zoom [#2810483]

Wi-Fi goes in and out on campus, most times I am having to always log back into the wi-fi whenever I shut down my laptop or phone. [#2810500]

My phone refuses to read Eduram as an option. I have followed the online tutorial. I run off of UT Open. [#2810529]

Very important when working remotely. [#2810531]

I always have to disconnect and reconnect the Wi-Fi to get it to work, and it's somewhat slow. [#2810564]

stronger wi-fi signal all over the main campus [#2810565]

It seems that multiple users in conference rooms have difficulties. Is there some way to buff the routers' ability to handle the load? [#2810579]

I have been in some rooms where WiFi coverage was very weak (mainly Science and Engineering). A lot of devices have a hard time switching between the access points. It would be nice not to have to turn off WiFi and then turn it back on in order to connect in a different building. I thought it was just my device but I have had this happen with phones, tablets and laptops. [#2810605]

There are places in my building where I cannot connect to wi-fi [#2810631]

For some reason when I walk from one building to the next, I have to disconnect and reconnect to the WiFi to get service again. [#2810642]

Wi-Fi is very weak in most of our sports venues, especially Neyland Stadium [#2810646]

Sometimes eduroam is my only option and is spotty. utopen is not set to automatically connect because I want a secure connection, yet much of the time, that is what I end up connected to. [#2810652]

Similar to the coverage it weakens frequently throughout campus. [#2810660]

The wifi in the Student Union does not work very well or at all in some places (especially on the old side). [#2810669]

Wifi throughout campus is spotty, both in the buildings and outside [#2810697]

It is frustrating to not always have reliable wi-fi coverage in meeting rooms across campus. [#2810724]

Sometimes in class my Wifi will go very slow or I will get bumped off. All of my classes are in the HPER building [#2810737]

Necessary to work and study in the dorms. [#2810747]

Wi-fi coverage in parking areas/structures and sub-basements (such as HPER) would be useful -- sometimes I am in between classes and would like to be able to work from my vehicle which may be closer to my next class rather than hiking to the library. [#2810760]

Sometimes when traveling to different parts of campus I have to turn off the wifi connection of my laptop or phone and then turn it back on so that it will reconnect in the area I am in. I would be nice if I did not have to do that in order for the wifi to work on my device. [#2810775]

There are areas of campus the University Wifi does not reach, and I have to use a hotspot. [#2810788]

Wi-Fi coverage in Ayres Hall remains spotty, even in faculty offices. [#2810792]

Sometimes I have trouble using wi-fi in and around Neyland Stadium, especially at the bus loading zone by the Alumni Building [#2810800]

The nursing building bottom levels do not receive coverage. [#2810807]

I do marketing, and I'm often struggling to get coverage and or post items to our social media pages. [#2810809]

When connected to ut-open wifi in my building, it does not work, so I have to take my phone of wifi every day. [#2810817]

My wifi is not consistent if you are not inside a building [#2810823]

In some campus area, the WiFi is not strong enough to use. Maybe we need more routers? [#2810826]

There are dead spots in some buildings (Dougherty Engineering, for instance). I cannot use wifi in my office on my laptop. [#2810838]

As you move from building to building on campus, wifi connection will drop and at least on my devices I have to disconnect and reconnect to reestablish a signal. It becomes quite frustrating. [#2810842]

I have not experienced many difficulties with our applications and use. The only recurring issue(s) are with use of laptops and logging into the networks at remote locations and using utk.edu domain or edu-roam domain depending on the need for access and the user log-in. The laptops are shared and it is more of a user issue than domain issue. [#2810847]

N/a [#2810864]

THE NEW STUDENT UNION INTERNET IS HORRIBLE. I work in Walters Life Science...the building no one wants to work in and I can be anywhere in this building and have internet either UT open or using my US Cellular service. In the NEW STUDENT UNION...it is ridiculous that in the Bookstore you have to use their phone to call your office on campus cause your PHONE has no internet to use your own phone. You would think with the 21st Century the NEW Billion dollar SU would have incredible connections. And the Walters Life Science built in 1977 would not. [#2810871]

Certain building have NO WiFi coverage. Example, Phi Kappa Pi fraternity house does NOT have WiFi in most of the rooms. I pay alot of money to house my son in this fraternity and UT OIT has failed in providing WiFi. [#2810876]

NA [#2810878]

na [#2810885]

it is awful all over campus but especially around TBA and the football stadium [#2810896]

Could be improved in 1st floor of Min Kao [#2810898]

WiFi coverage is sometimes poor once I leave the building (near the stadium) [#2810912]

Overall, the WiFi coverage on campus has gotten better. The problems are in the stadiums. During an event, either football or basketball, it is impossible to get WiFi. My phone cannot get cell service so I essentially have no service. It is very frustrating because I want to be able to participate in the event, like using the Vols basketball app, but I can't because my phone won't connect to the WiFi or data.

[#2810915]

There are several areas on campus outside of buildings where wifi is not available or the signal strength is weak. Ideally, we would have stronger coverage. [#2810959]

the wifi works maybe 40% of the time on my phone and constantly needs to be reconnected to my laptop. both utopen and eduroam [#2810966]

Depending on the building you are in, wi-fi may be non-existent. [#2810970]

Good and ability to access Wi-Fi on all of UTK's buildings is desired. Open sites and plazas included. [#2810989]

Overall good, but often need to manually disconnect and reconnect when moving between buildings; handoff is not always seamless [#2810993]

Sometimes I have to disconnect and reconnect to the Wi-Fi in order for it to work. [#2811001]

I've found that on mobile devices, the wifi frequently drops me. I am not sure why? This isn't a make or break for me, but something to maybe look into. [#2811036]

I don't know how it could be improved, but Wi-Fi outside on campus is almost nonexistent. It only covers in buildings. I find myself having to turn my cellular wifi on/off constantly. [#2811046]

Access to Wi-Fi in Neyland Stadium parking garage for students who would rather work on something in their car than somewhere else. [#2811083]

Absolutely important to be able to access information needed to perform job duties. [#2811100]

Wi-Fi in painfully slow, or not existent in my building [#2811101]

Some dead spots, but generally pretty good. [#2811112]

This is an issue at Sorority Village and would really recommend adding more Wifi coverage here [#2811114]

Wi-Fi is limited in our area of the campus. [#2811125]

The internet rarely works most places on campus. I never have wifi in the cafeterias, and I am always having to rejoin the network anytime I move to a different building on campus. The wifi all-in-all is terrible. [#2811127]

Wifi is dropped between buildings and some buildings connect with UT Open and some with Eduroam. It would be nice to have a consistent service that you can use between buildings. [#2811132]

The Hoskins Library building has issues with wifi connectivity back in various staffing areas. If there were a way to increase the signal strength or increase the number of hotspots that would make it more useful for me. [#2811187]

It is so inconsistent I mostly disconnect to the wifi. [#2811207]

The only problem I have with the wi-fi service is when walking across campus, often being kicked off of wi-fi provided by one building and having trouble connecting to service provided by another building. Also, I work in the Communications building and wi-fi service can be difficult to find near the center of the building. [#2811218]

Spotty wi-fi in my building [#2811231]

When I go from one building to another sometimes the WiFi does not work accurately. Certain places in the animal science building the WiFi barely works [#2811239]

I work on the 1st Floor of the Conference Center Building. Wi-Fi service in some areas of the floor is non-existent. [#2811244]

This seems to be going well. [#2811257]

Sometimes you cannot get WIFI outside of a building. [#2811274]

There is very little wifi or cellular signal in the student union. Using the internet or sending a text message while standing in the food court is pretty much impossible. [#2811286]

The wifi is almost always fantastic, especially indoors, but sometimes it is a little spotty outside. Hand-off between wifi zones (I don't know the technical term) could also be improved, like my devices don't really like it when I'm walking around campus. These are very minor complaints about a service that is fantastic 99.99% of the time. [#2811300]

Wi-Fi is very spotty / nonexistent if you are outside of the library [#2811306]

The Wi-Fi tends to stop working at times on both the Eduroam and UT Open network. When family and friends come to visit and I try to connect them to the Wi-Fi it rarely works and they are forced to waste cellular data while visiting me. [#2811312]

do not use Wi Fi. [#2811317]

My office is at the highest level of an academic building. The wifi coverage is so poor that I cannot connect either my computer or my phone to the internet, making my research and study difficult. I hope we will have more coverage or at least a router to enhance the internet signal. [#2811329]

Wi-Fi coverage is pretty good -- there are only a few spots on campus where I have trouble connecting. [#2811334]

WiFi is improving in my office (basement of Comm/SSB) but isn't perfect [#2811336]

I find the wifi networks are often inconsistent on my phone, and I tend to lose coverage in certain areas of campus. Particularly, near the football and basketball stadiums and in different areas of my dorm (Brown). I wish the wifi were more steady throughout campus, but when the wifi is working I find the coverage speedy. [#2811351]

The student union is a total wifi dead zone. [#2811365]

It seems that eduroam randomly disconnects at certain areas around campus. [#2811378]

There are certain spots on campus in alleys between buildings or in places like that where internet access is spotty (e.g. behind the Baker Center). [#2811384]

This is an area with frequent disruptions or gaps in availability between locations or areas within buildings. [#2811400]

Eduroam does not always work and i am not always able to access it, particularly from my iPhone. [#2811409]

It depends on where you are if you can utilize Wi-Fi to work on laptops. Even in computer labs sometimes the computers fail and students work gets lost. [#2811428]

the Wi-Fi works well on my laptop but my cell phone is basically useless throughout campus. [#2811443]

NOT THAT GOOD IN STUDENT UNION [#2811454]

Keep on keeping on! [#2811472]

The coverage going around campus is very spotty and not very reliable. [#2811478]

It's spotty in some parts of campus, especially when walking outside. [#2811493]

This is an issue in classrooms sometimes. [#2811496]

Pretty good, just occasionally spotty. [#2811500]

I find that wifi is lacking in some buildings (sports buildings). It would be nice to see this service improved in those buildings. [#2811501]

Improve Wi-Fi coverage in all parts of the student union (specifically near Starbucks & Chick-fil-A/Qdoba) [#2811528]

same as first, building to building wifi speed decreases. and I was informed that there was wifi on buses and haven't had any. [#2811549]

My cell phone is really an extension of my office; which goes with me every where I go. Having a strong signal while on campus is important to my role in corporate development. I will say that the wi-fi coverage across campus has been pretty reliable, but still experience low/weak-signal strength from time to time...especially when I host guests over to Thompson Boiling and up in the suites in Neyland. [#2811559]

Refer to comment #3 [#2811563]

Wi-Fi can be very spotty but is very important for any life on campus [#2811575]

Unless I am inside a classroom I will often not have adequate Wi-Fi coverage on campus. The Wi-Fi outside as well as in hallways of buildings is extremely spotty for me. [#2811588]

My wifi does not work well when I am on other parts of campus besides my dorm. [#2811606]

I would love for my Wi-Fi to work in the Stadium. On gamedays. [#2811607]

Wi-Fi in the Student Union is poor. [#2811610]

within buildings seems pretty good with the exception of just a few spaces - but sometimes I find gaps on campus in outdoor spaces [#2811621]

Wifi using eduroam never works on my phone and difficult sometimes on my computer [#2811638]

More Wi-fi or cellular boosters in parking garages like the one in Student Union Building. [#2811648]

Needs to be strong throughout campus. For example, problems in the stadium and audiology department [#2811666]

This is especially essential now that we've gone to two-factor authentication. When the Wi-Fi signal is weak, I literally cannot get into half the systems on campus. [#2811687]

eduroam is not reliable. More often than not I am shifted to ut open. eduroam may need to be enhanced in some way to be reliable. [#2811690]

In my experience, WiFi is largely useless across campus because it doesn't work as well in some buildings (especially HSS) while it works in others. Most of my issues with WiFi occur when walking in open spaces on campus. In these spaces, I constantly have to switch between WiFi and cellular data because either only one will work or neither will work at all. [#2811711]

Wi-fi sometimes is unreliable when outdoors including Ped Walkway when a lot of events that we use wi-fi for are occurring. [#2811721]

The WiFi could be much stronger all around, especially since so many people use it at one time. [#2811723]

The Wi-Fi coverage on campus is spotty. In some buildings, it's great, but in others it's not good. The same goes for if you're trying to connect when you're outside of a building. [#2811725]

This is super important to me. Please fix the ut-open Wi-Fi so that it is not so spotty. [#2811749]

Depending on where you are at I have Wi-Fi go out on me all the time. Student Union Clarence Brown Theatre [#2811761]

I believe it could be better outdoors in some spots on campus, but that is not the main need, I realize. [#2811769]

MANY rooms in Haslam (1st floor in particular) and G1/G2 in Stokely do not have wifi! [#2811771]

There are some pockets of no coverage in some critical spaces on campus. I've experienced wi-fi-outage in Hodges Library, on Ped Walkway, by AMB Auditorium, and on the Hill. [#2811772]

In this day and age, wi-fi should be strong in all spaces on campus. [#2811793]

There are still areas that have limited to no coverage. I can walk down the hall or into the next room and have no coverage. [#2811800]

The student union and areas around circle park and stokely have bad coverage [#2811808]

There are some locations where the Wi-Fi signal is really bad [#2811821]

this is a no brainer without WiFi what is the point of bringing your own devices. [#2811825]

I often get random lapses in wifi here. I am not sure why. [#2811848]

My phone and computer sometimes work outside my office and sometimes they do not [#2811852]

Wifi can be terrible sometimes [#2811856]

In some of the older buildings, service is spotty at best. Again, I have no input how to solve these outages. [#2811871]

good [#2811873]

Have had one day of wifi outage this semester. I have no idea how to prevent that. [#2811890]

The wifi goes out in certain buildings like Brown and Perkins. [#2811892]

If It would be nice to connect to the WiFi anywhere on campus, whether you were outside or inside. [#2811937]

In different places WiFi just disappears....or down to like 1-bar and still inaccessible. I realize that interference plays a part but...seemingly it should still be somewhat better. I know it's got to be expensive too tho! [#2811982]

There are some areas of campus in which I lose Wi-Fi coverage. It is frustrating when I am in an academic building and cannot access the internet with ease. [#2811988]

I think overall, WiFi works well on campus - it can just sometimes be annoying when you're going from one building to another, I always have to restart the WiFi on my phone in order for it to reconnect to the wifi of the building I just entered. [#2811991]

Wi-Fi is pretty slow in the Min Kao building. [#2812009]

Wifi, same as cell service, is spotty on campus. Getting signal in certain spots is impossible (eg my office in Haslam). To take a phone call on my cell I have to move about 100 feet to the nearest window to get better service. Trying to use internet or phone calls in bigger venues (Neyland Stadium or TBA) is near impossible with Verizon. [#2812017]

WI-fi goes in and out all the time across campus. Somehow, if UT could enhance wi-fi to reach out to the HSS amphitheater I would be so much happier because I would much rather get my homework finished outside across campus. [#2812048]

Need better coverage in the basement of the music building [#2812052]

Particularly for my mobile phone, I frequently find myself having to turn off wifi while moving around campus because I am "connected" to wifi but the signal is so low that nothing will load. [#2812077]

As soon as I leave my department building, I lose Wi-Fi even when I'm walking between two buildings. [#2812103]

Range Does Not Go Campus Wide Nor Does It Work Half The Time [#2812135]

Wi-fi is sometimes spotty in my office, which is a nuisance. It used to be worse, though, so I appreciate the improvements. [#2814916]

Overhaul all the wireless routers in the ut conference Center. There are many rooms that cannot use online meeting tools like Skype or Canvas wirelessly in the building. [#2814951]

The wifi is spotty and there is rarely a week where I am not using cellular data because the wifi isnt working. [#2814992]

Sometimes my Wi-Fi on campus does not load well in basement classes making it hard to take notes [#2815000]

Stairwells and may parts of Hodges are dead WiFi areas [#2815016]

Yeah, I wish we had this. How hard is it to provide adequate coverage in AMB, The Student Union, and HSS/McClung? [#2815035]

Perkins hall basement has spotty wifi coverage that disconnects quite a lot [#2815041]

I definitely do not have reliable Wi-Fi coverage across campus. I would love to be able to work outside of my academic buildings but the Wi-Fi is not strong enough. [#2815062]

Wi-Fi coverage at South Stadium Hall in Neyland stadium is very poor. [#2815064]

Same answer as above. [#2815074]

It is spotty at times - I am not sure how that can be strengthened so do not have an idea of how to improve, only that it does need some improvement. [#2815079]

In order to get my phone to operate (e.g., access the internet, connect to apps), I have to turn off the WiFi on campus. For whatever reason, nothing will load when the WiFi is turned on. It drives me crazy. [#2815082]

Better wi-fi coverage outside [#2815096]

Wi-Fi is often weak in classrooms, especially bottom floor of Haslam and in some locations of Ayres. [#2815145]

The wi-fi isn't good when traveling through campus. Probably the number of users at any given time. Sometimes it's easier to just use my data. [#2815155]

WIFI is quite poor in some spaces I need to use for meetings that require its use [#2815223]

The coverage is better, but could be more. [#2837776]

better outdoor coverage. Yes, I know, you're "working on it." Well you've been "working on it" for 6 years and yet I walk out the door and I still get nothing. [#2837789]

When I'm not in my building, it drops a lot. Usually when I'm on my phone. There seems to be no rhyme or reason as to why my phone is suddenly searching for eduroam. [#2837802]

None [#2837839]

Some buildings, like the Nielsen Physics building, do not get phone or wifi coverage! And the wifi in the SERF building is very spotty. [#2837855]

Fix the WiFi in my dorm please has been going in and out for a month now!!! I've been to your help desk more times than I can count and the issue still hasn't been fixed [#2837884]

I've re-registered my cell phone so many times that I finally gave up on using wifi on my mobile device on campus. I've called to have it fixed numerous times, as well. It's always fixed after a phone call, but this shouldn't be a constant issue. Many of my coworkers have the same problem. [#2837902]

Wifi coverage is unstable in some areas of Dabney-SERF [#2837910]

The Wi-Fi in the Treccs is unusable. I have to turn my wifi off when I am in there for anything to load on my phone. There are also random spots like this around campus. [#2837913]

UT wifi can go in and out of service or completely stops working completely for a period of time [#2837924]

Wifi is spotty sometimes in the basement I work in at Hoskins library. And often I have to settle for UT open because Eduroam often kicks me out, makes me re-register, and then tells me I need to call OIT. And often I don't have time to troubleshoot before completing my task. [#2837936]

Eduroam is very functional at UTK, UTC, and UTHSC campuses. I have had difficulty accessing at UTM. [#2837937]

This has been one of my biggest concerns the last several years- there are many buildings on campus where I have no service, especially on my phone or tablets. As both a student and instructor I feel like I shouldn't always have to be on a computer to access wifi when I'm on campus. [#2837952]

Wi-Fi coverage was improved considerably over recent years. However, there are still some areas that are lacking. [#2837956]

I work for MTAS in Nashville. The wifi here is terrible. Reception is so poor that it will not open basic apps on my phone. For example, If I receive a message on my personal phone with a photo, the poor wifi reception will not open the picture. [#2837963]

More Wifi routers in the Veterinary building. There are way to many dead zones without signal. [#2837987]

N/A [#2837996]

I think that overall our Wi-Fi works pretty well. I never have issues with my laptop connecting. Occasionally I have some problems with my phone, but that's not as important as my laptop. [#2838009]

Moving from location to location I loose coverage, and it's very difficult to get the wifi to work on my phone in multiple locations on campus. Especially including the hall's. [#2838037]

Sometimes the Wi-Fi is not covered well in the student union, and certain parts of the hill (in my experience) [#2838063]

ut-open does not often reach the hearing services center in the stadium or the hearing and speech center. Wifi connection is imperative for writing our reports for our clients and the poor wifi connection keeps us from optimal productivity. I don't know how the wifi connect works but putting a receiver closer to the stadium? [#2838073]

Sometimes I do not have wi-fi in my office. But it is getting better! [#2838084]

wi-fi is terrible [#2838096]

Professors have been forced to not use clickers in some classes in HSS and Strong Hall because of inadequate coverage [#2838113]

Very needed, but I feel like it is working well most of the time [#2838115]

I don't have good coverage in some of the outdoors places that I would like to work in. [#2838120]

Would love to be able to listen to music while walking from building to building without turning it off and on and switching to cellular [#2838128]

This is needed in the Library. [#2838150]

The wifi issues need to be addressed [#2838160]

I have had issues retrieving email on my phone due to lack of service. [#2838165]

Not really, have you been in stokely [#2838195]

It would be nice to have Wi-Fi coverage outside of the buildings. If you are really close to the building it seems to work sometimes but if you are further away from a building - no Wi-Fi. [#2838205]

WiFi on campus is frequently unreliable, disconnects from devices, and sometime does not work at all [#2838207]

I think our coverage is fairly good. I do lose connection walking between buildings even if it says I am connected. But I know this is going to happen and just turn off wifi when walking. [#2838241]

I have a corner office in HPER building and I don't get any WIFI service in my office. I made several calls to OIT help desk and no one has come and address the problem. [#2838245]

This is crucial because when I am in the Audiology building I tend to not have good service. This is where I need to have good WiFi. [#2838247]

The WiFi's coverage is great but not 100s, there are spots where WiFi doesn't work and cell coverage does not reach [#2838260]

I am fairly new, but not 100% sure about the wifi coverage on the Ag Campus [#2838262]

Expand the wifi area when new buildings are built. Some of the newer, not as central buildings do not have reliable wifi [#2838267]

Wifi is spotty throughout campus, especially in the older buildings [#2838269]

PLEASE do more to secure a consistent coverage. We live in a world that relies too heavily on this type of service for day to day assignments and projects for it to go down as often as it does. There are also just dead spots in so many areas inside the buildings. I don't want to have to go outside just to send an email. [#2838286]

I never have wifi while on the buses [#2838291]

Better wifi coverage around campus [#2838296]

I am going to use this space to air a grievance about the registration process. It is too time consuming and when we have guests on campus who need wifi to work there always seems to be a problem getting them connected to WiFi. [#2838326]

the wifi frequently goes down [#2838330]

It would be great if we can still connect to wifi when we take school bus. [#2838353]

It would be better if the our Wi-Fi would extend further outside of the building perimeter. [#2838357]

I have trouble using video services e.g. skype when connected to wifi and not ethernet. [#2838371]

WiFi in Haslam business building is spotty. [#2838384]

My phone does not stay connected to any wifi. I cannot use it while in the Student Union at all. [#2838432]

Wi-fi is spotty throughout campus; will lose wifi and cell-phone coverage walking between buildings. [#2838479]

Sometimes the internet stops working and I live on campus so this is the only place I can get Wi-Fi [#2838502]

confusing because either UT-open or eduroam works it depends on where u are [#2838519]

N/A [#2838538]

I'm not sure why Wi-Fi is an issue here, but it is, especially on my phone. [#2838541]

The stadium has really poor wifi coverage. [#2838583]

Signal boosters in basement areas would help. JIAMS Basement has a weak signal. [#2838589]

Coverage is spotty and virtually non-existent in some classrooms. At best it is laggy in areas of high usage. Coverage is frequently dropped when moving from one area to another, even indoors.

[#2838600]

I appreciate the dept. tries to make signing on to the wifi on campus safe, but it is not user friendly and it is frustrating to log in (again) with a different location to obtain wifi access each time a I leave a building and go to another. [#2838605]

WiFi is incredibly hit or miss on campus and more reliability would be good [#2838611]

I often have to turn wi-fi off my phone because it just won't give me a signal on many places on campus. Sometimes I can't even use the data signal. I'm not sure why. It's always pretty bad whenever I go to the Student Union. [#2838621]

Some places on campus I cannot access the internet even though I am connected to Wi-Fi, specifically Stokely. [#2838659]

There are a few classrooms that have no cell and inconsistent wifi [#2838698]

I have unlimited data on my cell plan, but in buildings like HSS and hodes library my phone doesn't get service unless i can connect to WiFi. So its really important that i can connect, especially when I have to work on my phone. Right now service is fine, but sometimes the internet connection crashes [#2838771]

Sometimes the wi-fi is too slow or the Eduroam network will drop me in some buildings and the UTOpen network is insufficient for my needs. [#2838869]

Wi-Fi often cuts in and out and is not very reliable [#2838902]

Overall OIT does a very good job of providing expected levels of WiFi. Improvement could be made in capacity during peak times in peak locations. Continuing to blanket the campus with coverage.

[#2838952]

WiFi coverage for laptops can be quite spotty, even when logged onto Eduroam. I would appreciate improvement in the time taken to log on - even on a brand-new machine it can take many minutes - and a decrease in droppage of coverage, which I see fairly often. I operate and update multiple PC and Mac laptops for my department. [#2838955]

Today your entire life is on the computer. Wi-fi is a must. There are many times during the day, I go to look something up or do some homework etc.. only to find that I am unable to connect to wi-fi. I also

think in today's world, that wi-fi should be more secure. I would be willing to pay more to have a secure connection. [#2839001]

Unable to access UT open at sorority village. [#2839008]

Not sure how feasible it is to have Wi-Fi coverage while walking across campus, but that would be the ultimate goal. [#2839019]

Having adequate cellular (or mobile) coverage throughout campus.

new buildings have terrible wi-fi and cell coverage [#2810217]

Sometimes going from building to building I experience service issues and dropped calls. [#2810234]

Basements of buildings have spotty connection but that's expected [#2810238]

Improve cellular coverage in the basements of SERF and Ferris Hall. Wifi calling is not always an option for all users. [#2810240]

We are not on campus. We are in Oak Ridge at the UT Forest Resource, AgResearch and Education Center. In our office building, we have very poor cellular service and, in fact, those of us who use our cell phones for work must often go outside and walk around to get a clear signal. Visitors and guests complain about this often. We are on AT&T service here. It is terrible. If there is anything that could be done, it would be greatly appreciated. [#2810275]

I feel as if there are multiple spots on campus that have very poor cell service. The SU being one of the worst. I love the new SU but the fact i have minimal cell service in there is disappointing. [#2810276]

I live in Brown and can hardly hold a phone call with my parents because the service is so bad. Most buildings on campus that I have tried to talk on the phone in have been a bust. Overall, even just trying to use my phone for other things, I have TERRIBLE service on campus and my family has complained about this when they have come to visit as well. [#2810287]

Idk how to improve it considering we are in a big city. It's bound to happen. [#2810298]

We badly need a wi-fi booster in our building. [#2810308]

Student union phase one has went without adequate cellular coverage for three years. This should have been done on a more timely basis. [#2810318]

Cellular service is hit or miss at times throughout the campus. [#2810321]

In the student union as well as the lower floors of some of the buildings, I have no cell service at all. [#2810327]

The Student Union level G3 has no cell service [#2810349]

Important- we expect cellular service to be just as strong or stronger than even WiFi connectivity. There are thousands of people on campus everyday who expect both WiFi and cellular service without a break in coverage. [#2810351]

There are a lot of "dead zones" on campus, and I drop a lot of important calls if I'm walking somewhere. [#2810363]

Again, cell service is awful. [#2810377]

spotty coverage in many buildings. [#2810384]

Still do not have great service in Haslam. [#2810394]

Eduroam is not easy to set up without going to OIT sometimes. [#2810395]

OIT/IT has done nothing to address cellular coverage at remote locations. Cell phones are not functional in the office and good portions of the remote UT property. Need to install service boosters in facilities. (Of coarse, allowing a cell tower on UT property at this rural, remote location when approached about 15 years ago would have helped and provided lincome as well.) [#2810405]

I never have service in the bottom of the business building, which seems quite ironic considering communication is pertinent to business. [#2810406]

Find a way to have adequate cell service in garages. [#2810417]

I would work on adding more towers to campus or even adding something in the student union to help with phone service. [#2810431]

do not have good sprint service inside some campus buildings, and at sporting events, the stadium is really bad. [#2810435]

My main complaint is coverage in the Student Union building/food court. I would rather not have to leave the building to complete a text message to someone I'm waiting for in the food court. Thanks [#2810443]

Sprint not as strong during basketball games, but fine overall around campus. [#2810451]

The student union is a wireless death trap. [#2810468]

phone works much less often than laptop [#2810486]

Service can be slow in spots of campus, some areas I have no signal such as the Student Union. [#2810500]

Access to this service is very important for day-to-day usage as well as emergency concerns. [#2810504]

I had a hard time setting eduroam network in my mobile, but once I did it was great. Maybe clearer instructions would be good. [#2810510]

Sometimes cell service is interrupted in Baily complex. [#2810528]

Boosting cellphone signals inside UT buildings would be extremely helpful. [#2810529]

Important [#2810531]

There is NO service in the union, both phase 1 and 2 [#2810542]

I work in the bottom floor of a building on the Ag Campus and often have to walk down the hallway or go outside to speak on the phone with clients which is less than ideal. [#2810546]

unobstructed coverage on the main campus [#2810565]

WiFi on campus is so bad there are so many dead zones it really needs to be fixed [#2810573]

In Perkins Hall my cellular service is hit or miss. I can be sitting in my chair at my desk and have no service and lose a call. If I move 6 inches one way or another, I am able to gain service. More training on Banner, IRIS, and Argos. Ad Astra is a pain to work with. [#2810591]

The WI-FI coverage in the building are sometimes poor. [#2810610]

No cellular service in our office (SSB) [#2810611]

Cellular coverage is weak in the lower floors of the Student Services building [#2810646]

Since there are classrooms and grad offices being built around campus with no landline phones in them, adequate cell service is integral to emergency response and situations. On Verizon, I have trouble getting coverage in most of Strong Hall. I have concerns about what would happen if the internet went out in an emergency. [#2810652]

The coverage goes out at certain areas around campus (i.e. The Student Union). [#2810660]

Student Services Building gets terrible cell reception. [#2810664]

Some buildings have absolutely no service available. [#2810683]

It would be nice if UTK transport had WiFi provided and/or didn't block my cell service. [#2810699]

There is no service in the basement of many buildings, such as Walters, Haslam...Although the wifi can compensate. it is still not convenient without cellular signal. I don't know if there is a way to improve that since those are pretty old buildings. [#2810712]

I want cell service in the food court/rest of phase 1 of the Student Union. [#2810723]

Just need to make calls [#2810747]

I think the cellular coverage is good, but the wifi could be improved by providing free wifi on the buses. [#2810754]

I drop coverage ALL THE TIME when I'm walking across campus [#2810778]

The nursing building bottom levels do not receive coverage. [#2810807]

I work in the Student Union, phase I, and there is NO cell service in our building. We have many complaints from customers not being able to have cell service in our stores (VolShop, VolTech, VolBooks, VolSnacks). We would like to do social media promos where customers could get a discount if

the "check-in" when visiting our stores, but there's no cell service. Several employees have set up their phones to use "emergency wi-fi calling", when provided by their carrier. [#2810809]

Some buildings on main campus I cannot get cellular coverage such as Mossman Building. [#2810817]

Cell service does not always work properly on P1 or P2 in Andy Holt Tower and calls are dropped frequently. [#2810818]

I struggle with my cell service in certain building [#2810823]

I work in a basement (at the Clarence Brown Theatre) and service is quite spotty. Increasingly I do business that involves texting and other cellphone centric tech s this is becoming a bigger issue (it will also be a problem when and if 2-factor authentication for log-in is required [#2810829]

There are some lecture rooms, especially in the older buildings, where there is no cell service. [#2810832]

There is very little reception in BEC. [#2810837]

My experience has been that there are parts of Hodes Library and Henson Hall that do not have adequate cell service. [#2810863]

important as i need to make calls and have service to access important information that sometimes i can't use my computer for [#2810868]

SEE MY STATEMENT above that the new STUDENT Union NEEDS coverage for all carriers....phone/computer/tablet/ in every spot in the entire new building. It is NOT ok to say oh well..... [#2810871]

Some buildings do not have reliable cell phone service [#2810876]

Fix it so I don't have to turn off WiFi and then turn it back on every time I enter a new building [#2810878]

In neyland or in areas of Hodge's/amb, cell service is not covered and should be fixed. [#2810879]

in some building cell phones do not work [#2810885]

Cell service inside Haslam is horrendous, and this is where I can reserve rooms for team meetings and conference calls. [#2810952]

It would be really nice to get rid of the dead zones that exist, e.g. HBB first floor. [#2810956]

Verizon's coverage is not great on campus. [#2810959]

there is little to no service in my dorm room and the student union [#2810966]

Depending on the building you are in, cell service may be non-existent. [#2810970]

There is no service at the old visitor's center but we still have meetings and classes there occasionally. [#2810981]

A must for all cell services. [#2810989]

Poor cellular reception (Verizon) in new addition of the student union Somewhat unreliable signal (Verizon) on engineering side of campus [#2810993]

there are certain dead spots in some buildings around campus. [#2810996]

There are certain buildings (such as the Haslam Building) that have poor reception on some floors. This is likely due to the building's mass or other structural elements that effectively shield cellular transmission and receiving. [#2811024]

There are still many buildings in which you can not make or receive phone calls. I have specifically encountered this is the Austin Peay building. [#2811030]

Some buildings don't get coverage. [#2811038]

Does not always work in Neyland and Thompson [#2811054]

reception in my office is poor unless I am close to the window. [#2811065]

A lot of classrooms in older buildings do not have any wi-fi or cellular service. the bathroom in my dorm (massey hall) has zero access to any. [#2811085]

This is important especially for those of us with children. [#2811100]

I have no signal in my building [#2811101]

As a campus communicator I perform a variety of tasks daily on my mobile device. Having great cellphone service is necessary to ensure the quality of audio, video, & photo that I upload online. [#2811109]

Dead spots in my building. Sometimes I need to go outside. [#2811112]

The only reason why I rated this area lower was because of cellular coverage in the stadium and Thompson Boling during special events. [#2811118]

n/a [#2811119]

The basement of Haslam BB is a real problem for cell service. When the WiFi is out or lagging, we use cell to access the internet. Cell is also used for the emergency notification system. [#2811121]

Some areas of campus still have bad cellular coverage. E.g. the library and some spaces in the Baker Center (issue for T-Mobile users) [#2811126]

I generally have service from my wireless provider everywhere on campus except the dining halls, like Stokely. I just wish I didn't have to use it when I am supposed to have wifi everywhere. [#2811127]

Some areas/buildings have connection problems. [#2811132]

I have no service in a lot of areas. [#2811160]

There are certain spots on campus where cell service is great and certain spots where it's terrible. Consistency would be nice- better coverage across campus. [#2811165]

I work within the Student Services Building, and lose cell service throughout various parts of the building to where having wifi would help a great deal. [#2811180]

Cellular coverage can be very spotty. I have really bad service in the dorm and it's quite annoying because I want to make personal phone calls several times a week and would prefer not having to do so in a public space. [#2811182]

Often get no signal in Haslam. Has been an issue when I need to call for tech support -- have had to leave my students and go outside. [#2811196]

I do not have cell service in most of the buildings and it is very spotty along Neyland Drive. UT is one of the only places that I have ever had service issues in [#2811239]

I work on the 1st Floor of the Conference Center Building. Cellular service can be spotty. [#2811244]

The only inadequate places seem to be at Thompson Boling and the Stadium. [#2811245]

Cell coverage is very spotty all over campus, but it practically disappears in Neyland and Thompson Boling [#2811247]

This is an area that has improved. But I would hope for more signal strength in our building. In today's world we are rather reliant on the cell phone. In an emergency, having adequate coverage could prevent injury, damage to University property, or even death in the event of a gunman being on the loose. [#2811257]

Service across campus seems to be fine, but in certain buildings (or parts of buildings) like HBB, there are areas that have no coverage at all. [#2811268]

My service by the music building and Stokely is very bad [#2811276]

Mostly only works around library [#2811306]

My phone rarely works in some parts of campus including the area near the stadium and the T Rec. Again, when family and friends come to visit and I try to connect them to the Wi-Fi it rarely works and they are forced to waste cellular data while visiting me. [#2811312]

I often have to walk outside my office to use my mobile phone [#2811336]

There are several areas on campus with little to no coverage. [#2811339]

A lot of the buildings are concrete, so having repeaters inside might help [#2811345]

This would help alot. There are alot of buildings around campus that I don't get service in. [#2811347]

Near the basketball and football stadiums I lose significant cellular coverage, and often can't send texts or load apps regardless of whether I'm connected to the wifi or not. [#2811351]

Student Union doesnt work for me or any of my friends in virtually every part of it [#2811365]

I'm probably doing it wrong, but I have to get off the Wi-Fi service to receive most notifications or surf on my phone. [#2811372]

Cell phone does not have service in many parts of Haslam (Verizon) [#2811375]

I think this is as good as it can be. Calls are dropped in elevators and stairwells, but this is to be expected. [#2811378]

Coverage in the Student Union with AT&T as carrier is really poor. [#2811379]

Some buildings do not have 100% coverage in 100% of their rooms. Most buildings and most rooms have coverage, but not all. [#2811385]

In certain buildings on the bottom floors you receive little to no cell coverage, and the wifi works poorly in those areas so it's just a double whammy of no internet. The wifi and internet is spotty on the bottom floors of HBB and Ayres, and I'm sure others as well. [#2811404]

Cell service cuts out in many buildings... Not sure how you can fix it but it's a frequent issue [#2811411]

There is no cellular service on lower levels of buildings and it makes it hard to stay in a place and get no service. Especially when the Internet is also slow and not reliable. [#2811435]

My phone takes around 4-5 minutes to load or send anything that takes 2 seconds when I am off campus. [#2811443]

Its absolutely terrible in Haslam. SO BAD [#2811454]

There are several buildings on campus where you can't get cell service. There are several staff in the new part of the student union that have to walk out into the hallway to use their cell phones because it won't work in their offices. [#2811468]

In numerous campus buildings, including my residence hall where it may be important to have cell service, there is little to no cell coverage and many buildings are dead zones. [#2811478]

I have Sprint. I've come to terms that it won't work in some places. [#2811493]

Please see HPER Building Cellular Issues. [#2811496]

All fine. [#2811500]

I do not get a cellular signal on my cell phone. This could be a provider problem. I normally do not use my personal cell phone during working hours. [#2811526]

Some areas on campus do not have good service when needed for class. [#2811534]

There are spots in Ayres Hall where I do not have service. [#2811552]

see above [#2811559]

Loosing cellular connection is not good when having an important conversation. Older buildings can cause this due to the materials included in their construction. Steps should be taken to ensure that reception is strong in all areas and buildings [#2811563]

Haslam Business Building has no service on the bottom floor [#2811575]

In most buildings there is not adequate cell service. [#2811588]

There is little to no reception in the basement in the Haslam College of Business. When I had a problem last semester I had to walk outside to call OIT, but go back inside to look at something to tell them what was wrong. I lost reception each time I had to go back into the classroom. [#2811607]

Cellular service in the Student Union is poor. [#2811610]

there are gaps here in some buildings - can't be helped in some cases if it's a basement or a machine room - but some spaces, like the music library, get no signal and that's really a public space with a lot of traffic [#2811621]

Cellphone service in the student union is very spotty [#2811628]

not very good service most places [#2811638]

I think that the coverage throughout the campus is good, but it would be nice to have a little more wifi coverage walking from class to class, even when you're not in the building. [#2811644]

More Wi-fi or cellular boosters in parking garages like the one in Student Union Building. [#2811648]

Clearly necessary and often weak in buildings such as WLS [#2811666]

In some buildings there are dead zones. [#2811668]

I believe the buildings, including the lowest level should be tested. I feel that some buildings because of LEED certification do not allow wireless signals. I think AP's or extenders should be added in those locations. [#2811684]

Mostly this is problematic only when in the stadiums. [#2811687]

Cell service is very poor in many buildings, specifically newly constructed buildings and in Presidential Court. [#2811703]

Mobile coverage is solid for the most part, but there are specific buildings (especially Hess) in which I receive no cell coverage or data coverage. For the most part, though, I have very little trouble making calls or texting. [#2811711]

There are a few buildings where cellular coverage is poor on the ground level such as HBB. [#2811721]

The WiFi doesn't always work at all places. Even in Hodges, it can be a little iffy. And when turning the WiFi off, there is barely any service since so many people are on campus at a time. [#2811723]

I work in a warehouse. The metal structure severely diminishes cellular service. Repeaters indoors could help with service. [#2811750]

Depending on where you are at you can have very spotty cell phone coverage. In some places you get none. I would say it has gotten better. Student Union Clarence Brown [#2811761]

I have Sprint, and the coverage around the campus area at large is poor. It is non-existent in parts of Haslam. [#2811769]

Along with wi-fi, I have experienced pocket of no cellular coverage. They are about in the same places. [#2811772]

Cellular service in animal facilities is poor. [#2811789]

Mobile phone coverage should be in all spaces, including athletics. [#2811793]

There are still areas that have limited to no coverage. This is bordering on dangerous if any emergencies occur in those areas. Makes me feel unsafe. [#2811800]

I do not have cell service in the student union or the dining hall in Stokley. I understand not having great reception in Neyland or Thompson Bowling, but it can be very frustrating to not have service in places where I spend time everyday. [#2811804]

There are very few areas in Haslam where I can get mobile service. This is an inconvenience as I am largely mobile with my position. I currently have Verizon and do not even get service in my office. [#2811806]

The student union and areas around circle park and stokely have bad coverage [#2811808]

There are some locations where the coverage is really bad [#2811821]

In some locations, the cell service drops for example in the bathroom I cannot receive calls if needed. [#2811825]

The new University Center does not give good service at all. If I need to make a call or send a text through my service, I have to go outside the building. [#2811847]

I frequently do not have service on this campus; especially in the older buildings or even on the lower levels of newer buildings. [#2811848]

Does not work everywhere. When I call for advice, I get mixed messages. [#2811852]

Areas in the Student Union (especially the VolShop) are in need of cellular service. [#2811854]

service in the buildings are absolutely terrible. when both wifi AND service is terrible i cannot get my work done as a student [#2811856]

I have no ideas. However, it is disheartening when I must go to the common hallways or outside to gain service. [#2811871]

good [#2811873]

There were many areas where I did not have adequate mobile coverage. This was especially a problem when inside various college buildings where classes are held as well as the library. Service was relatively okay outside of buildings, but not great. [#2811876]

Sometime signal goes out in the center of large buildings however wifi is usually available to compensate when this happens. [#2811887]

Basement of Haslam building allows no cellular coverage, and this is a problem if an emergency happens in that area. [#2811890]

The mobile coverage for AT&T goes out so much. I hit dead zones quite frequently while walking to or from class on the phone. [#2811892]

For T-mobile many buildings do not have cellular service (AMB, Haslam) [#2811894]

I am in the Music BUilding and the reception is spotty at best. Maybe due to the sound proofing? Is there any way to help this? [#2811918]

well whenever I enter to the student union, I cannot excess my cellular. [#2811919]

I have found that cellular coverage is a bit hit and miss in Parking Lot S23 and in McClung Tower. I find more often that I can not get a text or call out from either place. It is not all the time, and actually seems a little better this year than last, but there are still certainly times it does not work. [#2811921]

Extremely important. There are multiple areas throughout campus that currently do not have adequate cellular/mobile coverage. [#2811929]

I can?t get service in the basement of my building unless I?m near the window. [#2811937]

Cell service is spotty in JDT bldg. [#2811973]

Coverage will probably need to be upgraded since we are moving to the DuoPush security. In some buildings, people don't receive a signal, and would have to go outside with their phones to receive the DuoPush confirmation. [#2811999]

Connection around the hill, and in Haslam are always really bad. [#2812009]

Wifi, same as cell service, is spotty on campus. Getting signal in certain spots is impossible (eg my office in Haslam). To take a phone call on my cell I have to move about 100 feet to the nearest window to get better service. Trying to use internet or phone calls in bigger venues (Neyland Stadium or TBA) is near impossible with Verizon. [#2812017]

My cell coverage drops near the new student center (it has always dropped out in that location) [#2812023]

It would be nice to have good service on the lawn, and in my car while waiting for classes to start. Especially on Cumberland, and Phillip Fulmer at Neyland. [#2812029]

Need better coverage in the music building [#2812052]

The vet school phone system has its limitations in town. I don't really use it on campus, outside of the vet school [#2812064]

The new student union and many parts of McClung Tower have terrible connectivity. It would be nice to be able to use my phone in the SU [#2812079]

The student union needs to have better service especially by Qdoba, and Panda Express etc. Also the service is spotty sometimes in lecture halls such as AMB or WLS. [#2812088]

I have a difficult time connecting to the internet from my cell phone. Often, I get an error message and cannot get on the wifi on campus. [#2812116]

Lower parts of buildings have no cellular service; the student union especially. Maybe enhance wifi in those building so people can have some form of studying, etc. [#2812120]

sub basement of HPER has poor service and typically requires wifi enabled services [#2812126]

Many Dead Spots On Campus [#2812135]

calls don't cut out when walking through the Haslam College of Business [#2814931]

student union and haslam business building are dead zones for cell service [#2814933]

there are areas around campus and in some buildings that do not have good Verizon coverage. [#2814938]

When cell service is not as good, it has everything to do with where you are and that cannot be changed. For instance, my walls are made of concrete block, so if I lose a bit of the signal, it can't be helped. [#2814963]

we need it bad [#2814972]

In Stokely and the Student Unions I never have cell service or wifi. [#2814992]

There are several areas around campus where mobile coverage is limited or blocked/interfered with by structures. In particular, around TBA and Andy Holt Tower. This may be a carrier issue (Sprint) though and not so much an issue with the UT system. [#2815009]

Cannot comment on coverage with AT&T in many places: in my office, reception is 2/5. in the student union voltech store, no cell reception (a few weeks ago being the last time I was there) [#2815021]

Some locations have more reliable coverage than others. Would love if it was able to be consistent throughout. [#2815023]

Yeah, I wish we had this. [#2815035]

Sprint service has become poor over the last year [#2815041]

I happen to teach in the underground level of HBB and the cellular service there is spotty at best. Wish we could get a boost down there. [#2815057]

Cell phone service in new residence halls (Stokely, Fred Brown) with common spaces have poor service. In addition, the service is poor in the union. [#2815068]

Verizon had decent cell service at the vet hospital, Sprint had terrible service [#2815076]

I lose coverage by the torch. [#2815087]

Better coverage needed outside around campus [#2815096]

Cell service in Student Union is very poor [#2815101]

Cell service in most new buildings is non-existent. I know you're already working on adding more cell towers, but it sucks to have a brand new building only to have no cell service inside. [#2815104]

I have 0 service in the student union on my phone [#2815218]

In particular, the Middlebrook Building has horrible cellular service. [#2815270]

I do not know that this is a solvable problem, especially for buildings where part of it is underground (e.g., Communication and Student Services). Other than emergencies, cell service is not an important component for me personally; that may change when we go to 2FA for others. [#2837751]

the student union in particular has almost ZERO mobile coverage. [#2837789]

Very spotty in the Student Union. Horrible in Neyland Stadium and Thompson Boling Arena [#2837797]

Haslam Business Building is full of dead zones. This frequently causes problems for me. [#2837801]

not great. My phone routinely drops wifi (eduroam). But when it works, it's fast and reliable. [#2837802]

Improve Verizon cellular service in SERF [#2837823]

None [#2837839]

The signal reception in the office is not satisfying. [#2837850]

Some buildings, like the Nielsen Physics building, do not get phone or wifi coverage! [#2837855]

It is frustrating to be trying to answer e-mails while walking between appointments and it just freezes up. [#2837858]

There is no cellular reception on Level G3 of the Student Union, where VolBooks, VolTech, and the administrative offices for the VolShop are located. This causes major issues as the vast majority make use of cellular services, and are not able to do so with any level of consistency. [#2837868]

Coverage in England stadium is still awful- not sure what can be done about that but just letting you know . [#2837887]

Cellular doesn't work in the new buildings. This is an issue I have heard reported by numerous staff [#2837899]

There are some buildings on campus (ex. Stokely Residence hall) that has absolutely no cell service [#2837924]

My phone does not always work in the Student Services Bldg. in my office [#2837929]

This has been one of my biggest concerns the last several years- there are many buildings on campus where I have no service, especially on my phone or tablets. As both a student and instructor I feel like I shouldn't always have to be on a computer to access wifi when I'm on campus. [#2837952]

There are places within the Haslam Business Building that receives no cell reception. [#2837955]

Service in the new Student Union is often non-existent. It's hard to believe one of our newest building often has zero cell phone service. [#2837962]

There is an issue of connectivity when traveling from building to building (not including areas/buildings with notoriously poor coverage). [#2837973]

I don't have cellular service in the student union first phase. [#2837976]

N/A [#2837996]

Coverage is poor. [#2838000]

There is basically no service in the stokley hall lobby. [#2838009]

I should be able to use my data and service all across campus especially when I'm outside, and this is not the case. [#2838037]

I lose coverage a lot around campus. Especially in the older buildings but even in the newer ones like Mossman, I can have service cut out seemingly at random. [#2838038]

what is the story with cell service in Neyland stadium? why doesn't uber seem to work on campus? it can't seem to find me. [#2838041]

Cell service in the Haslam College of Business historically has been awful. I used to work in that building and could never get a signal. My grad school program is in that building and it seems to be better, but still not ideal. [#2838057]

adequate [#2838096]

In the UC food court there is a definite problem connecting with text and basic phone calling service where towers are dropped [#2838113]

Needed more, by phone cuts out a lot [#2838115]

I have Sprint and I hardly ever have service in some of the engineering buildings [#2838120]

While it is pretty good, I do not use the provided WIFI on campus and having cellular coverage is very important, especially since we now use our phones to access some of UT's services. [#2838124]

Putting boosters in all buildings (like student union) and basements of buildings so you can still receive calls [#2838128]

Some spots are slow. [#2838132]

Cell coverage is lacking in the Student Union, especially on the lower levels. [#2838149]

There are some rooms in the library where I cannot make or receive a call. Room 309 is one. [#2838150]

The cellular coverage on this campus is terrible. Since the wifi is also terrible I have to exit the building in order to take phone calls. [#2838160]

Cellular service is bad in a lot of buildings on campus. [#2838165]

I work in the first floor basement of my building and I do not have any cell reception. [#2838170]

There are multiple places on campus where I have poor cell coverage, such as in the student union. [#2838180]

No cellular coverage available in the lower level (floor 1) of the HBB building. [#2838183]

Again have you been in stokely [#2838195]

Mobile service is not good in our buildings. Many people have to walk outside in order to make or receive a phone call on their cell phone. [#2838205]

In some buildings, the service is spotty. Mainly in Stockley dining hall. [#2838209]

There are some buildings, like Student Union that the mobile phone doesn't work. [#2838220]

Some areas of campus do not have cellular coverage. [#2838236]

A lot of the newer buildings have terrible coverage. I think the buildings were built as accidental Faraday cages and are probably blocking the signals. Not sure if this can be fixed. Wifi calling is a savior but not all carriers support this feature. [#2838241]

The 1st and 2nd floors of the Communications/Student Services Bldg and Andy Holt Tower Bldg Floor P1 have numerous dead zones for cellphone service. Some of these areas have restricted access, so going out from the interior offices and into areas closer to outside, including going outside, to get cell/text service can cause significant issues for staff, students, and faculty with being able to receive/make calls or text. It is also difficult because re-entering these areas are not simple. Most of the time these issues are after 5pm because the class / lab/ or radio station does not stop at 5pm. Maybe installing cell reception repeaters or some such device would accommodate these needs in those areas. [#2838243]

We need to work on this [#2838260]

For the most part, cellular service is decent...I have had a couple of dropped calls, though [#2838262]

I have spotty coverage all over campus, but whenever I am in the old part of the Student Union, I have no service. [#2838269]

Big problem. [#2838283]

The UT alert system is pointless if I don't get service in half the buildings or even walking from one end of campus to the other. [#2838286]

Stadium, arena [#2838316]

Stokley has bad service always so something to improve that area of campus [#2838322]

As an employee in athletics, by biggest struggle is game days when so many people are on campus. I know that is not an easy solution but I would really love for improvements in this area to be made. [#2838326]

I live in brown, and in my suite's common area, there is a large dead zone where you can't receive or send any texts or calls. [#2838330]

I do not have service in the new Student Union. I lose calls and cannot make calls unless I am close to a window in the eating area. [#2838341]

I don't know what you could do about boosting signal inside of buildings [#2838352]

In the elevator, we can't get or text message. [#2838353]

The cellular coverage does not cover all of campus, so even when wifi is not provided sometimes, there is also no service (aka Haslam business building basement) [#2838384]

A few years ago I was in a classroom in the basement of the Business building which had no cell service. This would seem to be a safety issue in the case of a campus alert, etc. [#2838398]

AT&T sucks. I keep 1 or maybe 2 bars of coverage all the time on campus and I hate it. I can't answer phone calls from work if I'm inside a building. I can't send text messages, only iMessages. And my music apps fail often while walking around because of this. [#2838432]

It's good. [#2838449]

no service in some buildings [#2838464]

Some of the residence halls and academic buildings do not have any cellular service. Enhancements need to be made ASAP. [#2838465]

Check out floor 1 of haslam [#2838468]

Some buildings, including the Haslam Music building, are like lead bunkers with no service anywhere. For me, at least. [#2838472]

I am a T-Mobile customer and my service throughout campus is horrible. [#2838483]

There could be better cell service throughout the campus. Some areas there is no service (like the new buildings) [#2838513]

improve wifi connection [#2838519]

Better service throughout the Student Union, Phase 1 and 2, as well as Jessie Harris Building and Hodges. [#2838528]

N/A [#2838538]

This is a safety issue as well as an inconvenience. It occurs mostly in the basements and older buildings with very thick concrete walls. In HSS for example, one of the rooms on the end of the ground floor doesn't have adequate cell coverage. [#2838541]

When I'm walking to class and in between buildings, I have a hard time getting connection because the wifi is going in and out reach of the different buildings I pass. [#2838560]

JIAMS needs signal boosting in basement area. [#2838589]

There are still some spots on campus where you cannot get cell services. [#2838606]

Somehow this week when the WiFi stopped working almost completely, the mobile data speed has also slowed to the point that I can barely use my cell phone on campus anymore [#2838611]

Increase cell coverage in buildings with low or no signal. [#2838644]

Some spots on campus randomly have no cell service and it's annoying. [#2838656]

The Haslam Music building has no cellular [#2838659]

There are more than a few att dead zones on campus [#2838698]

There are spots in the Student Union that have very low or no cellular coverage. [#2838711]

you cant text or call in stokely. I also sometimes have problems in Tickle. It's somewhat frustrating when you are trying to meet up with people [#2838719]

Many buildings have dead zones that can?t get reliable connections, even newer buildings where that should?ve been planned for. Student Union building is by far the worst. I never have cell service there. [#2838727]

all of the new buildings are like prison blocks for cell phones. People running to windows just to make a call or answer one. Wifi calling isn't that helpful all of the time. Need signal boosters. I believe some cell providers will split costs with the college if they are willing to get them installed. We have so many students living away from home in our dorms that can't get calls if they're not near a window. That is unfortunate. [#2838728]

Never have service in the student union [#2838742]

Good - no complaints [#2838743]

i do not get good cell coverage in Hodges or HSS or any of the garages. I can call/text on wifi, but the garages dont have that either. So if there is an emergency, I feel like i may not be able to get help [#2838771]

My phone carrier, Verizon, does not have reliable service in Thompson Boling Arena, Neyland Stadium, the student union and other various places on campus. [#2838776]

Install Pico cells in buildings where service is limited due to thick wall construction or basement levels. In most cases, however, as long as there is solid Wifi broadcast, students can maintain adequate connectivity. [#2838829]

The stokely section of campus has very very spotty signal! [#2838837]

There are certain buildings that do not have adequate coverage, like the 2nd floor in the student union [#2838851]

Walter life sciences has poor service for cell phones [#2838856]

Sufficient. [#2838869]

The new buildings have terrible cell service -calls are dropped across the board by people trying to use cell phones inside. [#2838878]

I usually get a good amount of cellular service when outside. In most buildings, in order to make a call, I usually have to walk outside to get at least 2 bars. Some buildings have no service at all [#2838882]

I think this level is less important if WiFi is expanded and extended over campus. If WiFi offers 100% reliability and 100% coverage then cellular becomes less important. That being said have a high speed and excellent coverage offers a great supplement and backup to WiFi. [#2838952]

I am guaranteed to have no service in the phase I of the Student Union. [#2838966]

I dont live on or go to campus at all so this does not apply to me. [#2838968]

very important [#2838983]

Having Web sites and online services that are easy to use.

That is critical! I directed students, faculty, and staff to the website on not only a daily basis but a minute by minute basis. I like the new website, but it does have it's limitations on pdf files. I would like to see something better in place for handling that portion. [#2810257]

UTK webpages are difficult to navigate. The A-Z directory lacks MANY links! [#2810258]

Part of the major issue with UT websites is due to the branding that is set up. While Wordpress is very easy to use, the template isn't always conducive to making information accessible in a logical fashion. [#2810282]

To me the web site is not user friendly to faculty. Perhaps I am old school and the large photo on the home page is a waste of space. Furthermore, you typically need to scroll down to the bottom to get the tab that you need. Finally, the symbols used are like a foreign language to me. The hamburger symbol and others just do not stick out. [#2810306]

The old website was far easier to access MYUTK. now I have to press several buttons to simply access something on that page, especially canvas. A quick access button on UTKs main page would be great. [#2810312]

the UT site doesn't even function in explorer. Let's start with the basics. [#2810315]

Websites have strange layouts, not necessarily logical in terms of where items and information is placed. Can be difficult to navigate from site to site. [#2810351]

The websites do not provide adequate information a lot of the time, are not very pleasing to look at, and are not user-friendly. It deters people from taking our programs seriously. [#2810363]

The websites across campus are inconsistent and many of them are difficult to navigate because they are put together by people without an understanding of what users need. [#2810377]

sites are inconsistent and some have buried needed information so deep it takes a lot of digging to find it. [#2810391]

IRIS needs to be more user friendly. [#2810393]

Ad-Astra is a joke and is causing me as a staff member time in order to get an event planned. We should be able to reserve a room for an event instead of just a meeting without a fight for more information. Very unhappy with the event part of Ad-Astra. [#2810394]

Our website looks nice, but it can take several clicks to find info and the info can be found multiple places, and doesn't always match. Seems like things aren't uniformly updated. [#2810395]

The search engine has improved. It is still difficult to find information on some of the websites. Why can't all financial forms (that departments use) be located on one page? Currently, some forms are on the Controller's site and other forms on Accounts Payable site and others on Contract Office site, etc. Sponsored Project forms are on different pages too. Suggestion: One page for all financial forms (including purchasing) One page for all Sponsored Program forms One page for all HR forms [#2810422]

Having websites maintained by staff in departments that don't really understand what they are doing does not make for websites that are user friendly. [#2810425]

Bad configuration of site search tool [#2810440]

OIT should go back to focusing on making sure the digital infrastructure is strong and not scatter their efforts on all these other areas, including doing websites, video, etc. for people. OIT can provide the service and training, but should stop at that level. The Office of Communications and Marketing, along with many colleges, can do a good job of working with clients on their communication needs. They can work with them on an overall communications strategy instead of just getting a webpage created because everyone else has one. [#2810474]

SharePoint is such a frustrating platform to work from- both internally and externally. I am glad that we are moving away from it, but those changes are so draining of time, energy and resources [#2810482]

Office365 provides a great way to collaborate and is very easy to use. [#2810517]

The website lack an intuitive face. It is hard to navigate and requires exact wording to find desired information. [#2810529]

This is very important to me! I find that the search function often does not produce the results I need. [#2810560]

why is the ag campus still using sharepoint? [#2810618]

The UT website itself is not easy or intuitive to navigate. I find myself just googling UT web pages instead of using the UT website to get to them. [#2810686]

I am distressed that access to Qualtrics is disappearing. Analytical software programs that offer user-friendly interfaces and enable the transfer of data/information from one platform to the next are vital. I appreciate that I am able to import data from Qualtrics directly into programs like NVIVO and SPSS for analysis, and I wish the university would renew its license for Qualtrics. [#2810728]

Necessary to complete work. [#2810747]

Our websites are visually and functionally outdated. It is embarrassing to look at our sites next to other Research 1 institutions. I understand this is limited by WordPress and the shocking number of folks that have access to edit or make changes to these websites - so perhaps consolidating websites more is a solution. Have professionally designed templates, and/or limit departmental sites where only certain pages can be edited/updated by admins with access. I fear we are losing market share based on the unprofessional-ism of our websites alone. For many prospective students (as well as prospective faculty!) the first interaction they will have with us is online . . . and that impression is just not a positive one. Again - especially if you look at other Research 1 websites - like a prospective student is likely to do. [#2810781]

My complaint here is with the general campus directory and the Facilities Services Directory. To be blunt they are terrible and nigh unto useless! With names misspelled, names missing, incorrect phone numbers, old positions listed, outdated phone numbers listed etc. They are almost useless. I understand

some people don't want to be listed but is it possible to list them as "NO INFO PROVIDED" or some similar term? [#2810782]

Some of the links on UTK.EDU are no longer active, or point to an error page. And, the search bar sometimes can't find the item(s) I'm searching for. [#2810809]

Graduate School website is difficult to navigate, especially to find policies and catalogs [#2810822]

I've had issues with Banner, there appears to be bugs in how certain things are displayed or how classes can be added. [#2810832]

Sometimes department pages are a little click-heavy...takes so much navigation to find what I'm looking for, and search functions aren't always accurate. [#2810833]

Navigating some websites can be difficult. Information is often buried and requires multiple clicks through pages to get to information. This makes referring students to some websites difficult because information is not easily found. I.E. the GPA calculator takes 3-4 clicks to get to from One Stop's website when it should be front and center on some website for students to easily access. [#2810836]

Cayuse is a bad system, Ad Astra basically is user unfriendly. Marketplace is clunky and almost impossible to figure out how to use. The EMS contract system is extremely non user friendly. When i needed it in the past, i could never get access to ANDI. Pinnacle has gotten slightly better but why isn't it linked to IRIS??? Archibus is an average system. Taleo is an AWFUL system, it should be a database to store ALL hiring documents...but we cannot do that because the potential candidates might see other candidate information?? [#2810876]

Make it more clear on how to use them and get to them [#2810878]

should utilize usability lab to insure systems are adequate [#2810885]

Ad Astra is not user-friendly (new event services). [#2810927]

Hard to navigate OIT website. The site is not user friendly. [#2810936]

iMedris (IRB) is unnecessarily difficult to use and navigate. Clear and updated instructions would be beneficial, because it is wildly difficult to figure out what to do without accidentally doing things to complicate the process. [#2810953]

I recently encountered very outdated information and totally wrong web links on the UTK travel hotel page. Also, the 'University event order form' that I have used for years to request hotel lodging and meeting rooms disappeared and to my knowledge I did not receive an email regarding that happening. [#2810970]

Very the use of different search engines for specialized web sites such as medical or construction materials uses. [#2810989]

I routinely have issues (every 1-2 months) with my mail application (Microsoft Mail) [#2810991]

I'm not sure if this is OIT or the departments that design their websites, but information isn't always easy to find. The search of sites is now much better than it used to be though. [#2810997]

This is so general, that I answered generally. I don't have specific recommendations, sorry. [#2811032]

Sometimes it's a little hard for me, personally, to navigate some of the new websites. I wish that all departments were more uniform, I guess? Like the same information could be found on each website (re: sometimes I struggle to find contact information for people in certain departments without clicking through many links or searching). Specifically, the Graduate School website is a bit confusing especially with the in text links. I'd prefer they all be laid out in a simple, easy to read list rather than having to explore paragraphs of text in hopes the right link will jump out at me. Of course this is all personal preference, it isn't unbearable by any stretch of the imagination! [#2811036]

Over the years, the UTK website pendulum has now swung too far to the "style" side of the spectrum leaving the "functional" side. One should not have to scroll to the bottom to find the most useful links. It's prettier than ever before, but also less convenient to use since the "fluff" is up top and one must always scroll through it. [#2811037]

The IE compatibility issues are embarrassing and very inconvenient. Windows OS systems come stock with IE, and UT should support this with websites that work for IE. To go to UT's website and not be able to see the page render correctly is shocking to say the least. We are not an under-funded and unprivileged institution, but that is what our online branding looks like. The UT directory seems 'down' a lot. [#2811058]

The email we receive when our registered devices are expiring is ridiculous. There is no link in where to actually classify - you have to search - include the direct classify link! [#2811061]

It would be helpful to send new employees (staff) a list of the websites with information that would help us in our jobs. In other words not have new people have to hunt or "finally" here about a site because someone happens to mention it. My answer strays a bit but if one does not know about sites one does not know if they are easy to use or not. [#2811100]

My departmental assigned default browser is not supported on UT sites, so nothing loads correctly. [#2811101]

The UTK website is difficult and time consuming to navigate. [#2811125]

MyUTK needs an upgrade. [#2811164]

The main utk.edu page is not the easiest to use. I understand the need for the interesting stories on the main page, but I generally have to take some sort of action to get to a menu to navigate further [#2811171]

When I am surfing UTK Web sites and I want to click on a link that goes to another page with more information etc., the link will be unavailable or does not exist. So, checking UTK Web sites and making sure the links posted are functional would improve the accessibility of the Web sites and online services. [#2811183]

It would be nice if there were a way to easily report broken links or the like from the page being currently viewed. [#2811187]

The web sites on campus are generally easy to use. For my departmental service, we are way behind on the design end. [#2811225]

The way the library does authentication for access to journals and whatnot using ezproxy is really annoying. It makes it more or less transparent when going through the library website when on campus, but going through an actual service like OpenAthens or Shibboleth would make things so much easier, especially for students like me who don't live on campus, and refer constantly to a few sites, like for technical standards (such as ieee and ansi). [#2811300]

More training courses online would be nice, as well as in person. I have tried to use Akindi, for example, and it was an absolute disaster... the template shifted (I entered it four times, and got bad grades every time) and gave the wrong grades for many questions, and the student ID numbers were not recognized. I am sure much of this was on me, but I followed the instructions. Good luck adopting it across the campus without some serious help. I had to hand grade the Akindi sheet for 175 students... using Scantrons next test. [#2811321]

The SharePoint platform used on the ag campus is not sufficient, although I know it will be changing in the future. [#2811334]

There needs to be more integration of services into one website. A lot of things are spread across multiple different websites [#2811345]

Websites should be functional over flashy [#2811354]

the myUTK site is fairly difficult to navigate without assistance from someone who already knows how to use it. paying fees, checking grades, checking schedules, etc., is difficult to figure out for oneself. [#2811376]

Even with the pretty web interface, some websites revert into the system with a ten year old page. Make sure everything is relevant and functional. [#2811400]

The OIT website is pretty confusing to navigate if you don't have someone who knows how to do it helping you. I think there should be more clear labelings on things that are necessary for class. Such as, Microsoft Office downloads and JMP, etc. and better instructions on how exactly to download them. [#2811404]

Some of the UT sites are not very helpful. i particularly dislike the way the 'People Search' screen looks. [#2811409]

UT web services does not help our department. We had to outsource to get anything accomplished. [#2811428]

It is annoying to have to scroll to the bottom of the UTK webpage to get to the search bar. As a result, I usually bypass the UTK webpage altogether in favor of a google search. It would be better if you put the search bar near the top, or in the sidebar with the campus directory. [#2811452]

I think the university's web page needs to be redesigned. The results i get using the website search bar never are relevant to my actual search. Yesterday i tried to search my department's website for my advisory, but was instead given a list of the chemistry alumni news. Which was not remotely helpful. The

search bar for the university's main website is at the bottom of the page, which makes it hard to find and makes me think that the university knows the website search function is rubbish and they are trying to hide it, because, really, have you ever seen a search bar at the bottom of a website? The other day, i was trying to find the link to the united healthcare student website. I found plenty of pages explaining by insurance and deadlines for enrollment, but i could not find the link to the student uhc web page. I ended up searching my emails to find this information. Essentially, the search algorithm the website uses is not particularly efficient. Each division of the website, like the department of chemistry and the student health center feel unorganized and information is usually hidden behind several pages. [#2811456]

I'm not sure if this is where comments for the HR job listing web page should go, but that thing is horrible. It is confusing, and gives random errors such as "That job is no longer open" for no discernible reason (when the job is, in fact, still open). The text boxes for entering information such as job duties are much too small, and cannot be resized to anything useful. I'm surprised we can get any decent applicants with such a frustrating system. [#2811483]

A great deal of services offered: excellent but sometimes confusing. [#2811496]

I encounter dead links between UTK webpages more frequently that I might encounter on other University websites. [#2811498]

Websites are fine. [#2811500]

The key words are "Easy to Use". Not everyone is familiar with computer technology, terms and the keyboard, so the easier the instructions on how to navigate a site the better. It may be boring or seem useless to some but to others it's not. Not everyone who works here have degrees! [#2811563]

UT website design needs general improvement; fit to better show up on search engines [#2811605]

navigation concerns on many sites - especially the OIT site where I almost always end up having to just google search to find the page I want [#2811621]

Web sites seem to focus on selling the university to prospective customers rather than supporting information exchange for current staff, faculty and students. [#2811635]

Like Canvas? Very easy I like it [#2811638]

The UT website is still very difficult to use with a poor search engine. [#2811668]

Mostly UT websites are functional right up until the point when you need to use the catalog, and then God help us all. WTF were they thinking with this catalog site? A searchable PDF would actually be more useful than the horrible thing we have. [#2811687]

Search feature on UT sites is lacking. [#2811751]

My expectations of websites are pretty high, maybe unreasonably so. I just believe that UT's overall web presence is disjointed and the navigation is woeful. I'm not sure what, if anything, OIT can do to remedy that or meet my lofty expectation. The fact that someone, upon going to www.utk.edu on a desktop or laptop, has to click or scroll just to get to the initial navigation is one of the most ridiculous things I've ever encountered. Splash pages are for product sales, not for university websites. As a staff member, I don't need to see nice photos or links to stories right off the bat. I need to get something from the site.

Couple that with the fact that the search input box is at the bottom of the page and the website fails me immediately. Can't we do better than that? [#2811759]

Web Site is horrible!!!! Never can find what i'm needing. Search bar doesn't help. Wish it was easier I waste so much time. [#2811761]

Some of the sites are hard to navigate and many links are broken. [#2811793]

Sharepoint is horrible. It's of the devil. It is not user friendly, understandable, etc. [#2811800]

Making sure there are not a lot of pop-ups and distracting web links [#2811825]

We don't have access to a computer in A and A that adequately works to take a portion of our yearly tests [#2811835]

They are not. Hard to get to and to navigate from there. I find things by accident rather than design. [#2811852]

n/a [#2811871]

There is sometimes a lot of clicking around to find what you're looking for. Some sites are very straightforward and intuitive while others are very obviously under construction or should be. [#2811876]

Knowing exactly how to access information is very important. At times, several systems are 'seek on my own' platform. [#2811882]

The search in the main UT webpage never finds what I want. [#2811918]

Too many web pages in the UTK space. Having to use Google to find a Dept/Program that is part of UTK is pathetic. [#2811982]

Some University websites are great, others need some work. It's also really easy to locate outdated information on some websites through the "search" function - it's like, the search finds an old page on a website that that office didn't even know was still online. Maybe providing offices with better web support would help them maintain their websites at a higher level [#2811991]

You took the UTK page and updated it until it was almost unusable. I don't use the search function on the UTK page at all now - because it does not help me find what I want. I use Google and just add 'UTK' to whatever I'm looking for. [#2811999]

Do away with all the "flash" on a website. just have one static picture, kill all the cute "splash" news stories (www.utk.edu is an example of a bad design). I want to find information easily. Make the website look like a "static newspaper front page". If you scroll down the main UTK web page you get to the desired type of layout: the UT logo, and straight forward links to categories and links to news type of stories. At the very bottom, links to departments/groups and a search feature. (search at top of page better??). If I hit the web page from my computer, not really a problem; but from my tablet, phone or even a laptop it is difficult to find what I need. [#2812042]

I find the UT general websites sometimes difficult to navigate--for instance if my department emails me about an event that has a page on their website, it's impossible to find that page by just accessing the website--I usually have to go search for the email and find the link to the page. I know that the sites are supposed to be switched from Drupal to the WordPress platform sometime soon(ish?) so I hope that makes things a bit more intuitive. [#2812077]

Not all the web sites are very user friendly. Several need improvement to make it easier to navigate through the site. [#2812092]

Websites are not at all intuitive. Very difficult to find things on the Extension website. [#2812131]

The overall UT website layout is somewhat confusing when trying to navigate between pages I am not already familiar with. [#2814919]

Fix broken links, remove outdated links, improve search so that results return relevant webpages instead of articles in old newsletters. But it is better that it was last year! [#2814944]

Was really frustrated by change from Qualtrics to QuestionPro. My students and I use this software regularly for research. [#2814946]

The UT Website is not very user friendly. It is quite difficult to navigate and find information at times, though it has gradually improved over time. [#2815009]

Yeah, I wish we had this. Have you tried to find anything on your sites? Frustrating. [#2815035]

It takes too long to log on. [#2815037]

The website is very complex and hard to locate specific links. [#2815048]

Same comments as Canvas complaints. [#2815062]

Is WordPress through communications the only option? Many features are locked down and space is limited for a department that intends to provide content via webpage. [#2815088]

Many of our websites have links that are broken. At times it can be difficult to find information or specific forms that are needed. You have to go to the IRIS page to find all payroll forms. The payroll website doesn't have 2019 deadlines on it but the IRIS page under HR/Payroll does. [#2815150]

The university's website is extremely difficult to navigate; you must know the EXACT terminology that someone has selected or you can't find anything. [#2815223]

We have huge menus, non-integrated databases and services, and long, attached instructions that push more and more work down to faculty while asking for more and more online reporting. Did you realize that to apply for an org email, you have to download a pdf, fill it out, and mail it in? [#2815243]

I do like move toward one sign one screen to access Iris, K@TE and other university resources in a simple fashion. [#2815269]

If this is where we comment on the UTK web pages and ability to find information, the search feature is pitiful. Trying to guess what to type in to get the desired information is frustrating and time consuming. In an effort to streamline everything, it is actually more difficult to reach our target audiences and make sure students as well as the outside community can find what they want and need. [#2837751]

The new registration for parking hand tags seems to work well. [#2837773]

Websites are not always user friendly. Menus are not clear or I have to go through a series of pages before I find what I need. [#2837798]

some UTK websites have deadlinks and unsearchable. integrating the websites to be searchable like google would be nice [#2837809]

My complaints about UT websites primarily concern the UT MTAS website that is difficult to search. I have to use google or another search engine to find content on the UT MTAS site that I know is located there. Also, HR policy is not easily searched on the HR page. [#2837820]

The templates for UTK are difficult to navigate and are easily jumbled with data because they are not maintained by departments. Part of the problem is the layout and it's restrictive nature. [#2837834]

sometimes need administrative permission to use certain sites - hard to know who to call and how [#2837878]

We currently use SharePoint Online and Office 365. There needs to be more training provided on the integration of Office 365 and SharePoint Online. Also there needs to be training on OneDrive usage and integration into all Office 365 products. TEAMS and Yammer training would be a good idea. Internet vs Intranet sites concepts are not widely known. Perhaps training on how to use the VPN to safely and securely access resources off campus. There are a lot of people who work remotely and sometime they are on Free Wifi. In today's world of cyber hacking, a VPN should be common knowledge to everyone. Speaking of security, I have often thought that our directory.utk.edu information should be either available only through a login (CAS) or a lot less information provided to the general public and full information available through us logging in. I have often wondered about hackers being able to see that I work in IT, see my email and see my netid. I realize hackers are very resourceful and can most likely obtain this information else where, but I think it would be good to make it even harder for them by limiting more of what is displayed to the public. I personally use the directory.utk.edu a lot, for looking up Faculty and Staff, since I'm in IT. I do like it and I find it very useful. It would be nice if we could more easily update our information, like our Room/Location online. Overall, I think you all do a great job and offer really good services. Thank you for all you do. [#2837879]

they aren't [#2837908]

I like that I don't have to change my password with Duo push. [#2837937]

The University search feature is not well designed. It is hard to find information, particularly in the finance and administration/controllers/treasurers areas. [#2837955]

AD ASTRA is ridiculously difficult to navigate. I have not had success with it, so I don't use it like I'm supposed to. It needs to be rewritten to be user friendly. [#2837996]

In the OIT user interface, I don't see why it isn't possible that I can't log in and see a list of all of the tickets that I have filed. The OIT staff has been wonderful in solving issues and closing tickets, but occasionally I have needed to refer back to a prior issue/solution, e.g., reactivate a port. It is difficult to search my emails to try and puzzle out which email from OIT referred to which incident. There is clearly a reporting system that OIT consultants can view, and it seems obvious that a read-only version of that database should be viewable by individual users. [#2838023]

The UT web site is hard to navigate. it seems as if you are dependent on searches, rather than going to intuitive locations and intuitively finding what you need. New landing front page website: I miss the "log-in" being right on the first page. Now, I have to go to OIT, and use your "log in" on the left panel. Log-in needs to be on main page. I loved having "Calendars" on the main page too. Who would predict that we have 2-5 different calendars? But, useful1 [#2838041]

The search function on the UT websites often does not yield the desired result. I typically go to an outside search engine and add "utk" to the search term. This almost always gets me to the page I need while the official UT search often gives me a list of irrelevant links. [#2838053]

Searching web pages can lead far from where the search started and it is difficult to get back. Content overlap and navigation seem less than optimally organized. [#2838091]

adequate [#2838096]

Good amount [#2838115]

SharePoint is clunky and old fashioned. I have not done research myself on the subject but I am sure there are other platforms out there that are more streamlined and easy to access, update and use. [#2838124]

Some sites are convoluted, and it can be hard to find things. [#2838132]

Internal site searches are awkward and often not helpful. Can take too many tries to find subject you want. [#2838141]

N/A [#2838160]

My UTK is clumsy. Paying fees is poorly implemented. [#2838198]

Adastra stinks! It is slow and is not really easy to use. When you make corrections it throws you all the way out of the system back to today's date. Our Outlook calendars are much easier to schedule our events onto. I really wish we didn't have to use this calendaring system. [#2838205]

The Wordpress template is clunky, poorly designed, lacks usability, and looks very dated. Constituents and prospective constituents increasingly form their first impression of a university from its web site; I fear ours makes UTK look out-of-touch and unconcerned with user experience. [#2838234]

The move to minimalistic interfaces make finding desired information difficult. I don't have a suggestion because I know that is the trend. The search boxes are helpful, but even they are hard to locate at times. [#2838243]

A lot of the websites for UT departments are difficult to use and not user friendly. I wish they were at the same level as the admissions website pages [#2838291]

Websites are too confusing. They need to be simplified. Sometimes I can't find important information because the website has too much going on. That information can sometimes only be found through a direct link sent to me from someone who works at the university. [#2838333]

Yay! [#2838449]

(Caveat: I use Chrome as a browser, but I don't think these issues are specific to Chrome) Most UTK webpages are poorly designed and don't provide much necessary information when I'm looking up a professor or service. I can't remember a single time when I had to go through a UTK online portal (e.g. to get a key replaced) that I didn't feel like the website was adding obstacles or obscuring information I needed. [#2838472]

I don't care for Question Pro [#2838498]

we god [#2838519]

Web sites using the UTK Wordpress templates have an encouraging search bar, but the results only show page names, not exact matches for the key words being searched. [#2838548]

a lot of the websites are old and outdated and link to other old and outdated sites. I'm never certain which website has current information. [#2838674]

The new class-registration is a mess compared to the old one. [#2838706]

Already talked to the person in charge of the UTIA website and still letting them know the issues multiple customers are having as they let me know. I know that this is already improving. [#2838773]

Some help files, Knowledgebase and FAQ could be expanded to give better detail and the latest version/screen shots. Sometimes new rollouts have less complete information so ramping this up more quickly. [#2838952]

Easy to use is always best when dealing with 20,000 plus people [#2839001]

Many of our online apps are not current: IRIS, no software for time cards, reporting, The MYUTK Checklist, confirming enrollment, etc. [#2839007]

Having online services that enhance the teaching and learning experience.

Canvas is awful - we need a platform that allows us to communicate readily with our students. The Canvas adoption demonstrates clearly that OIT makes technology adoption decisions to meet it's own preferences. OIT is NOT concerned about our students. [#2810258]

N/A [#2810351]

I think Zoom is fantastic and it is maintained well. I feel that, in some areas/classrooms, the tech is a bit outdated, though. [#2810363]

Need to be able to record in any room on campus. [#2810394]

I cannot say I have seen or used any such tools. [#2810529]

N/A [#2810541]

OIT rocks! They are always helpful, friendly, patient and knowledgable, no matter what type of issue I have! Thank you! [#2810582]

These services exist, and in my experience, they are really useful. But, they need to be universally USED across campus in order to actually enhance the teaching and learning experience. [#2810781]

It would be helpful as a student to have easier access to Adobe software. Other R1 universities have options to download Adobe software for free, while as students we still have to pay over \$30 a month for the software. Having this software for free would be helpful in coursework and teaching opportunities. [#2810816]

Make them more accessible [#2810878]

UT Knoxville needs to offer more online classes! With as few as we have (a single online Bachelor's degree? Our sister schools such as Martin and Chattanooga offer 4 or more online Bachelor's degrees!) means that UT employees and others in the area who must finish their degrees online* are taking their money and their eventual alumni-loyalty, and giving it to someone else. * In the case of UT employees, many would rather get their degrees from the Knoxville campus - the place we already work as well as the best school in the state! - but their bosses will not let them be away from their desks to take in-person classes. Thus, they must get their degrees (and take that fee-waiver money) from other schools that DO offer degrees online. We can do better! [#2810928]

I think making these resources more publicly known and accessible would be a great way to see them more utilized! Even something as simple as a comprehensive list that's easily found would be super helpful. [#2810947]

no comment [#2810989]

Being more plugged-in to Microsoft Educator would be nice; allowing for more in-home/personal learning, along with cloud support for lectures given online, has proven effective in my labs. [#2810991]

Give instructors more control over course configuration in Canvas [#2810993]

Also a MUST if we are going to have online classes. No room for error here. What OIT has at the moment is well done, I wonder about adding a full-service course design department for the campus as a whole. [#2811041]

When OIT updates a teaching system, please do thorough in-house tests before it is released to faculty and students. [#2811073]

Canvas does not have the functionalities necessary to manage large enrollment, multi-section courses. It also does not provide adequate "instructor view" or instructor ability to control each aspect of the LMS [#2811082]

Do not use much. [#2811112]

Maybe put tutorial sheets in classrooms so students and teachers know how to operate the technology in the classroom? [#2811117]

This is also fine [#2811182]

Just better tutorials for harder classes when teachers are not available [#2811283]

I think Blackboard is a much better system than Canvas. Aside from that, I think you guys are doing great on this! [#2811286]

I don't have much experience in this department! [#2811306]

NA [#2811317]

N/A [#2811340]

It would be helpful if Canvas provided useful reliable analytics. Right now, they are not useful for my needs. It is frustrating. [#2811424]

What we have in place is fine but sometimes it doesn't work well. [#2811500]

Test prep reviews online are helpful (stats department) [#2811638]

Yes, the current Canvas system is extremely limiting on space per course. [#2811668]

I have to use Lynda playlists a lot, but to be honest, I find it incredibly difficult to find the playlist that I am looking for. I have to dig through my emails to find it sent to me in an email because the website's search box is not effective and the site isn't very user-friendly. [#2811749]

Canvas is great so far, but some things are missing or could be easier to use. [#2811769]

Add the feature in Zoom to allow for calling out. [#2811793]

there should be more video links to the classes and they should have past class recordings so that they can be played over to see if we missed something. [#2811825]

We need those [#2811852]

n/a [#2811871]

make it mandatory for professors to post there grades to canvas or some other grading service(for example the engineering website) and have them weight their grades correctly in said system. [#2811887]

I know very little about options that are available to me. I?d love some more information [#2812000]

I have encountered Training modules within Kate that are dated and buggy; a better variety overall would be appreciated and benefit anyone who relies on it for acquiring needed training hours annually. Also, the option to zoom to attend on-site in-services would defray the exclusivity for those who are not feasibly capable of traveling to knoxville for trainings. [#2812014]

Put out and send videos once a month to the teachers on how to use equipment. I have been in more classes where the teacher could not figure out how to hook up the computer to present, and get the speakers on. In addition why not just provide computers in each of the classrooms so they do not have to try to figure out how to hook up everything. We had to do an entire semester of watching things at home with 2 teachers that could not figure out how to use the equipment to get sound on. [#2812029]

I am an online student, and all of my classes are conducted via Zoom. Usually my professors do fine with the technology, but I have had a few who have no idea how to use it. I know there is a lot of onus on the professor to learn the technology, but maybe there could be more or mandatory resources for all online professors to ensure they understand the software. Is this something OIT can help provide or change? [#2812041]

downtime seems to happen far too often [#2812050]

having all computer systems at cvm be the same. each department or doctor will be able to see what each have done. [#2812118]

I don't know what this refers to. What online services? [#2812155]

MedIRIS and Cayuse make conducting our research much harder. Rather than replacing them with an equivalently bad service with one or two modifications, I would like someone to investigate whether either of these systems are really necessary in the first place and model other ways of accomplishing the goal of processing grants and IRB applications, with the priority of getting grants through. Instead, all our systems including things like approvals, evaluations, etc are set on a path in which the layers of bureaucracy are taken for granted and therefore will continue to increase. The first question should not be which platform provider to contract with, but how the process should look. That's as far as the internal bureaucratic platforms. When it comes to research software, I do appreciate the things we have. But we need the Digital Humanities consortium back, and we need people in the library and OIT whose dedicated job is to keep exploring and working with researchers on their software and hardware needs. Ideally, decisions about things like the QuestionPro switch (which is abominable and directly makes my teaching and research much harder) should prioritize faculty/research needs rather than top-down agendas. I would like Scrivener and Adobe Pro available to all. I could do much, much more with students and my own research with these applications. [#2814960]

Provide more Canvas support including a standard template for classes and automated analytics of Canvas student engagement data. [#2814979]

Support of emerging SAAS technologies. [#2815035]

I would like automatic notifications when a student drops a class I am teaching. This seems like an easy thing, and so it is perplexing that it is not routine. [#2815094]

See Banner [#2815223]

In an environment where we are trying to offer more online coursework, the current getting started with online teaching workshops are insufficient from a teaching and learning perspective. Rosie does an excellent job with how to handle Canvas and Zoom, but there is so much more that goes into designing an effective online environment than just the technology. More importantly, that design work should be done simultaneously rather than having one part of the process handled by OIT and one part of the process handled by TLI. Workshops designed to meet both of those needs would be greatly appreciated. [#2837751]

I hit a storage limit on Camvas. I was uploading datasets for students to use in class activities and I had to delete datasets of previous assignments to make room for datasets for new assignments. [#2837771]

Canvas is frankly just an poorly organized tool that not a single instructor utilizes in the same way or correctly. There needs to be something done about training and "best practices" because they all use it differently or turn certain features on and off and I practically have to relearn the tool for every course every semester. Notifications and locating stuff is a nightmare in Canvas. The UI needs to be modified to make it more clear where you are. [#2837789]

continue using google and office suite [#2837809]

My stats 201 class has a youtube channel that is very helpful when completing assignments. That could be very useful in other classes as well. [#2838009]

The OIT staff is unbelievably helpful for answering any question, especially with the Online transition, which was not easy. Ultimately, online is better than blackboard. Staff workshops or consultations are great! OIT / UT teaching resources are extensive, and sometimes overwhelming. Sometimes, it might be better to have the option to print some 5-20 page pdfs. (Like sample syllabus) Attendance tracking: we need a better campus wide system--like a gizmo in the back of the classroom that lets a student swipe their Vol card. The faculty are constantly asked to do attendance reports which are ridiculous in classes over 200. we can't even designate this to our TAs. [#2838041]

Good amount [#2838115]

N/A [#2838160]

A manual with alll sites, links and help that we will need. [#2838220]

Please start working more closely with faculty in making decisions about platforms and other tools for DE. The new Arc platform for video in Canvas requires too many steps to use and clutters Canvas sites unnecessarily. Students evaluate instructors on the ease of using their Canvas sites; much of that is out of our control. [#2838234]

I didn't use this services yet. [#2838353]

It would be good to have access to YouTube Red for UTK so students wouldn't need to skip through ads when using YouTube as a teaching tool (as both I and my students do on days they lead discussion). Canvas provides good tools, but I haven't taken the time to learn them and trial/error them yet. [#2838472]

Web space is restricted and WiFi is slow; is this the type of enhancement that OIT wishes to encourage? [#2838477]

we good [#2838519]

This would be most helpful especially in classes that don't use books- only teachers notes. This should also be included and not be an additional cost. [#2839001]

Having technology services that allow me to collaborate effectively with others.

Students should not have to re-enter Zoom sessions after every 40 minutes, nor should we have to pay for further services to have unlimited minutes on our meetings. We collaborate a lot, and the Zoom platform makes it really easy to do...except for the time limit. [#2810339]

Good. [#2810351]

Need Slack or similar. [#2810377]

I would love some Atlassian applications to have a wiki, trello boards, etc. to stay organized and share documentation with my department. [#2810426]

I have not had much luck with zoom [#2810431]

No suggestions [#2810471]

Zoom, outside of the general 50 min session, should be offered to faculty and PhD students. I commute and often have zoom meetings with my faculty. this is annoying that it doesn't last more than 50 minutes for a session and we have to re-log back in. [#2810528]

Extremely important. [#2810531]

N/A [#2810687]

By rating "technology" low in the space I am referring to the loss of QUALTRICS to the university because it is the only survey platform used in collaboration with other 16 universities across the US in which we conduct collaborative research, evaluation, and assessment. The loss of this platform greatly impacts our ability to work collaboratively. [#2810719]

Needed to have group study groups. [#2810747]

We increasingly need ways to collaborate with people (guest designers, for example) who don't have a net ID with UT and it feels like our options are very limited. [#2810829]

I think the services are there but SO MANY FACULTY AND STAFF don't know how to use them and won't take the time to learn. [#2810833]

I think this is more of a departmental issue than an OIT one. [#2810846]

Make it an easier way to do this [#2810878]

I'd like to see more information about the collaboration tools we have. I know they're there but unless I spend a lot of time, I have trouble incorporating them into work I'm doing that would benefit from these tools - like Microsoft teams, onedrive, etc. For project management and collaboration, I've found Trello to be a good tool, and it'd be nice to see that offered through UT. [#2810881]

na [#2810885]

Is there anyway to get a license for Zoom for the university? Or is there a similar free service?
[#2810893]

Services should not be usable only by those with Windows or Apple computers. Official forms should not require the newest Microsoft browser to work. The VPN should be usable by those with other operating systems than Windows. Linux compatibility. Linux compatibility. [#2810914]

I pay for a service that allows me to have calls with business partners. [#2810952]

Add individual connections for the ability to do something as "Face Time". [#2810989]

on Canvas sending out emails to all students in a class or finding certain student emails can be difficult
[#2810996]

SharePoint is not the best in the world and clunky to use, but that's more of an indictment of Microsoft rather than OIT. [#2811037]

The UTIA IT department can be difficult to work with. There is an air of "I know better, and you don't know anything and you are going to have to justify your request". Before joining UT, I was a Senior IT Business Analyst. I have received little recognition that I know what I am talking about, and I have had to justify common requests, and I have been told that I need to find other solutions (for things that UT has and supports). I have been questioned like I was an idiot about things and this IT superiority complex is completely unjustified with me and I'm sure discouraging with other users. Good analysts and IT professionals listen to their users and craft requirements and solutions that meet the user's needs. This is like a territorial paradigm where the user's needs don't matter and I am told no because it is inconvenient and frustrating for them. Or sometimes, I never even get a response. I have pushed back and implemented solutions (that they said I couldn't do) and for the most part gotten my department's IT needs addressed, but it shouldn't have been an adversarial, belittling journey. The Ag OIT technicians are very helpful and accommodating, the Developers not so much. I have transitioned some things out of Ag OIT, and I am working on transitioning other items, so that they are not a bottleneck to our operations. I understand they are probably operating under limited resources, but the territorial, condescending service is uncalled for, especially when dealing with a knowledgeable IT professional. Whenever I have had to pull in campus OIT, this department has been receptive and accommodating.
[#2811058]

I think it's wonderful that you all are sending out this survey! However, even with the explanation of how to complete it, it was rather confusing trying to differentiate between minimum, desired, and current performance. Asking what we expect as the minimum level of service seems odd. We don't really have an option as UT employees, do we? The level of service we receive is what we get. In my experience, however, OIT has always been helpful and very pleasant. You all deal with a lot. Thank you for all you do. We literally couldn't operate without you! [#2811093]

I don't use this very often. [#2811112]

Zoom works effectively. However, I take online courses and the instructors do not always understand its functions. There have been some instances when the class should have been recorded and was not.
[#2811132]

I would love to see a project management system or workflow tracking system similar to Asana, Basecamp, Trello, etc. available to staff. All these apps are not allowed for technology requests (so I'm

told) and are too expensive for me to foot the bill, and the free versions are missing the best parts of their functionality. [#2811187]

Better understanding of the safety features of cloud based offerings, especially with those working with employee/sensitive data. [#2811242]

I need Canvas to have better meeting spaces for students to collaborate in real time - specifically I would like the Chat feature to be used within teams [#2811294]

would like real-time collaboration tools - not google docs [#2811354]

This is confusing. Canvas is OK for direct interaction with instructors, but NOT easy for student collaboration. They end up using Google drive for shared information, and is even more difficult depending on the email account if someone lacks gmail. Sharepoint? What even is that? [#2811400]

knowing what services, software, etc are available for staff use such as Zoom, Docusign, etc. I know we have these available to use but i don't know how to find what other resources are available for use. [#2811414]

I can't get audio on Zoom to work. My local college guru tried to help, but it still does not work and I end up calling in on my own dime. [#2811424]

yes [#2811440]

I am absolutely not interested in collaboration via any sort of messaging application, this doesn't fit the style or meet the needs of the group I work with - but I often do want to share documents, either in-progress or complete. Dropbox worked great for this, but we aren't supposed to use it any more. Sharepoint is clunky, difficult to work in (MS office documents never seem to open well), a pain to have to download/upload in order to edit efficiently, and when you do that it does annoying things like lose the date that the document was created (which is something I often search by). I feel much the same way about google docs. I would very much like it if we could use dropbox. [#2811452]

There are so many different systems that don't talk to each other, or you have to do several different processes in order for the different systems to speak to each other. Several times we have advocated for integrated technology that would speak to Banner only to be told that Banner doesn't have that capability, however I know from working at other institutions that it does. [#2811468]

I'd love to see a virtual whiteboard available with Zoom. [#2811489]

I would like to see basic email training. [#2811496]

Also doing good here. [#2811500]

Office 365 has its issues. The only other problem I have is with staff who are unwilling to fully learn how the software works. [#2811502]

Library chat is okay I dont know what else there is [#2811638]

Ad Astra is troublesome [#2811698]

I haven't collaborated much with others so far, but, in my experience, my student email works well enough when I need to communicate through it. [#2811711]

If we lose Qualtrics, we lose the ability to collaborate with researchers outside UT, as Qualtrics is the gold standard and is used by most other universities. Our faculty will not be able to participate in multi-set large scale collaborative research projects. [#2811715]

We share files daily that are needed to do our jobs. We use dropbox since thats the only system we have, it is not the greatest. Wish we had a file share program that was better. [#2811761]

Small thing, but not having access to Canvas early in spring semester for summer courses--I lead study abroad, and it would be great to have this available by March 1 for communications and shared documents prior to late May for student access, etc. Too much emailing with attachments is the problem. [#2811769]

We need a collaboration software that is widely used and accepted by campus. Our systems should all talk to each other. [#2811793]

Email and messaging service is a must because group meetings are extremely important. [#2811825]

n/a [#2811871]

I make use of my personal google drive account for document services and have not found the university technology system to be helpful in this area. I have also been told that access to Qualtrics may be eliminated, which would be a HUGE mistake as Qualtrics is considered to be the best survey research service in the social sciences. The proposed alternative is neither known nor recognized as suitable by the research community. Efforts to publish analyses based on data collected with the alternative service would like prove quite challenging. [#2811877]

I mostly use non-oit services for this task [#2811887]

Google app scripts could be used to collaborate with others, such as automating notifications when a discussion page is updated, and I've figured some of those things out, but I could use some assistance. [#2811890]

Zoom is great for teaching, but not the best for national workgroup calls. Most are not familiar with Zoom technology and I typically have issues using Zoom for such calls that feature a presentation and open discussion. Web technology like Webex/GoToMeeting is much better for such purposes and is much more familiar to most. Other collaborative software offered at UTK (Google Drive, OneDrive, etc.) works great! [#2811976]

Several times, we have been instructed to use a "new" system for sharing information, but no training has been provided. Not everyone is a computer whiz and can quickly adapt. Not everyone has hours upon hours to navigate the new system to learn how to utilize it. This results in minimal use and frustration for a long period of time, until the new system is finally learned. [#2812044]

It would be nice to have this technology built in to classrooms to make having virtual guest speakers easier. [#2812049]

I would like UTK to make Dropbox available for free. [#2812103]

Zoom is fantastic! [#2812125]

project management software would be incredibly helpful [#2812131]

Continue to offer Zoom software. It's great! [#2812137]

Our calendar system for our shows is not the best [#2814938]

Support of emerging collaborative technologies. [#2815035]

See Canvas comments. [#2815062]

A UT Version of Group Me [#2815085]

We are not set up to collaborate outside the university, so working with colleagues elsewhere requires me to go to 3rd party. [#2815243]

I have had excellent experiences with Zoom and actually prefer it to any of the other options I have used for distance learning. It works extremely well for meetings and the ability to record on it is an excellent feature that we can do ourselves. The decision to leave Qualtrics, which I know was not made lightly, is going to make my research life almost impossible in the next 6 months. As someone who collaborates across institutions with UTK being the home to online surveys, the inability of Question Pro to branch off and allow different survey endings based upon one's institution will make it almost impossible to continue doing multi-institutional research, which is becoming more of a necessity for publishing in our field. While QuestionPro has features that are sufficient for what my undergraduate students do in terms of research, the graduate students here are often using samples that are obtained through third-party vendors (e.g., MTurk). Because people who fill out surveys frequently are familiar with the Qualtrics brand and not the QuestionPro brand, they are less likely to be willing to complete the study and that hinders our students' ability to make appropriate progress toward meeting their research goals and graduation needs. Even if it means having a limited number of Qualtrics accounts, keeping access to the software for those of us who need it would be significantly better at the institutional than departmental level. My department and I do not have the funds necessary to pay for a yearly individual account or even a low-end departmental account, so that means the research my students and I do will have to change to meet the University's budgeting decisions rather than scholarly community's needs.

[#2837751]

It would be nice to have institutional access to Overleaf. [#2837771]

QuestionPro surveys can not be shared with researchers at other universities. Switching to it is a very poor choice for researchers. [#2837777]

Canvas can do this...if an instructor knows how to turn it on/off for a course. You tell us this is cool fancy LMS to enhance learning, then it becomes a hobbled mess of features that instructors don't inform students about or turn off at a whim. [#2837789]

I'm enjoying using Google Drive as a secure collaboration platform, but vault.utk.edu as our main secure file transfer system is awful. It's clunky, cumbersome to try to send multiple files, and I've often found

that my emails are not received on the other end or vice versa. There has to be a better, more user friendly way to share secure files. [#2837802]

I would like to say that I think there has been a lot of improvement in this area. [#2837827]

One Note and SharePoint are a complete mystery. I will check on Lynda.com to see if there is an online training program. However, I learn best in a classroom setting where I can ask questions. [#2837875]

Canvas achieves this for the most part, but it could be better. [#2837913]

Sharepoint and Zoom work, but there is always an amount of troubleshooting that goes into making sure everyone can access the links I sent them. That might be more of a user-training issue than an technology issue though. [#2837936]

Zoom is a wonderful collaboration tool that I use 2-3 time a week. Lately the tool has wanted to shutdown after 30 minutes, if I do not use the computer that I scheduled the zoom on. I have also been in meeting where this has happened to the organizer. My solution is to start the zoom on my computer and join via zoom on the presentation computer. [#2837937]

And again, AD ASTRA is ridiculously difficult to navigate. I haven't had to make an outside reservation yet, but I still have not had success with AD ASTRA, so I don't use it like I'm supposed to. It needs to be rewritten to be user friendly - cannot emphasize that enough! [#2837996]

We must have access to Qualtrics in order to collaborate with other universities. [#2838000]

Many times students are left on their own to find a way to communicate for group projects - groupme has become popular for this [#2838113]

yes [#2838195]

There is no item that directly addresses the UTK survey platform and the move from Qualtrics to Question Pro, so I will comment here. I understand that Qualtrics raised its price for a site license and is much more expensive than Question Pro; sometimes, though, you get what you pay for. Question Pro lacks functionality and is extremely slow. UTK is an R1 University! Having tools to support research is incredibly important, and many of us conduct surveys regularly in our research practice. Many of us also use survey software administratively to collect information from students, faculty, staff, etc., in the regular course of doing business. It is essential that we have reliable software to support that. Did you consider the opportunity costs of a large number of faculty, staff, and student assistants having to learn a new platform and transfer old surveys to it? Please pay what Qualtrics asked. IIRC, it was around \$85k/year. That's a drop in the bucket of UTK's overall budget!! OIT also showed very poor form throughout the RFP/Testing process. Any requests for faculty feedback were issued reluctantly and were very perfunctory. It was clear that the cost cart was driving the horse in this instance. I was really disappointed. [#2838234]

Cellular WiFi is not reliable outside buildings. [#2838283]

Decentralized collaboration systems. [#2838298]

N/A [#2838319]

I have trouble using video services e.g. skype when connected to wifi and not ethernet. [#2838371]

I've never used Zoom. Never heard of it until yesterday and I have no idea how to use it or access it or what it is so I missed out on a required class. [#2838432]

There could be more platforms besides google drive (all i know) [#2838513]

we good [#2838519]

Ditto [#2838698]

the UT conference calling number system does not work well. I host a significant amount of conference calls. It is much easier to use the other companies conference calling system as ours does not work well. [#2838962]

I work in the Division of Facilities Planning office in the middlebrook building and we have three conference rooms. 1 of them has no working phone and no A/V, 1 has only a working phone, and the other has both phone and A/V, however the A/V is difficult to use and does not allow audio while using the video so we have to call into confrences we are hosting. [#2838963]

I believe it is important for student to collaborate, and communicate about what they are learning or not understanding. This gives them the opportunity to help one another as well as build relationships.

[#2839001]

Having systems that provide timely access to data that informs decision-making.

Material used in evaluation should only need to be entered once. Right now, presenting a paper is displayed when asking permission to travel. Then it needs to be entered in again in your annual summary. It also may be requested by colleges once more for some report. It will also need to be entered in on dept. and college reviews. [#2810306]

Canvas ought to give us notifications on the computer platform itself, not just through the app. When a teacher changes an assignment, there should be a notification that the assignment has been changed, and clicking on that notification should take you straight to where the change was made. [#2810339]

Using so many systems that don't automatically update with each other can cause delays. [#2810395]

My responsibilities include developing and using specific systems to generate information used for decision-making. These specific systems include, but are not limited to UT hardware and supported software... so the more centralized constraints OIT/AgIT services place on these, the harder this becomes. [#2810405]

Extremely important. [#2810531]

I tried for years to get a few reports generated. It finally happened recently. So, I think the reorganization has helped. [#2810593]

Reporting is improving but the request process could be improved. Oftentimes it's easier to explain a request in person but the online requests are the preferred method and it's not easy to get ?face time? with the reporting staff. [#2810611]

Argos is very slow to produce reports. There are times when it has taken over an hour to generate a report needed. [#2810664]

Again, my low score here relates to the loss of QUALTRICS. Again I must mention that much of the work/research that I do involves other institutions and cooperative IRB accreditation and certification. QUALTRICS is the primary survey platform used by R1 institutions in the United States. The loss of the platform at UT means that our future collaborative work will need to be handled differently. Time will need spent deciding which institution will be able to collect and hold data since UTK will not longer be compatible with QUESTION Pro on all IRBs. at other institutions. This was a problem discussed at an earlier date, over a year ago, but has continued to be ignored, when considering work with other R1 institutions. In other words, what works for UTK IRB does not always work with other institutional IRB. [#2810719]

Is necessary [#2810747]

Data is largely unavailable until a student has exited our programs - real-time access to data would be nice. Getting access to the data needed for our state and national accreditation processes is an absolute nightmare. No one seems to have this information - each time I try to get help I am sent from one person to the next to the next for weeks at a time. So one suggestion is having point-people/contacts for who to contact with different data requests. The fastest way I have found to get access to the data I need is to look up each student individually in Banner, and this is not a fast process. I know from my work in other states that banner can do WAY more than we have it do here. [#2810781]

IRIS is terrible. Data Warehouse is a better tool but I'm not sure I can trust the data is being pulled correctly and I cannot pull some things from those reports. I usually have to mesh together multiple reports from multiple systems. This is a waste of time and effort because no one can seem to agree on reports because we all have to run our own and mesh them together and do it in different ways. [#2810789]

There is a lot more student data that I need quicker and more detailed access to than I currently have [#2810823]

It would be nice if IRIS provided a little better support for the project system, for example, why can IRIS not link up even more with Cayuse? Back up documentation should be required for ALL mass billing departments...such as OIT!! We should not have to login to Pinnacle for back up. Why is Pinnacle not linked to IRIS?? [#2810876]

I know from experience that getting data is extremely slow, as in a literal month to get at information that already exists. Anything that could speed that up would be an improvement. [#2810916]

Sorry, I did not quite understand this question/prompt. [#2810959]

Being able to access expenses in IRIS when the monthly ledger has not closed yet is very important. I am able to access things more quickly now but would like to see an easier way of looking at current account balances. [#2810970]

The fact that we have multiple systems talking to each other with people managing that process is quite inefficient. The communication process between Taleo and IRIS hampers the ability to make quick decisions and relies heavily on staff to manually tell the systems what to do/how to operate. A comprehensive program like Workday would cover what is needed from both IRIS and Taleo without constant babysitting by staff. [#2810981]

Why can we not find information about students' minors and minor advisors in ARGOS? We have been begging for access to that information for years. [#2811030]

This just seems like a no-brainer. [#2811032]

Getting institutional data from OIT/OIRA is a major limiting factor in my job. It is impossible to get data in a reasonable time or be given access to the data after multiple promises [#2811082]

Internal data requests take longer than I expect. It would be helpful to know what a typical timeline looks like to set reasonable expectations on when I should be requesting data to get it by a certain date. [#2811098]

have a centralized website with links to relevant UT services [#2811126]

Need a better way of informing school shutdowns. [#2811164]

This is fine. [#2811182]

The only issue I have encountered with this surrounds the weak cellular coverage in the areas of campus I discussed in my previous issue. [#2811312]

Possibly include automatic reminders about assignments and weather conditions. [#2811337]

Many UT websites are out of date, or hard to navigate. A lot of information on them is vague and not very helpful. It would be good to encourage UT offices (e.g. Treasurer's Office, etc.) to provide clearer forms and instructions for many of the things they require. Also, IRIS is horrible to navigate/use.

[#2811384]

QuestionPro, YIKES. This was too difficult to manage for a survey administered by multiple admins. The lag for a page to update happens at a glacial pace. Somehow work with QuestionPro to make this easier for collaboration. [#2811400]

faculty often ask for their P-card balances prior to the transaction. There is no way to give them this information currently [#2811428]

The one delay that causes me confusion/problems is that Grades First doesn't update with Banner except overnight. I know they are 2 different systems, but it would be nice if they communicated better.

[#2811483]

With the change to SERA last year, it would be helpful to have clearer guidance as to who can provide specialized reports, as well as a clear turn around time. [#2811487]

We really need a dashboard and the capacity for faculty and staff to easily retrieve both raw data and reports. [#2811500]

Again for those who don't use the computer for information, printed material is helpful. [#2811563]

decision making for what? [#2811638]

Am unsure what this actually means [#2811666]

it isn't obvious where to go to find this information [#2811681]

Finding data is a nightmare on campus. Some kind of institutional data repository, even if there was a lot of hoops to jump through to get access, would be ideal. [#2811687]

Most of the systems that I have used when making educational decisions work well and cause me no issues. However, during the housing selection process and appointment scheduling at the Student Health Center, I noticed several problems with accurate dates and confirmation. In the case of the housing portal, the system continuously crashed and kicked my roommates and me out throughout the process. We watched potential rooms being taken as we were slowed down or entirely kicked out of the system. [#2811711]

I am hopeful for reports and dashboards currently under development. [#2811792]

The process to request data access or reports from data can take a lot of time and there is a delay in receiving the report. There is also a gap in knowing what data is available and how systems could be used together to produce a more powerful data set. [#2811793]

More data for computers. The computers in geography building are slow [#2811794]

m/a [#2811871]

onestop, particularly financial aid takes a long time to access updated data from. im not sure of any suggestions but this is an area that should be looked into for improvements. [#2811958]

I?m not sure exactly what this means, but any data computing support that I could find the better [#2812000]

While UT collects data from systems like ADMIT and Elements, reports are not easily run and often give information in an unorganized way. Reports requested from UT offices take a lot of time to receive and are often not helpful. [#2812116]

have all computer systems at cvm be the same and let each other be able to see what the department or doctor have done. [#2812118]

I have a hard time finding information about UT. Whenever I have a question that I need answered for a report or grant proposal that I am writing, it seems like I have the hardest time figuring out how to get that information. [#2812138]

Need prompt and effective support for Banner integration. [#2815035]

Access to timely data is a consistent challenge. [#2815088]

Limited access to these systems means this is effectively nonexistent for most employees. [#2815092]

No one asks for our opinions anyway. [#2815096]

I gave a low rating for this question because of IRIS' impressively bad usability and the inability of various departments to send enough data to it to allow straightforward reconciliation processes (for example: reconciling Banner transfers against a department's internal systems; or a listing of IRIS charges from Facilities Services against work orders in Archibus), but I do not believe that these factors should reflect poorly on OIT. IRIS is administered by the UTSA and Archibus by FS' Communications and Information division, and it would be great to close the feedback loop for IRIS by surveying it separately. [#2815097]

We need the ability to see real-time data in IRIS. Waiting a month to see payroll data doesn't provide that ability. [#2815150]

It would be necessary to FIND the data, see above RE: web site [#2815223]

Very hard to get good info from IR. The data systems are all over the place and therefore not reliable. [#2815243]

the library's OneSearch system is quite inefficient. The previous system was significantly faster in returning results, and processing requests. Further, the system itself is not ideal, and will occasionally fail to find relevant documents. [#2837779]

more dashboards for certain campus data would be great. These seem to be hard to built and take forever. It spans many, many interests, from recruitment to campus energy use to research grants and everything in between. [#2837802]

The UT MTAS website contains information and data I must use daily in my job, but it is almost impossible to locate much of the information through the website. The fact users have to use search engines to find documents and information on the site is a true shame. [#2837820]

Data analysts located at the college level should have the ability to query databases in order to provide timely analyses. Surely the "gatekeepers" of said databases can provide an efficient way to enable query access to qualified individuals who are authorized (by dean or associate dean) to access various data for purposes of informing college-level strategic planning and decision making across all mission areas. [#2837823]

Need more reporting options to come out of IRIS [#2837851]

IRIS still leaves something to be desired. I believe it is more with the garbage in and garbage out. It'd be great if things were a little more standardized so there were less human mistakes with the data. Also, the use of more fields and appropriate field names would be helpful. [#2837873]

In academic advising, we need regular real-time access to information about students. We currently have a lengthy wait when requesting reports, and with more than 7,000 students, a four-week wait for data means that information has already changed quite a lot by the time we get it. We can't get access to all the information that we need without filing requests - I would like to discuss the possibility of an automated report that is generated 2-3 times per year that we can sort and review. [#2837881]

A centralized repository of data and resources that is placed prominently on the OIT website would be helpful. While this may be available, I am not currently aware of it. [#2837886]

I have trouble finding my data in IRIS and extracting data. I am using SmartExporter which has helped with extraction and finding. I am creating my own data dictionary to help others find data. I would love a better way. I would love know how to use Power BI or Tableau. [#2837937]

Cloud-based systems used for research administration, such as Cayuse, could be faster. [#2837966]

Need a data warehouse on campus for research purposes. [#2837987]

Again, AD ASTRA is ridiculously difficult to navigate - and it doesn't update timely either. I have not had success with it, so I don't use it like I'm supposed to. It needs to be rewritten to be user friendly. [#2837996]

NA [#2838041]

adequate [#2838096]

Some link from the library does not always work will remote area, even on VPN. I have to wait until coming back to the office to get the access to the paper. I don't know how this could be improve. There is maybe some disconnection between computer off campus and on campus. [#2838110]

I'm sure the information is there, just need better communication in accessing it and training if needed. [#2838165]

Yeas [#2838195]

The ADMIT and Banner systems are dated and make accessing application materials and student information far more difficulty than it needs to be. [#2838234]

Knowing when students will be bombarding a decision-making platform (such as signing up for classes) is a chaotic situation that you can plan for. So plan for it. [#2838286]

N/A [#2838319]

we good [#2838519]

Not known yet [#2838695]

Needed for class work [#2838698]

There should be a portal into which authorized administrators can access their college's or department's "dashboard" of information including current students, race, gender, in/out of state, etc. I have to request this type of data set from SERA and it can sometimes take up to 1-2 weeks to get this information. It's maddening! [#2838855]

OIT does a fantastic job on most systems. Some systems seem to escape such as AdAstra for room management. This systems seems to be very data and a silo system that doesn't share information with other systems on campus. [#2838952]

The new executive dashboards are a big step forward and I feel good about the progress we are making here. [#2839007]

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

technology is improving, but hardly anyone knows how to use classroom technology. There needs to be instructions about how to use classroom technology in every classroom and training. also technology in classrooms across campus should be consistent [#2810217]

The technology in some classroom and meeting spaces seem to be more user friendly and easier to use than others. [#2810234]

Having the same technology in classroom would be wonderful and more efficient. It can be a challenge to adjust to different configurations. [#2810259]

There's wide variability among different buildings regarding availability of good AV/internet access- I don't think one should have to carry their laptop around to be able to hold class because the space doesn't have an established desktop. I'm thinking specifically of the Psychology building (AP) [#2810334]

The ability to have classrooms, especially which involve discussion for chemistry or other math & sciences in rooms with sufficient board space (because projector availability presentation slides are not as useful/necessary), as well as (ideally) periodic tables present would be ideal when teaching general chemistry students. [#2810337]

Many classrooms in need of updating, to enhance the learning process. Cancelling the contact with Smart Board was not helpful- many rooms on campus still use this technology, and will soon have no way to support its use. [#2810351]

Too much inconsistency from one class to another. [#2810377]

Haslam has only a few with full technology. [#2810394]

While I know there are many changes happening around campus regarding new buildings, like The Student Union, the amount of teaching/learning space for both visitor use as well as employee/student us is limited. [#2810456]

Ad Astra is confusing and somewhat difficult to figure out. It seems more difficult for our office to reserve rooms now. They are almost always taken. [#2810471]

Ad Astra is difficult to use and the Events staff is unreachable, so it is difficult to ascertain the availability of classrooms. [#2810497]

It is absolutely necessary for classrooms to be equipped with learning enhancement technology. It is the 21st century, and it still amazes me sometimes to see classrooms on campus with nothing more than white boards. The return on investment is monumental, which is why the University needs to expand their purchases of this technology where applicable. [#2810523]

I have a class that literally does not have enough desk space for all of the students signed up for the class. [#2810529]

more technological capabilities [#2810580]

Having more reliable, quality technology resources in meeting rooms would enhance team collaboration and productivity. [#2810724]

The new student union is equipped with great technology, but there still is a lack of meeting spaces with advanced technology in engineering. For instance, there is no ideal space for most engineering departments to share for graduate students to defend their dissertation. [#2810740]

Need [#2810747]

It would be helpful if all of our public conference rooms had Zoom technology. [#2810772]

Would be nice to have AR/VR labs and equipment available for those outside the wealthier colleges. [#2810777]

It would be immensely helpful for teaching math classes (especially calculus classes, where the "picture" is essential) if we had smartboards in the classroom where instructors and students could draw on top of graphs prepared by the instructor before class. Currently, Ayres Hall lacks smartboards. [#2810792]

Many study rooms in Hodges Library have abused/broken connection cords. [#2810800]

The classroom I currently teach in--HSS 71A was horribly designed so that the projector displays on the narrowest wall rather than the widest. This means that my laptop and I must remain close one side of the room while my students are spread far from me. Additionally, only one light is controllable. I can turn of ONE light for my presentations. The rest remain on perpetually. [#2810812]

Depends on the classroom. I'm in an old classroom right now that is just awful and it really detracts from the teaching experience. Other semesters have been great, though. [#2810820]

Classrooms routinely have bad projectors/connectors. Also, there are often settings that change between classes. I never know what to expect from the system when class begins. [#2810838]

I have evolved to using the iPad for multiple uses including, showing PPT's, "whiteboarding" and video. Being able to move about the classroom with iPad in had is a very important objective and there are few if any wireless connections for iPads to connect with classroom projectors and sound systems. [#2810841]

There are not enough during the high part of the day and so we are being scheduled at later inconvenient times. Increase classroom numbers. [#2810854]

I had to teach in Henson Hall last year. To do so I needed to buy a special adapter to connect my laptop to the projection screen because the projector did not have a USB connection. [#2810863]

Probably 25% of the time the tech does not work as it should when we want to just hop into a room and plug our laptop in... being able to get sound is a roll of the dice! [#2810891]

Need more available meeting room that allow for remote attendees (i.e. zoom, go-to-meeting, ect.) [#2810931]

I think we are seeing a digital divide on campus regarding classroom technology and teaching. Some units and buildings seem to be equipped very well, others are lagging behind. In my opinion, ideally each larger classroom (i.e., beyond conference room size) would have two projectors that can be accessed wirelessly and allow for easy video conferencing. [#2810959]

All classrooms need places to charge laptops at each desk. More student study rooms with smartboards or projectors would be nice. [#2811001]

There need to be more computer labs on campus that are dedicated specifically for technical computing, programming, and other STEM (i.e. science/technology/engineering/math) activities and assignments. It's nice having the computers in the Hodges' Library, but these computers can only go so far. I believe that having distinct computer labs (preferably in the engineering and other buildings applicable) would alleviate this. [#2811024]

It is very hard to hear and engage in the large lecture rooms, such as the ones in the Walters Life Science building. [#2811030]

We just need more classroom space. Really appreciate the classrooms that are outfitted with the flexible furniture and smart boards/podiums. [#2811041]

Lack of large classrooms - AMB, WLS, McClung are ineffective with lack of whiteboards, ability for group work [#2811082]

Some of the technology doesn't appear to be working in the classrooms (e.g. some smart boards), but most of it is fine (e.g. I have never had an issue with the projection system or document cameras)! [#2811098]

Having courses at the UT center would make it convenient for those of us who work over here to take courses. [#2811100]

I have to stand in front of the screen in the Nursing building. The screen is also a whiteboard, and other profs fail to suitably clean it. We need separate white boards--sometimes I want to both write and project. I would also like the option to project two different computer screens. [#2811121]

include wireless access to projectors; in many classrooms the instructors are forced to stay close to the podium, because they cannot freely move their laptop when connected to the projector [#2811126]

There are still some conference rooms with out tech. [#2811132]

I wish there were more up to date technology in some of the classes. [#2811160]

Open classrooms for studying when not in use. [#2811164]

New student union has really enhanced this. [#2811165]

I only had one problem with a class and it was Art History with Darby. There was always some sort of problem with the projector and it would cut into class time. However, all of the rest of my classes have been fine with technology [#2811182]

Need to be more lab classrooms with technology available for teaching design courses [#2811196]

I wouldnt worry about this as much make sure that we have technology that people will actually use. A lot of the SMART boards go unused because they are too clunky or just inconvenient. [#2811217]

They never seem to update the availability of which rooms are available. [#2811297]

NA [#2811317]

On the ag campus, it is often a struggle to get a laptop connected to a screen or Zoom conference. Some equipment is often missing, or was never there in the first place. [#2811334]

It is frustrating when the tech (e.g. drop-down screens) blocks the only whiteboard in the room, so that one can't both show a digital presentation and write on the board at the same time. Also, wall-mounted TV screens in place of projectors don't work very well, since their displays are too small for many people to read. [#2811384]

This is problematic in nearly every instance that it is used. Again, make it intuitive AND provide hardware to connect different computers. I cannot count the times that someone couldnt connect their device and no one could troubleshoot. [#2811400]

The spaces that are available for meeting with technology are typically full, so maybe more spaces or a better scheduling system, so students who use them all the time aren't taking up the whole schedule to give other students a chance to use the spaces. [#2811404]

Go visit the class rooms. They are dated. [#2811428]

Having the necessary cords to connect devices to projection boards or smart boards. [#2811435]

it good [#2811440]

Many classrooms are not equipped with strong Wi-Fi due to concrete thickness [#2811493]

Space is short on campus. There's no easy solution, but more meeting spaces with advanced technology would be great. [#2811500]

I have a class in SMC 701. The technology is horrible and outdated. The projector doesn't always work. [#2811566]

NA [#2811568]

Exam time can be very difficult to find meeting spaces. [#2811575]

I feel as though having more available rooms for checkout would be great. [#2811608]

Most classrooms that are for lectures that use technology do not have adequate access to outlets in order to keep laptops charged and running. This needs to be added to many classrooms. Rather than having students try to figure out a way to swap chargers midway through a class [#2811631]

Sometimes the technology does not work, especially when trying to illustrate something on the slide. [#2811668]

Some classrooms still need to be updated to have HDMI inputs. [#2811721]

Many meeting spaces do not have adequate technology services. [#2811736]

The tech in some of the classrooms is hard to use and has not been updated for quite some time. [#2811744]

I know that there are a lot of spaces with useful tech in the library and the UX Lab and other places on campus. However, it seems that most of this is concentrated in the library, which I don't use since there is just not enough space to avoid feeling claustrophobic. Some more informal meeting spaces in other buildings would be helpful. [#2811749]

A wish list item, I know, but it would be great if all were the same; some rooms have old tech, some I don't even know how to use, and I always go before classes start to check it out. [#2811769]

There is no technology in any classroom I've taught to support distance education. Using my computer webcam and a portable microphone is not a good solution. [#2811788]

Not all spaces have technology available. [#2811793]

there aren't enough classrooms for presentations or meeting spaces with technology for groups [#2811828]

Technology is here is poor and ad hoc. Years ago I taught at institutions whose technology was better then (a decade) than ours is now. I have to bring pocket projectors to some rooms. [#2811852]

need more small-group study rooms [#2811856]

The technology in the classroom some times is outdated or/and malfunctioning. It is imperative that the whole ut campus is ready for class all the time. We should have scheduled weekly supervision of the classrooms by qualified technicians. [#2811884]

Obviously during finals it is difficult to find a study room in the library. [#2811887]

We have a few spaces in the music building (room 40 and 11) that were not meant for classes that are now used for classes and have no sound system or projection. Getting them retro-fitted seems to be costly and impossible. [#2811918]

If I am understanding correctly, if a classroom is used only by a single department, that OIT will not support it as a SMART classroom. We have very specific needs in our department but also do not have large funds so I think we are at a disadvantage in some of our spaces. I would recommend that any classroom be supported by OIT if needed. [#2811921]

Many classrooms in the HPER building need some updating, whereas the technology in other buildings (e.g., Claxton, BEC) is much more up-to-date and useful. [#2811976]

The projection system is and has been plagued by "bugs." Last semester, five calls to IT help did nothing to solve the problem, which was unusually bad in one particular classroom. The staff repeatedly said that there were "bugs," promised to report the matter and to return. Absolutely nothing happened. Both my own lectures and student presentations were compromised. [#2811984]

I only teach one class - but it's really hard to figure out the podium/projector situation. I have no idea what I'm doing!!! Maybe a tutorial of "how to hook up your laptop" / "how to use the podium computer for projection" - ESPECIALLY in the case of needing to have audio to play a video in class - just before the beginning of the semester would be helpful. [#2811991]

There needs to be more classrooms with the desired 'movable desks'. [#2811999]

I would like to have more meeting spaces where I can go in the middle of the day that are quiet, like the ones in Haslam College of Business. The ones in the library can be loud since they're not 100% private. [#2812003]

Meeting room with wireless smart device, you don't have to plug in your laptop to the monitor for presentation or zoom meetings. [#2812021]

the Baker Center podiums need to be upgraded to accept HDMI connections [#2812022]

Not sure how to improve this, but on multiple occasions, I've been asked to guest lecture in various classrooms on campus and have been assured that we have adequate IT capability. In every room there are different computer set ups...some have a computer, some don't. The ones that don't, sometimes have not had connection wires. Nothing more frustrating than having prepared a lecture with power point and videos and not being able to use any of it...good times! [#2812044]

More technology in the rooms. More meeting spaces in general. [#2812048]

JDT is a new building and only has one small conference room with distance capabilities. If we could make a couple of the actual classrooms distance capable, it would help the campus as a whole. [#2812061]

It would be nice to have laptops already in conference rooms so we would not need to worry about bringing one with us to present. [#2812092]

Having access to a projector/computer for presentations is essentially minimum, these days. However, in an effort to make it "easier", I think often these systems are over-complicated. I think 95% of the users of these projectors would be better off with a cable that just runs to the podium. Instead, we have 5 cables, 6 inputs, a bunch of buttons, and some more buttons on the wall, you have to turn everything on individually, two computer screens... it's just a mess. [#2812100]

projectors in conference rooms never seem to work. [#2812131]

Need more Smart Classrooms [#2814946]

Seamless technology that doesn't get in the way of the learning experience. Voice-based commands. [#2815035]

I think the availability of classrooms during final exams is rare and I feel as everyone should have a good place to study [#2815063]

Preserve whiteboard space, especially in Natural Sciences and Engineering. Working out example problems or showing students proper derivations etc REQUIRES substantial whiteboard space. The reduction or/and removal of these for smart boards or screens is a threat to effective teaching. If computers could replace instruction, they would have by now, as they certainly have enough, speed, memory, and video/streaming capability. But they haven't and they won't until they learn to reason and interact with students to diagnose and tease out what they are actually asking, and responding to them appropriately to address the issue(s) that their question(s) point to. [#2815094]

Three times in my experience so far, the technology that the professor wanted to use were not available or working properly. [#2815142]

Several rooms in HSS need to have the document cameras able to be raised to a higher level so that one's back is not sore from leaning over to write info on it for two consecutive classes (or more). [#2815145]

theres okay [#2815154]

See WIFI [#2815223]

Never had a problem with getting a classroom that didn't have what I needed. [#2815241]

I taught at a smaller public university and there all classrooms had an instructor's computer connected to the projector. No time lost connecting one's laptop to the projector. Also, many classes had smartboards. They are useful to teach at the board and save and share notes with the students. [#2837771]

reliability seems to be an issue - projectors will fail or someone will show up with a computer that will not communicate with the smart classroom [#2837773]

Not enough meeting spaces during the final week. [#2837850]

more group rooms to reserve [#2837864]

There are often shortages in the available classrooms and meeting spaces. However, there is only so much that an organization can do with the space that is available. [#2837868]

Some classrooms have the projector screen at the middle of white board, making it difficult to use the projector and write on the board at the same time. [#2837910]

There are some projector systems that are hard to use or do not work properly [#2837924]

More technology. [#2837941]

There are already a lot of spaces available that use technology to enhance the teaching and learning experience. The problem, though, is that a lot of this technology changes or wears down much quicker than it is replaced and so faculty are often left unable to use these spaces as was intended. [#2837956]

I think that there should be a couple more rooms that you could do presentations in for speeches and things like that. [#2838009]

The Ad Astra online booking software is fundamentally flawed. I routinely need to book recurring meetings, e.g., weekly meetings with students or my lab group. I can search by building and time to see available rooms, but there is no easy way to figure out what the conflicts are with a given room. In other words, I am trying to book a series of 10 meetings, for example. In my preferred room, there may be a conflict with one of these ten, i.e., someone else has booked in on one of those dates. The Ad Astra interface doesn't provide an information about the conflict other than the room is "not available." I have to search each meeting date one by one to check for conflicts. It is a ridiculous waste of time. Having our admin keep a paper-based list was 10³ to 10⁶ times easier. [#2838023]

OMG: The space for teaching is really, really important for success. The OT podium is getting better. Room reservation is a disaster! AD ASTRA is a headache. It is taking hours and hours to figure out. The abbreviations are not explained. Maybe this is one of those things with heavy time investment upfront and better long run results. We need an administrator override in each department---especially when we switch reservations. I went to make a change, resulting in the entire reservation cancelled, the room showed open and someone else grabbed it. For one important event that takes 2-3 weeks of planning, maybe this is okay. For short term planning, like 2-3 days out, this doesn't work. A lot of times, we want to just see, on the day of, "what is available" and just jump in. [#2838041]

Some classrooms are well-updated with tech and this is usually not a problem. However, it would be nice to update some classrooms on the older side [#2838063]

Some classroom facilities are aged and/or not maintained with high quality equipment for modern day needs and requirements. [#2838108]

Good amount [#2838115]

The classroom in which I teach, HBB 112, has a projector and a screen that can be lowered. However, I often need to project an image without the screen lowered (I teach a language, so I project an image/document, and my students go write on the board). The screen button is on the opposite side of the classroom. It should be placed next to the teacher station with the rest of the electronics/technology. This is quite inconvenient to constantly have to go on the opposite side of the classroom, or having to ask students to go do it, especially since there are too many desks in the classroom. [#2838183]

I used to use the study rooms in Haslem all the time but now that they are updated it seems impossible. Its beyond frustrating when you reserve a room with your name on it and have a group standing behind you while you try to type in a access code that keeps saying its invalid even though its on the app and your computer. this should be much simpler. [#2838212]

I work and teach in the Jessie Harris Bldg, there is likely more advanced technology in other building (like the new Mossman Bldg) that is better, but I just don't have access to it in my space. [#2838227]

No comments [#2838233]

It's difficult to secure classroom space, period. OIT has been responsive when a bulb or other tool needs replacing. [#2838234]

Provide more information during the semester about how to get access to these types of environments, not just during finals. [#2838286]

No rooms are available during convenient times. I tried to schedule a room at 8 this morning for 5-7 tomorrow night and nothing was left. [#2838319]

There just doesnt seem to be enough public computing spaces locating near student housing. [#2838345]

The technology for professors to connect to sometimes doesn't work, takes half the class period. [#2838384]

Why not put USB-C equipment in classrooms? Why are we not provided with the hardware that we need? [#2838477]

I'm taking 5 classes this semester that are dispersed throughout Bailey Education Complex, Stokely Management, Haslam School of Business, and the Humanities and Social Sciences Building. I have at least 1 class every day that has issues with accessing the technology in the classroom: projector won't work, computer is freezing up, instructors can't get items that are displaying on their computer to display on the projector. Every. Day. [#2838479]

Not enough classroom availability and rooms with up to date technology for example the computers in Henson Hall are horrid and it is quicker to drive home and do work. They constantly are too slow, not working, etc [#2838500]

update technology [#2838519]

Document cameras need tables that can be raised or the document cameras need to have cords long enough (not locked down to where we can't pull the cord out long enough to be able to prop the document camera up on a box to avoid breaking our backs by having to lean over. Those rolling stations are not high enough nor are the cords long enough so that I can bring a box to prop my document camera up on so I'm not hunching over the entire class. Very uncomfortable and difficult to lead class that way. Many of the HSS tables that appear to have raising up capabilities are broken or aren't operating to do so (maybe not hooked up such as in HSS 217). [#2838541]

This has been incredibly frustrating this semester for myself and others associated in organizations. We have requested rooms to have projectors, etc. but we will arrive and have no HDMI cords and sometimes be assigned to rooms without projectors. This decreases the amount of things we need to accomplish within a meeting, and makes us look quite unprofessional when the reserve room staff says they will have it handled. [#2838576]

The University needs more computer labs in each area so that when our staff that has to take the OSHA traing or anything else they have a way of doing it.They also need to bring back classes to teach folks how to use the computer when it comes to there job. [#2838685]

Nashville campus has one room and limited outdated computers [#2838686]

ditto [#2838698]

The cable/appliance setup in some classrooms/library study rooms are just out-of-date. [#2838706]

Need more with faster computers. Esp in the Bailey Educational Complex. Those computers are running 2013 office programs! [#2838743]

The classrooms in HPER are not tech savvy at all. Compared to the Haslam Business building, HPER is extremely far behind [#2838871]

n/a [#2839008]

Getting timely resolution of technology problems that I am experiencing.

you have been pretty good about this in the past. thank you [#2810222]

The communication regarding tickets has gotten much better. [#2810234]

One stop is slow to resolve issues [#2810312]

There seemed to have been some turnover in the past year that led to problems with continuity of service- one person may come in knowing how our system worked, but the next person had to be re-educated. That has hopefully settled down recently. [#2810334]

Good experiences so far- could be improved. [#2810351]

A computer in one of the classrooms I teach in has been broken for three weeks. I called OIT and the tech came out, said it would be addressed. He left and closed the ticket... it's still broken. [#2810377]

being a ticket number makes it hard to do anything more than wait for response. [#2810412]

Not everything can be handled by calling the OIT helpdesk. Sometimes you need someone in person at your workspace. [#2810425]

I work in the library and I wish we had a more formal communication channel with OIT to resolve issues rather than submitting a ticket and waiting a week. [#2810426]

Currently work in Andy Holt Tower and Lori has been great. However, my e-mail got hacked on a Saturday morning. I've called the 24/7 hotline twice and was told both times dispatch would call me that day. I never got a call. I then went to OIT in Sunday at Hodges at 4:00, but waited an hour until someone showed up at 5:00. Would suggest an emergency contact during the weekends to address IT issue like an e-mail hack. [#2810451]

Some problems take time to figure out a solution, and we are OK with that. However, it would be nice to let the user know that you are working on the problem and not lets days or weeks go by without any communications. We do not know if the ticket was received, has been assigned or was lost into the ether. [#2810474]

The Kate training is dismal. I am required to do this training but have to find access to Internet Explorer to use it. This is insane! Make the programs run on all service providers! [#2810529]

I did get my computer back fast it just wasn't fixed. [#2810747]

So far, the tech problems I have actually reported have been resolved, although I know of someone who has complained about the classroom I teach in and that issue has not been resolved. [#2810812]

Use our departmental IT staff, don't use Campus IT [#2810830]

I cannot do my job if my computer does not work efficiently. TIS has done a fantastic job of being quick to respond and provide assistance when my computer and/or monitors have not worked getting my system back up and running to assist students as fast as possible. [#2810836]

The one issue I had recently that was less than satisfactory was trying to conduct a class with ZOOM that included a guest speaker from a remote location. I wanted to use the camera and microphones in the classroom to interface with the ZOOM app. The computer was that Cynaps system and there was no way to do that. Despite multiple calls with OIT and an onsite visit in the classroom, I ended up having to wire up my own equipment to pull this off. I don;t care if it's ZOOM or anything else, we need an easy way to do classroom wide teleconferencing. [#2810841]

Sometimes it is difficult to figure out Who to contact for technical issues. OIT website is REALLY hard to navigate... [#2810876]

na [#2810885]

I think OIT and the service support-side for teaching and learning at UT is amazing. The staff is very responsive and informed. I really appreciate the customer-service philosophy. [#2810959]

With hardware or internet issue problem resolution, I'd give it a 9. But with deeper underlying issues I'd give it a 1. For example, there are many application issues in Taleo and our office fields constant phone calls from applicants having trouble completing the basic application. The same problems are listed constantly but not resolved. [#2810981]

The Help Desk and the OIT staff are wonderful in this regard! I can't say enough good things about the people. [#2811041]

Nothing to change here! OIT is on the top of its game! [#2811126]

Getting a quick fix was nearly impossible for me, and I often found that no matter how many times I called, no one could seem to listen to what I was saying to help solve the problem. [#2811127]

More accessibility. [#2811164]

Software solution contact has taken longer than expected. [#2811242]

I have experienced multiple issues with the room reserve technology in Haslam. I think that it is horrible, dysfunctional, and not helpful. I understand the idea and agree that having access codes to unlock the rooms is good. However, the actual app and technology is so challenging to work with and I have no idea who to go to with these issues. I have had issues with the touch screens to unlock the rooms, reserving the rooms (the system saying I had exceeded my daily limit when I had no other reservations), and unlocking the rooms. I would love to see this technology improved as soon as possible. [#2811258]

I think it is decent, but it could be better- especially after hours. [#2811297]

Nothing seems to fix the Wi-Fi connection problems [#2811346]

Always receive great service and a knowledgeable person. [#2811363]

Main campus OIT great. College location. boo. [#2811400]

You guys are excellent in this area [#2811424]

We work long hours and weekends, evening and weekend knowledgeable support is minimum and we often cannot resolve an issue until Monday morning. [#2811428]

never had this happen [#2811440]

Please see the answer above - better processes to connect users with a technician who can help quickly resolve the issue would be greatly appreciated. [#2811487]

Weekend and after hours support would be helpful. [#2811489]

Just like all jobs, they are in high demand sometimes [#2811493]

At times I have not had timely responses to questions. [#2811536]

Slow [#2811568]

I was having technology issues on a day my students needed use of the overhead projector for presentations. I was told someone was on their way. I taught two classes in the same classroom and no one every showed up. It was fixed two days later when I came to class, and I received an email about it months later. [#2811607]

I haven't necessarily visited OIT, but I have emailed them with problems. Sometimes, it will take them up to a full day to answer, therefore I usually find the answer myself before the response. [#2811608]

Our in-department IT staff are great! [#2811614]

When I need help I need it now and often can't wait in a frustrating hold cue. Some individuals are un-responsive to questions. Forms often don't fit the needs of the query. [#2811635]

Tech support is good. [#2811638]

I have submitted a couple of requests before to get help with wifi connectivity concerns and failed to receive any feedback. [#2811670]

A couple of issues took longer than anticipated to resolve. It might not be direct to IT however. [#2811684]

This gets better all the time, but who answers the phone matters a lot. [#2811687]

When classroom tech fails, it's hard for the resolution to be timely because it needs to be done immediately. I think OIT does the best job possible most of the time. [#2811708]

More staff who are familiar with fixing problems with mac computers are needed. [#2811715]

I will say that our OIT department is great at resolving issues. Thanks, y'all. [#2811749]

I never got follow up on ticket 481711. I still cannot work offsite effectively on a UT owned machine. [#2811751]

From personal experience and second-hand accounts, students have turned in technology for servicing of some sort at OIT and VoITech and have to wait weeks until our issue is solved. I understand, and appreciate, quality work. But, when repairs take longer than a week, it can hinder my education. Even times taking less than a week, if the timing on projects and examinations is right. [#2811772]

Waiting days or sometimes hours is counter productive. [#2811800]

Always important as a senior IT support specialist I had to follow the SLA format and any decent help desk should follow the same. [#2811825]

When OIT is contacted about issues via their request form, I find that it takes at least 48 hours before anyone responds. Individuals should be able to reasonably expect that they will get some response within a 24 hour period. [#2811849]

We are having ongoing issues with Outlook in our office, specifically the calendar, for a year or so. We have been working with OIT and they have attempted to identify the issue, but the problem has not been resolved. We are still working with OIT at this time, so hopefully the problem will be identified and resolved soon. I recently found out that others on campus are experiencing issues with the Outlook calendar too, like meetings disappearing. [#2811857]

oit customer support has always been timely and able to help resolve my issues. [#2811887]

OIT Help desk staff are extremely helpful! [#2811929]

Late night hours would be appreciated [#2811989]

Improve knowledge and accessibility of Tier 1 Support Associate to achieve one call resolution. In my experience, contacted Tier 1 is to get a ticket number created and issue being pass along to Tier 2 which I have to wait to get a call back from Tier 2 Support Associate. [#2812021]

I find the centralized OIT process to be slower than what I like. I prefer to use College IT as much as possible (and as much as they support me). It's more personal and efficient. [#2812049]

- [#2812064]

I once had work to do on a virtual machine they provided, and it took over a month to accomplish anything from them. They never helped me with the problem, even though I was persistent, and it took way too long dealing with them. Making a ticket with OIT is like shooting a rocket into a black hole. [#2812066]

most problems are taken care of in a timely manner. but certain ongoing problems seem to a reached a stalemate. [#2812118]

More people working with the OIT desk. [#2812120]

I wish I had a dedicated person to help with technology issues. It is such a hassle to deal with OIT when something is going wrong. I also had to ask twice when I was having a problem. I felt like since it was a

complicated issue, no one wanted to touch it and someone didn't call me to talk about it until I sent a follow up email. [#2812138]

Y'all (OIT) are pretty great about that. [#2812149]

I waited at least three weeks for a resolution to an issue I was having and no one reached out to me for updates. Upon finally contacting OIT again I was told they could not help and directed me to another help desk that was not able to help. Communication is key and my one experience with OIT was less than adequate. There needs to be an accountability and response system in place. [#2814934]

Urgent issues such as classroom problems are resolved quickly. Major issues such as reformatting a hard drive can take weeks. [#2814944]

I am unhappy with the speed and communication I receive from the CEHHS technology support team, and they will not allow us to ask OIT for support. [#2814951]

The OIT staff is great. The ticket based process is cumbersome and sometimes unnecessarily complicates the resolution of simple questions. [#2814979]

One call immediate resolution! [#2815035]

See Tech staff complaint. [#2815062]

The OIT staff is awesome! [#2815068]

? [#2815078]

Don and Jeff in the A&A building are great, the students at the OIT Helpdesk in the Library not so much (But still helpful). So the option of adults for more serious problems at the helpdesk would be nice. [#2815085]

I had to wait several days before I received a response to a problem that needed fixing with OIT. [#2815135]

Quick initial response, often barely resolved, lots of email. [#2815243]

SEE TECHNOLOGY SUPPORT RESPONSE - the same applies. We need an exceptionally high level of response and service. [#2815269]

I have had multiple issues since my current laptop was purchased. The people in the library and at the help desk have always been kind and helpful, even on the few occasions when no one knew why my machine was behaving the way it was. Please keep your help desk staff! Cary Springer has also been an immense help with the little nuances of survey software for both me and my students. These are invaluable resources on which no one can put a price tag. [#2837751]

The Helpdesk provides adequate help with problem solving and they're always very polite. [#2837776]

is important [#2837790]

I have had great service ? just needed to let you know!!!! [#2837798]

Your OIT Help people are great. [#2837802]

great maybe have troubleshoot document for most reoccurring problems so dont have to go through OIT help every-time if answer is simple and already been answered before [#2837809]

None [#2837839]

Need computer support at UTIA. Help desk always does a good job with some of our issues but UTIA needs to have employees available to help out campus when needed. [#2837851]

Terrific [#2837878]

N/A [#2837996]

We need knowledgeable staff who can troubleshoot problems with mac computers. [#2838000]

I can't say enough about OIT. As a faculty member, I call or submit a help request about twice a week. I get immediate, helpful service. [#2838041]

Same answer. It is currently very poor. [#2838114]

I hate being bounced around from person to person. It would be nice to reach one person and get an answer or a resolution immediately [#2838128]

This is very important. Usually, responses are timely. [#2838132]

I got help from statistic consult several times. They usually reply my email in 8 hours. But the work time in Ag campus is very limited, so we have to email the consult to schedule meeting. If the consult is busy next week, it will take time to wait for another. If we can check the availability of the consult and schedule online, it would be very helpful. [#2838353]

i [#2838468]

Since OIT tries to resolve problems by telling people that they don't exist, problems do not get resolved. [#2838477]

I have no idea where to go if I have a technology issue. [#2838479]

we good [#2838519]

I think the division of student life should get their own footprints contact us page. Having to remember to label each IT work order so it gets routed correctly is tiring and if done incorrectly, delays my resolution significantly. [#2838728]

Technology support staff who have the knowledge to answer my questions.

My experience with tech. support has been very good. They are usually responsive and helpful. [#2810228]

Sometimes when referring users to the OIT Helpdesk for a problem they should be able to resolve, the tickets will get pushed back to the COB group to resolve. [#2810234]

Thank you for allowing me to take the survey. One final point I did the survey on an iPhone X And it was extremely difficult as the windows to type the boxes and kept moving around and was quite irritating. Perhaps doing this on a desktop or laptop computer could fix this but seeing as how most students use a mobile device such as myself it is quite challenging to do the survey and if you have surveys that are not fully complete that may be why. Thank you. [#2810312]

OIT overall good, but department staff need significant training, along with more availability. Some areas very lacking in support. [#2810351]

most of the time i can find someone who knows; however, there has been a rare occasion that the issue requires coding or bug fixing and we have had a difficult time finding someone who can help with that. [#2810391]

There are some great staff members! But some don't know how to solve simple problems or make it bigger than it is. [#2810395]

OIT have been very helpful in resolving situations. Even to the point of contacting a day later to see if the problem happened again. [#2810422]

When new technology is implemented, I have noticed, that it is pushed out to users without the local support people fully understanding it. They then can't answer all the users questions because they have not had a chance to fully learn how the technology works. [#2810425]

I always get different responses from the OIT help desk on the second floor of the library depending on who is working. There seems to be a disconnect about what support staff is trained on. [#2810426]

Technology staff seem to have little knowledge or are unwilling to answer questions and often blame the user or say "it's not our problem" when faced with a questions they cannot answer. Also, if a ticket is submitted and they may not understand the issue completely, instead of asking more for more information, the ticket is either passed around, given an answer that is not relevant or closed without being properly answered. [#2810474]

I usually only find students who have been unable to answer my questions. [#2810529]

It would be helpful if at the Student Health Center we could get someone from Banner to come and see how the information from Banner effects the Medicat system and there is information from Banner that could be used in Medicat that could make the student's experience at the Student Health Center a little less stressful. [#2810670]

Some people have no idea how to help with technology issues they just tell you something and hope it works. [#2810747]

I have called or used the chat option recently (in the past year) and not had a resolution to my question. The person on the other end just read the website to me. I did that before I called. [#2810778]

Our OIT folks here as Facilities Services are awesome! [#2810782]

If the person I spoke to didn't know, they would try and pass me off to someone who did so that is okay. [#2810817]

The OIT help desk is amazing. Our college support staff don't always provide the help I need. [#2810820]

Again, use our department staff for IT support [#2810830]

na [#2810885]

The staff should be aware of campus wide mailing that that tell people to "fill this out or contact the helpdesk". [#2810914]

The clicker support group is extremely frustrating. They often do not have answers to questions, they do not respond quickly or reliably, and often they simply ignore queries and problems. [#2810916]

Need more staff available [#2810931]

Normally this is not an issue, but staff should be required to ask before updating systems on the clients machines. I have experienced an update applied without my consent, and now the machine (printer) requires brand name ink in order to function. This is an added expense that was previously non-existent. [#2810953]

I think OIT and the service support-side for teaching and learning at UT is amazing. The staff is very responsive and informed. I really appreciate the customer-service philosophy. [#2810959]

Had a personal computer issue, and the person helping me at the desk did not even give any suggestions as to how to fix my problem. just told me he didnt know and left it at that. I managed to fix it myself. [#2810987]

Good wish for tech help in uses of computer to cell services. [#2810989]

Both myself and my house mom have been asked to return to IT at a different time to speak with a more advanced member of staff because the one on duty could not help [#2811114]

Some of the staff is excellent. Some of them give wrong advice. One OIT staff recently told my colleague that she couldn't assign an appointment group to more than one calendar in Canvas. I had to show her how to do it. [#2811121]

When I physically go to the help desk in the library I get the help I need, but I am not on campus all the time. [#2811127]

Usually the people at the Help desk are knowledgeable. The technicians who've come to my office to help with issues are great. I've had good experiences with OIT online and in-person trainings for different types of software that I need for my job. [#2811225]

Better support for software packages departments use to enhance the user experience - i.e. Access, Excel, Adobe [#2811242]

It often appears that the first person (or first few people) to answer my tickets are not sure what is going on, and the problem gets bounced around for a little while. I wish my support needs were better triaged up front rather than later in the process. [#2811277]

some do/others dont [#2811293]

Again, after hours staff is usually not helpful. [#2811297]

Main campus OIT are amazing. Our on site team, not. so. much. Too bad our college insists that we submit work requests to our college IT, many of us bypass them and call the OIT hotline. Maybe training for functional redundancies campus wide [#2811400]

We work long hours and weekends, evening and weekend knowledgeable support is minimum and we often cannot resolve an issue until Monday morning. [#2811428]

When I call OIT they are extremely helpful and friendly [#2811431]

the one time i asked a question they didnt know [#2811440]

I felt like they were very Apple product knowledgeable but not very helpful with my problem with my HP [#2811486]

This is an area of extreme frustration for me as almost every call to tech support lasts between 1-2 hours as the tech support person tries to research the answer (if they don't already know). A faster transition from general help desk to specialized support would be greatly appreciated. [#2811487]

I've had one or two staff who aren't sure how to help, but they always find someone who can. [#2811493]

The printing people in South Commons are not trained properly in my opinion. They don't seem like they can answer specific questions related to the printers. [#2811608]

In-department IT people are great. When I deal with OIT, they sometimes are stumped or have to pass me off to several other people before they can resolve, or attempt to resolve issues. [#2811614]

This continues to get better and better. Most of the problems seem to derive not from OIT, but from administrators constantly changing to a new and "better" software platform for whatever without any consideration for the existing OIT knowledge base (or integration of systems). But just because OIT isn't the problem doesn't mean the problem doesn't exist. [#2811687]

OIT needs to hire staff who know how to use mac software. Most staff cannot fix problems with macs and cannot teach how to use software on macs. This is a HUGE problem because the majority of students and many faculty use macs now. [#2811715]

We have a staff IT person but it seems like alot of issues are hard for him to resolve. [#2811761]

Not a complaint, as the service on the phone is always exceptional, but some times my questions need to be sent to another person, and it seems they have less availability, so maybe train the front line on some additional things? [#2811769]

MOST staff are great but some I have worked with do not have the skills to offer assistance [#2811771]

Having the support staff actually read the details of the problem. I've had canvas issues before and the support staff gave me solutions that weren't even related to the problem [#2811776]

Trying to find the right person to answer a question is difficult. [#2811800]

Usually I have a great experience. However, I've gotten one person twice who had no clue what was going on. [#2811868]

We need support staff in the UT computer consulting office (research computing support) who can work with STATA. STATA is the standard software for the social sciences but is not sponsored or supported. also, I prefer to keep qualtrics software and not switch to a new one. [#2811873]

I have found support related to Canvas to be helpful. In other areas, my experience with the quality of support has been sub-par, particularly pertaining to software and hardware issues as well as concerns related to remote storage, back-up of data and documents, support for research collaboration, and email. I have generally had to resolve these issues myself and I have use my personal (not research) funds for my own back-up and data storage solutions. [#2811877]

has saved my butt on multiple occasions [#2811887]

Most staff are great to work with. I have had some questions that go unanswered for a while. [#2811918]

Limited OIT staff with knowledge on specific programs I use, like SAS and ESRI software. [#2811976]

I used to work in student life and I didn't like having to call OIT then have them transfer me to student life OIT which wasn't the best [#2812002]

If you have not already, provide Tier 1 Support with remote access to better resolving issue. [#2812021]

More services on weekends. [#2812031]

our college support staff are invaluable and answer things quickly. [#2812050]

Most of the time I go to our IT person, Jonathan Turnmire, if we have issues because OIT personnel cannot answer some of the issues. [#2812061]

The technology staff operates at a level well about my technical understanding - the have trouble communicating with an idiot [#2812064]

The OIT staff have been generally unhelpful to me over a range of times and problems. They lack the organization to respond to questions other than, "Hi, my iPhone doesn't get service when I click the airplane thingy." I have repeatedly gone to them for help with servers that they hosted, and they were not only rude but also totally uninformed. [#2812066]

For the most part, y'all (OIT) are great. though recently i engaged the live chat, my question was answered in the affirmative, a ticket created, but when the support staff contacted me it turned out they could not help (it was a personal computer issue). so the person on the other end of the live chat either did not understand my question or did not understand OIT policy in regards to personal lap tops. [#2812149]

More staff who are knowledgable about Macs [#2812155]

The veterinary IT people are great ! [#2814919]

As a Mac user, I find that tech support staff often do not know how to help me with technology issues. Sometimes when I go to the support staff, my problems don't get resolved. [#2814921]

allow us to submit a ticket so we can get assigned to someone that can help us the first time [#2814980]

One call immediate resolution! [#2815035]

OIT staff told my advisor to purchase a \$100 computer piece without coming to look at the machine or assess the problem It turns out the computer did not need the part, had another problem, and OIT did not take responsibility. [#2815062]

There are people whom I've helped after they've called OIT to request help with a printer not printing. One person was told that Apple didn't have a driver for that printer. I knew that to be incorrect because two of the people have the same computer and printer. One was able to print, the other wasn't. I went to HP's website, the driver for the Apple (correct version of Mac) was there. Downloaded it, and the printer now prints. My co-worker was told she would have to get a new printer by OIT. The person on the phone never even attempted to control her computer, go to the HP website and get the correct version of software for her. I consider and call that absolute laziness! [#2815086]

The most knowledgeable staff can sometimes be more difficult to get to than would be ideal with the helpdesk system. [#2815092]

Often, someone has to call someone who know someone who knows someone. Ridiculous. [#2815096]

Many times if I reach out for assistance but have contacted the wrong person, I don't receive emails back even telling me that I should ask someone else. I obviously keep emailing the person because I don't know - any amount of response would be appreciated so I don't wait for a response I'm never going to receive. [#2815155]

For the most part, Help Desk folks are fabulous. [#2815223]

I often get dead-end answers for work arounds to integrate mac technology with what we have. I have to rely on outside friends or expertise. [#2815243]

We are very specialized in the student health lab area and require an exceptionally high level of immediate service when we have a computer issue because we are providing healthcare to sick patients just like a hospital, we cannot wait for an IT person to maybe show up later or who might fix our problem or who might send a student IT worker who is inexperienced. In my previous work environment of hospital IT and lab support, I was expected to provide immediate assistance. This environment at student health is that same environment of healthcare unlike any other place on campus and we do not typically receive that level of service without many phone calls and pleas to escalate our call priority. [#2815269]

I have had multiple issues since my current laptop was purchased. The people in the library and at the help desk have always been kind and helpful, even on the few occasions when no one knew why my machine was behaving the way it was. Please keep your help desk staff! Cary Springer has also been an immense help with the little nuances of survey software for both me and my students. These are invaluable resources on which no one can put a price tag. [#2837751]

When issues are beyond the Helpdesk staff, this is where things can be a hit or miss. Some issues are resolved quickly and others go unresolved. [#2837776]

Your OIT Help people are great. [#2837802]

David Crosby might be the best IT person I've ever met. The guy is a genius and deserves a raise. [#2837807]

This is a mixed question and answer: calling the help desk has been great - sometimes a "real person" experience is less helpful with jargon and passive aggressive superiority that some computer folks like to put on. But the help desk has never been like that and I am very appreciative of that. [#2837878]

N/A [#2837996]

We need technology staff who are knowledgeable about mac computers. [#2838000]

Overall increase to training as well as an incentive for this. Increasing pay or giving an education subsidy. Not to speak ill of offices but I know peers/coworkers who haven't bothered with actually learning new systems because the incentive and pay off are quite low especially if the new systems work well and fail less often (Liebert Units and Upgraded PDU's in the datacenter for reference) [#2838043]

Stats consulting doesn't always have the help I need. Maybe this isn't technology support. They try hard, but don't always have the knowledge. [#2838084]

It can be difficult to get problems fixed sometimes, but that may be the nature of the problem and not a broad issue. I do not know. [#2838091]

You need more help desk staff, and ones who better understand the breadth of issues that come to them. [#2838114]

Almost always [#2838115]

Generally satisfied, with occasional glitches that can be slower to resolve [#2838132]

happens often [#2838204]

My only complaints come when a new crop of helpdesk student/staff arrive and when the frontline tech answers and is presented with the service call request, start with "I don't know, I guess you should...blahblahblah". They need to quickly take the info and push it up the line to those that are paid to know. I am not calling my cousin or friend for their opinion. Suggestion is to train them not to give a personal take on the issue but to reference the database for previous similar issues/solutions or advance the call up the chain. [#2838243]

Calling for support usually yields good results, but the OIT help desk in the library is not that great. I have visited it a couple of times, and all I saw them do is Google the same webpages that I already looked at. [#2838385]

The front line people are friendly and yet actively discourage resolution of problems. [#2838477]

tech staff is not given the support to continue and grow their knowledge as I understand they have been in the past [#2838498]

Potentially have students in Computer Science be able to work and assist in the media and technology help center who are more associated with MacBook Pro products [#2838576]

Eh...I guess I have a OK IT background and usually read the manual/google when I first encountered a problem. So when I encounter a question that I have to ask someone else, the question is usually hard...I might just have a higher expectation than usual people. [#2838706]

Most are wonderful - some talk down to you, as if you don't know what you're talking about. [#2838839]

Receiving communications regarding technology services that I can understand.

Do not ever presume any of us understand what jargon is put forth in most IT messages. You might think it is foolproof and a child would understand. It is the same as the medical professionals using medical jargon to explain what is wrong with you. You nod, but have no earthly idea what was just said to you. Some of us learn by adsorbing what is written, others have a hands-on approach. Just a thought. Thank you. [#2810242]

Sometimes information is explained too complexly. [#2810321]

Good. [#2810351]

The communications regarding technology services was very poor for Ad-Astra. [#2810394]

The changes made to the A-Z Index were absolutely horrible. It is like trying to looking up how to spell something in the dictionary - you have to know how to spell it already! It is sooo hard to find anything there it is ridiculous. And maybe I don't have good settings, but it has also been difficult looking people up and can we reverse look up numbers? [#2810420]

Some tech support people talk far over the heads of their users--expecting them to know all the lingo and if the user does not, then they are considered of inferior intellect. [#2810425]

The emails are too wordy and lack clear explanations. [#2810529]

Because I am not the most technology savvy person, it is important that all communication be clear and easy to understand. [#2810560]

Need because I'm not the best with technology, so I need simple instructions. [#2810747]

Making sure things are clear and concise and on a level that any staff can understand [#2810823]

I generally don't interact directly with OIT any longer but it would be nice if my IT Manager could get answers and not get the runaround. I.E. Oh you need to call so and so etc. [#2810876]

I don't recall receiving much information about this, except when something is changing. [#2810881]

The communication, especially over email like LANMAN is great, but the terms used are unknown sometimes, like hearing that the C4 data cluster will be down or the websites running on some unknown thing will be under maintenance does little when those things are not known. How about a map to find what these things are? [#2810914]

The majority of my work is with Canvas and our tracking database. When these are not working it leaves me in a bad situation. Thankfully that rarely happens and when it does, OIT has been most helpful and always follow-up to make sure I have what I need. [#2811087]

I haven't really experienced this yet. [#2811182]

I always receive emails regarding technology changes or updates that are very beneficial to me. [#2811203]

This is a hard question because everyone's level of "understanding" is different. And just because you think you understand does not mean you understand correctly. [#2811217]

OIT Weekly is my go-to source! Great job with it! [#2811321]

Sometimes tech language is not always easy for the average person to understand and/or implement. [#2811363]

I still don't understand why I have to change my password ever. I get that it offers increased security, but I don't care about increased security and would prefer to opt-out. It's my school account, not my bank. [#2811379]

OIT is far removed from faculty and staff. E-mail and newsletter information is broadcasted but doesn't often hit home until it's too late. Our opinions are not asked for until something is already implemented. [#2811428]

The weekly IT newsletter emails are very informative [#2811431]

often [#2811440]

The knowledge of the team seems good, but they sometimes have trouble explaining to someone like me that has a relatively poor understanding of technology. [#2811536]

Knowing that several people I work with never use their email, it would be helpful to distribute printed material occasionally about what is offered. [#2811563]

fine job [#2811638]

I can only relate to the office phone system. The manual, help website, and communication does not convey the how's to's properly. [#2811684]

I don't feel as if I know of every technological service provided by UT and don't feel that I have received proper information as to what the services are and where I can access them. [#2811711]

I don't really "receive communications" (e-mails?). But I also don't need to receive e-mails about technology. However, it is important to understand tech stuff without all the jargon. [#2811749]

The newsletters from Joel are helpful, but I get overwhelmed with all the information. Many times it isn't relevant to my work. I wish that I could subscribe to only information relevant to my work. [#2811792]

Shorten emails. We don't have time to read long emails. Some of the terms you use are not what a non IT person uses or understands. [#2811800]

n/a [#2811871]

good [#2811873]

Just need wording more simply sometimes? Why would I be interested in this software? [#2811918]

Important. [#2811929]

Being an older faculty member I feel technologically challenged and the amount of effort I put into understanding new systems is not really going to pay off (limited benefits for the amount of effort I think I might have to put in). Clear, non-jargoned instructions are important to me [#2812064]

The recent instructions to upgrade to the 12 figure password did not work for me. To complete this, I contacted the Ag campus computer gurus and one came to my office and we accomplished this with her assistance. [#2812087]

Deliver information in a timely manner to the people at a unit level who need to have it. Example of where this could be improved: IT security plans [#2812125]

it could be a bit better [#2812149]

You have two speeds: technobabble and kindergarten translations. Difficulty grasping a complex technology does not require speaking to me like I?m 5. [#2815035]

I was sent an email that my name was placed on a list for printing, but there were no further directions on how to connect my computer to the printer. [#2815135]

have we even had any communication about the switch from Qualtrics to QuestionPro?? [#2815223]

I am not too technological so OIT helps me a lot. Sometimes I do not understand what the issue was but they fix it. [#2815241]

I can understand most of what appears in the weekly IT newsletter, even though I am not its primary audience. What I do not understand, I simply assume is meant for those who have IT-related positions instead of faculty positions. [#2837751]

It would be nice better inform the general population of new/changing technology, or availability of OIT resources and not just bounce around inside the OIT echo chamber. IT Weekly doesn't cut it. [#2837789]

is useful in nature [#2837790]

I could use more communications that let me know more about which systems are not working properly at the time vs calling and finding out that everyone knew that. [#2837873]

this may be because technology is not my area of expertise [#2837878]

changes are made to systems without relaying information to users [#2837908]

Perhaps a newsletter including such things as Quick Tips and Reminder and procedures. [#2837955]

N/A [#2837996]

great communication from all OIT staff members. I call or contact them all the time. [#2838041]

Language used by OIT professionals sometimes assumes that the person they are conversing with has advanced knowledge of the jargon and this makes communication more challenging. [#2838091]

Sometimes it is hard to understand what OIT wants you to do when fixing a problem. [#2838102]

Laypersons in IT may not fully understand the courses or options for IT implementation so providing clear, grass-roots definitions would be most helpful. Thank you! [#2838108]

I absolutely hate the iris timesheet system. Why did they make it so difficult? I never know if I did it right! [#2838150]

Not done in a timely manner. Often rude individuals responding via telephone. [#2838204]

Registering our computers and other devices the department uses. I get these messages to update the registration of various devices the department uses and for the life of me I cannot understand which device they are talking about half the time. Several times I've had to call OIT to tell me is this my printer, the copy machines, my computer, other devices. And I end up going to the wrong web site before I go to the right web site to do this. I wish there was some way to make this easier to understand and take care of. [#2838205]

OIT communications often seem to bury important information in items like newsletters. A good example is the information gathering phase prior to testing new survey platforms. The notice was several items down in an OIT weekly update. Consider customizing communications for different user groups, perhaps on a more granular level. [#2838234]

Getting access to training or other self-help information that increases my effectiveness with technology.

I didn't even know yall did training... [#2810222]

technology people are not necessarily the best trainers. Lots of instructional developers can do the hardware stuff but they don't have enough curriculum knowledge - you need instructional designers for that. [#2810315]

I would like to have stronger WiFi that doesn't cut out when I am doing homework. Also an idea I had was online professors/ tutors that are 24/7 that way if you have questions you can always get help with your problems. [#2810326]

Need to advertise and increase awareness of this program and service- not known to the general faculty or staff person. Have to dig through lots of information and many tabs on a website to find this info. [#2810351]

It would be nice to have more offerings and some that are on UTIA campus. It would also help to have longer sessions for more practice and in depth teaching about some topics [#2810391]

The information regarding what is already available is lacking. [#2810456]

More zoom or videoconference training courses [#2810482]

I think there should be more communication about what training opportunities are available to workers at the university. i know that lynda is around for all of that, but you don't really hear much about it. [#2810517]

need more classes on qualtrics (best for research), M/S products, research tools (like Nvivo) [#2810580]

Please develop more asynchronous training offerings and increase the availability of requested workshops. [#2810777]

It would be great to have more than the most basic instruction for Adobe CC [#2810778]

Efficient, in-person training needed for IRIS and other systems. Most of the time it is better to do online training than go to a class because the teachers are just reading from notes and are not experienced users of the topic. [#2810789]

I really want a class on using excel (starting with a basic and working up). Same with Adobe. I use both daily and I know there are more things that I could be doing with it that I just don't know how to do. [#2810823]

As a student I knew where to go in the library to receive technology support. Information for where to receive tech support as a faculty member has not been provided to me. [#2810863]

Specifically the new system Ad Astra. Basically this was rolled out and NO training is being provided to support the terrible system. Ad Astra is NOT user friendly at all however all University departments are Forced to use it. [#2810876]

na [#2810885]

Answer emails. Provide more times for training. [#2810897]

I think that Lynda.com should be included as an available training source. I was recently looking into NVivo training and found several courses in Lynda.com. This was not an option mentioned on the OIT NVivo information page. [#2810907]

There were a couple of instances where I wanted to learn more about Sharepoint and PowerBI. I couldn't find any classes related to those two topics on OIT website [#2810936]

I think OIT and the service support-side for teaching and learning at UT is amazing. The staff is very responsive and informed. I really appreciate the customer-service philosophy. One aspect that could be further improved is having more video tutorials available. That would enable me to find answers more quickly without having to submit a ticket for support. [#2810959]

As mentioned, above the IRIS help documentation is not always available due to out dated instruction versions. I have been unable to access several needed lessons because my operating system is not compatible with the old versions. I have followed the instructions provided to make the lessons compatible but it never works. Please update the lessons so everyone can access the information. [#2810970]

If classrooms have Smart Podium technology, then offer training on how to use them for new faculty. Otherwise they are just in the way [#2811019]

Having training and self help information telling me where I can locate the information would be helpful. [#2811100]

I use Lynda for online training. This is through UT but not a UT service. [#2811132]

Emails or text messages should be sent out with information about accessing the training with technology. [#2811183]

I really would like an online teaching certification program. As someone who is now teaching fully online I would love to more. Whether it is an in house training or an acceptable one through an outside vendor I feel that is important. Also, if it is managed in house it should involve OIT, TLI and teachers who actually teach online and do not just research it or talk about it. You have to DO online teaching to talk about it. [#2811294]

When I call after hours, information is limited and so is their ability to do anything. This is when most of my problems occur too! [#2811297]

How about more.any training for Akindi, Dreamweaver, long term digital curation etc? [#2811321]

Produce a small guide with solutions to common problems, such as wifi disconnecting, printer setup, driver failures, etc, that anybody can access online and in person before approaching the helpdesk. [#2811337]

My staff is falling behind in technology advances. [#2811428]

sure [#2811440]

"Access" - it's nearly impossible to do any online training at my desk due to location - it is out in the open. I don't know how to address this. Am I supposed to train only on my own time? Or how do I arrange time/location so that I have uninterrupted time for training? Could this be addressed in policy HR128? [#2811483]

I'd like short online courses for Excel training. [#2811489]

Not everyone has access to or the knowledge of how to navigate the computer to find helpful information on classes etc. It would be helpful if printed material was provided/distributed to be able to read about what is available. [#2811563]

Please send informational emails with dates and times in which students can learn new skills. [#2811610]

i dont know how to do that [#2811638]

I am not aware of any training to improve use of cutting edge technology. [#2811668]

advertise available classes [#2811683]

I am a fairly new employee, but did not receive enough communication regarding the training and benefits through IT on campus. [#2811684]

Trainings are terrible. The OIT staff do not know how to use software on macs. So, trainings are not useful for non-PC users. Many faculty use macs. This is a huge problem. [#2811715]

I teach 2 courses - law and finance - asynchronous online through CANVAS. I have sought out help from OIT. I learned a few things about the difference between Pages and Modules - but to my disappointment there was no hands-on technical support persons to help me. I needed someone to assist me in writing scripts for voice-overs that were catchy and help with powerpoints that showed sequential development of an idea. All I got was a consult telling me to do this, do that. They were nice, but I left with even more to do alone with no help. [#2811741]

Offer more classes and promote more effectively [#2811800]

Time is probably the biggest factor here, also not knowing what to technically ask for until the technology is needed. [#2811806]

Lynda is a good example of this but Google does it better. [#2811825]

good [#2811873]

training in a classroom setting is preferred. Q & A opportunities and demnstrations in real time are preferred. [#2811882]

I have not used said services [#2811887]

im learning so much from my ETEC486 course so I think there should be more oppourtunities for workshops on campus about using different software programs and websites that support students learning. [#2811958]

I did not even know that there were self-help courses for technology. Maybe this idea could be introduced to freshman somehow. [#2812009]

Send out email notification about trainings available for OIT [#2812021]

send out a school wide email once a month to let people know what services you have and when you have workshops and put them all on youtube for busy folks. [#2812029]

Would like [#2812044]

Maybe hold classes on how to use the technology or web material provided by the university. [#2812120]

well, i don't always appreciate the mandatory trainings in the moment, but they are actually helpful. [#2812149]

I would like to see more training courses available for software used for research purposes, like R, SPSS, Matlab. It would also be extremely helpful id the courses available would attend to different degrees of experience people may have. [#2814969]

improve the research support website. Model this after the UCLA website. Have competent people conduct the trainings [#2814980]

OIT training workshops could be more in depth, of course there's access to Lynda [#2815021]

The live training is at inconvenient times and the online asynchronous training is never tailored enough to be effective. [#2815035]

This may be a good opportunity to market this resource to the campus community and provide an easy to find link that can guide and inform us - on training and learning more about what our technology offers in addition to all the set up information currently on the site. [#2815079]

Appreciate the availability of training workshops and the Lynda.com access. Keep these. [#2815092]

I do not see very informative information on using apps online through the OIT website. [#2815135]

Post web address of location of websites for tech training. [#2815196]

I wish there was more training for Banner 9 [#2815268]

Between our Lynda.com subscription and what I can find with a quick online search, this is not my greatest technology concern. It is one of those things that would be icing on my cupcake, but not required to enjoy the cupcake or do my job. [#2837751]

Make access easier to find on OIT website. [#2837776]

The biggest issue with your training classes is that there is a charge. Some departments will not pay for these classes. I am willing to pay myself because I am investing in myself. But, there is not a mechanism for employees to pay for the class. This leaves the only option for some employees is to take annual time and take a similar class off-campus. Employees should be able to support the company they work for and take these classes on-campus. Besides, I would assume the class would be more geared to a learning institution needs and a similar class off-campus. [#2837858]

There are trainings listed through the library for some of the available software but there are just pdf files. I would like to see seminars or at the very least links to YouTube videos specific to our campus. [#2837872]

Training is important, since we all work with Technology and it is continually changing. The more we elevate people technology skills, the less frustrated they become and are more efficient. [#2837879]

There needs to be more information available about this, it could be promoted more effectively. [#2837880]

would prefer classes [#2837908]

Choosing better times for training sessions, specifically for students. I have found that often times they were scheduled during popular class times and I was unable to attend. I understand you cannot please everyone but just something to look into. I have always wanted to learn photoshop but can never make the tutorial sessions. [#2837919]

Increase visibility by using more effective and targeted campaigns on social media platforms that incoming students are using daily. I believe that most of the students don't take advantage of the training and self-help information because they simply don't know about it or where to access it. [#2837973]

N/A [#2837996]

we need training staff who are knowledgeable about using software on mac computers. [#2838000]

This is a huge problem. OIT provides generic help with spreadsheets? As a faculty member, I don't understand why I can't have some form of tutoring for discipline specific software: as a start---autocad, rhino, sketch, how to print, The latest, Gis, Arc Map, etc. More specifically, I don't understand why I am now PAYING AND HIRING students to assist me. I understand OIT can't be up on everything, but I expect more in faculty training from my department. Lynda is great. I had already paid for two years of the subscription before UT picked it up. Again, why I am I funding my own training, as a full professor? I need to stay uptodate, and this isn't easy. I love it that OIT has just (quietly) set up requests for one-on-one consultation for specific issues! This is better than workshops. Again, this should have happened years ago. [#2838041]

OIT could offer more trainings more frequently and in more formats--f2f, live online, recordings.

[#2838234]

the access to Lynda is nice but too hard for my staff to navigate well enough to be able to get use of. [#2838498]

Provide webcast of some of the trainings so that we can go watch them on our own schedule: Photoshop, Dreamweaver, Excel, etc. [#2838499]

I am not sure where to find this information. Would be great to have a monthly calendar of trainings be emailed out or something on a regular basis. [#2838728]

There are some departmental specific programs that I've struggled to learn proficiently because no one in my office is knowledgeable or experienced enough to train me. This isn't an OIT problem, but I might have felt more comfortable even to know there was someone willing to troubleshoot with me. (Or partnering with larger departments like Grad Admissions to offer instruction in specific programs). [#2838943]

I am not informed of training information or other self-help information so that tells me this is not being advertised in the best way. [#2838963]

Lynda is very limited Better online learning resource [#2838975]

Official University Email - Office365, Gmail (available to Students only)

As a faculty/staff member, I would rather use Gmail for my email services over Office365. [#2810282]

ashah17@vols.utk.edu [#2810284]

not yet confident that this still doesn't have some kinks that are going to pop at the most inopportune times. It just seems to stutter a lot. [#2810315]

Platforms ok. [#2810351]

It would be great if I could get email to Outlook AND Gmail instead of having to pick one or the other. [#2810415]

Difficulty coordinating multiple email accounts into Office365. Probably user-ignorance is the issue here, but thought I'd include it in my comments. [#2810443]

Office365 Outlook has digressed in my opinion from the original Outlook of 2010. Search engine is not as robust as earlier version. [#2810458]

Many times the email system will block our own accounts from getting through (e.g. we have had issues of students sending emails and having them show up in quarantine). They have had not words that should cause it to get filtered. Also, to help with SPAM emails, a better filter system should be used. You should not have to block all emails from a specific host to stop getting SPAM (a suggested answer after contacting the help desk). [#2810474]

I was a staff member I am now a student and I have lost all access to my staff email. I have been locked out of certain accounts because of this! [#2810529]

We should support only one email system for everyone. Put all the features in it. Microsoft Exchange is more than enough capability for faculty, staff, and students. [#2810648]

I have had no issues with the email system. [#2810660]

gthress@vols.utk.edu [#2810701]

Google is much more effective and usable for many of us faculty and staff. Please make it available for employees as well as students. [#2810777]

Office 365 is fine -- when I use it. I hate the fact that I have to have a tab open on my browser to access it. And it doesn't sync with Outlook, so there are times when I need to have both Outlook and 365 open. [#2810778]

Outlook is HORRIBLE and does not have near the functionalities that Google has. I have tried both Outlook training as well as reaching out to OIT directly about my outlook issues with no luck in improving the performance of Outlook, which is what leads me to believe that Google is just a superior platform (specific examples of the superiority of Google include the sorting/tagging capabilities beyond folders as emails often cover more than one topic, and the email search function in google is far more advanced/detailed than outlook, which is helpful when you receive dozens of emails a day and can fall behind sorting and responding to them. Google will also auto-fill from the entire UTK directory where

Outlook will only do so if you have previously had email communication with that individual.) PLEASE PLEASE make Google available to faculty as well. PLEASE. [#2810781]

I would like to have gmail available to faculty as well as students. [#2810792]

Email is probably tied for first or second of the most important resource for my job [#2810823]

I spend alot of time scheduling meetings with staff, students and guest designers. It is imperative to have scheduling software that can read calendars across platforms [#2810829]

Make gmail accessible to faculty/staff [#2810837]

Make it a little bit easier to get to and navigate [#2810878]

na [#2810885]

Password changes (every 6 months) sometimes are not reflected in my gmail account [#2810912]

As a faculty member, I have access only to Office 365, which I dislike. I still regularly have problems with the interface, and the IM function keeps turning itself on. Gmail is not perfect, either. I wish we had a better option. [#2810916]

Does not sync with mobile and desktop devices. A good bit of the time, my desktop reloads emails (as new) that have already been replied to and filed in a folder. Very frustrating. [#2811101]

Gmail available to faculty. [#2811112]

My university email is terrible at updating on time. I won't get a notification of a new email until several hours later and it's very frustrating. [#2811182]

It's okay. Just not a big fan of outlook. [#2811196]

Why is gmail only available to students? [#2811231]

My email is relatively reliable, but it would be great if the spam and phishing filters were better. I realize this is something that all companies are dealing with these days and it's not unique to UTK, but it's problematic and constant. [#2811268]

I wish Gmail was available to employees; it has many features that Outlook lacks. [#2811277]

I cannot tell you how easy the email is. It is definitely the most reliable and user-friendly piece of OIT infrastructure. I have no problem with Office365, but also providing Gmail is HUGE. I cannot tell you how much easier that makes it for me to integrate my school email with my personal email. [#2811300]

Email is reliable [#2811317]

I honestly prefer the gmail platform. Office365 feels very dated. However, we use 365 in my department. It's not friendly to use. [#2811324]

I don't like having the two different options for faculty vs. students. I would have liked all of them to be through GMail. [#2811348]

Make Gmail a universal option for all UT faculty/staff. [#2811384]

jmart152@vols.utk.edu [#2811440]

I'd love to have the gmail option for staff too [#2811447]

Office 365 is difficult to search for past emails. When new versions come out it would be helpful to have a short training video on new features. [#2811489]

When I click on an email link from an email that is open, it sends me back to the Office 365 initial page which is difficult to use rather than allowing me to send it from my open email - I have to copy and paste the link. [#2811536]

Not a big fan of Outlook. [#2811614]

I'm not crazy about Office365, but I can live with it. [#2811687]

Give faculty and staff access to Gmail. It is the single thing OIT could do that would have the greatest impact on my work satisfaction. [#2811788]

without this, we would be lost. [#2811825]

Slow as can be . Difficult to search and occasionally down. Why do I have download images? [#2811852]

I really dislike Office 365. New Emails easily get lost in threads. [#2811868]

The email system has been great from a performance stand point and I highly value the office 365 subscription. The only issues I have encountered is a large number of spam emails from supposedly other student emails(with sketchy links). I only use the email for school related websites. [#2811887]

Office 365 is great, but when I'm using desk top clients I frequently don't receive mail. This is something that I've heard many people report [#2812000]

SharePoint is lacking but I hear that is shifting eventually [#2812014]

Office365 has all calendars locked down. I cannot use the calendar outside of outlook (say, if I wanted to view my personal calendar and work/school calendar at the same time... this isn't possible). [#2812100]

By using Microsoft products you relegate all Mac users to second class citizen status. The features and functionalities differ and the help desk isn't always equipped to respond to the differences. [#2812125]

it ain't perfect, but no email is and i am used to it and it works for me just fine. Lets not change it any time soon. [#2812149]

This is not related to email, but Outlook - unfortunately, it's not possible to subscribe to a UTK staff/faculty calendar from outside of the organization. This means I cannot link my calendar to other Calendar services - a real difficulty (and source of missed meetings!). [#2815008]

Better platform integration. [#2815035]

Why is Gmail only available to students? [#2815044]

I travel frequently and check university email from my phone. I have to be careful not to lose messages in 365. I find the 365 calendar difficult to use. [#2815080]

Gmail for staff, Gmail for staff, Gmail for staff [#2815092]

Requiring 2 factor ID is going to be a pain in the @\$\$\$. It will make me less likely to deal with any service that requires 2 factor ID, particularly after business hours, weekends, etc. [#2815094]

Not the most user friendly [#2815096]

Many students very often share their google doc with me, but I cannot have access to their google doc as my google doc is often logged in with my personal gmail account. While I asked students not to share their google doc but attach the files, it doesn't work well. [#2815139]

Its fine [#2815154]

stop making us change our passwords every semester, it's unrealistic and annoying [#2815218]

Why don't we have gmail options for faculty. [#2815243]

I understand the importance of preventing inappropriate email, phishing schemes, and hacking; what I do not understand is why email messages from my students (vols.utk.edu) are going to junk mail. I would prefer not to have to check an additional folder just to make sure that I have covered my students's needs. If I could find a way to eliminate email, I would because it has become a crutch for students and ridiculous intrusion on personal time for faculty. [#2837751]

Office365 is the worst email I have ever used (40+ years). Web interface is clunky. SPAM filter is terrible. Lets through multiple obvious phishing emails per day. Blocks important mail (e.g., from UT VP of Legislative Relations, with tennessee.edu address!). Persistently blocks non-SPAM email although I tell it to release the email and not block the sender, over and over and over). And it's often slow, leading to sync problems. Don't know if it's still a problem, but in the past it has silently blocked certain attachments (tar files) leading to missed deadlines and failed communication. Have had to resort to private gmail to communicate with journal editors and collaborators. [#2837760]

My department has been experiencing serious calendar issues and having mail just disappear before being sent. [#2837776]

is working properly [#2837790]

great service. [#2837809]

Move faculty and staff over to Gmail. [#2837834]

Search option for Office 365 is not focused to give relevant results. Frustrating. [#2837858]

I have no issues with the current email system that I can identify specifically. [#2837886]

The outlook app sometimes works and sometimes syncs with all my calendars. But it's a constant battle to get it to work correctly on my mac. [#2837936]

My email is slow to retrieve information. The cloud-based system where the information is not already loaded is annoying. [#2837966]

This typically works great but the outlook app on my computer has never worked right. [#2837971]

I'm happy with these, but am concerned about the virus rate. [#2838037]

Sharpe13@vols.utk.edu [#2838075]

Difficulty of getting Internet Explorer email links that will open properly when clicked. The link has to be copied & opened with another browser--very inefficient. [#2838119]

More user friendly, a different interface maybe. [#2838128]

The searching capabilities in Office365 have been terrible. [#2838276]

Make Gmail available to faculty and staff [#2838349]

i dont use this? [#2838468]

I'd say almost every other time my UTK gmail account will not load quickly enough and I have to view it in html format only. The only way for it to load correctly is if I go through the gmail link inside my.utk [#2838479]

When I'm logged into outlook, I never get any emails. My inbox is always empty. This isn't a huge problem because I can receive emails through the mail app on my phone it would just be nice if it was also available through outlook. [#2838560]

It is a Windows product which says it all. [#2838600]

I really want to be able to use Gmail and not Outlook as a teacher. [#2838621]

Online@UT (Canvas)

canvas is confusing! there are so many times I can't find files i need. [#2810222]

Students struggle to find their class assignments because courses are organized in every way imaginable. The campus is trying to emphasize student success/retention, and Canvas is an impediment. Communication with students is awful. Blackboard was simpler to use for faculty and students - a little clunky for instructors sometimes, and not super pretty - but straightforward and useful. OIT has been unhelpful in addressing shortcomings of the platform and Canvas has no interest in making changes. We should stop adopting technology platforms that harm our students and the campus as a whole. [#2810258]

Canvas is 1000000 times better than blackboard. Thank you for changing to it. [#2810298]

Frequently has issues with notifications and is hard to access from UTKs main webpage [#2810312]

See Canvas comment above. [#2810339]

I prefer Blackboard! [#2810464]

The students I teach have trouble understanding how Canvas works and I am spending too much class time addressing these issues. [#2810529]

Canvas is bad. Bring back Blackboard. [#2810541]

Every instructors canvas page is different it's hard to navigate [#2810573]

I still find this page hard to navigate even after over a year at UTK. [#2810652]

Potentially offer tutorials for professors on how to organize files on Canvas, I have one professor who uses the Modules section correctly and has all the required reading as well as the lecture for the day together. My other professors will partially use the modules section, but will dump everything else into the files section, and several of the files are not relevant, as they are from previous semesters. I do not know if this professor doesn't know how to get rid of the old files, or if she just is not organized, but it is a mess. [#2810683]

N/A [#2810687]

I cannot express how much I hate Canvas. It would take too long here to detail the ways that it is unweildy (from plagiarism checking to the Gradebook to assignments to modules to Calendar). I can't believe that I'm saying this, but I didn't think it was possible to dislike an LMS more than Blackboard until we switched to Canvas. [#2810765]

Finding the portal for email and canvas is difficult in the mobile version. [#2810800]

When I do teach a class (generally once per calendar year) I don't feel like Canvas is particularly intuitive or streamlined. That said, it's pretty comparable in that way to blackboard. [#2810829]

They have changed the format of it from dashboard to something else and I can no longer see my notifications this happened without my doing [#2810849]

Larger storage space online instead of having to link to other places, notably for videos. [#2810854]

Quit going cheap. Blackboard was much better! [#2810897]

Canvas is the worst online classroom system ever - even worse than the old WebCT. Getting rid of Blackboard was a bonehead decision. I don't even bother to set anything up on Canvas - if I need to send a doc. to students, I do it through a class list that I set up on email. Although I've taught online with Bb and used it extensively as a complement to face-to-face classes, I don't even bother to do anything on Canvas. [#2810900]

Allow UT Libraries to provide resources through Canvas for faculty to incorporate into their course pages. I think this is a missed opportunity to use Canvas to its fullest ability. Students and faculty need to be able to access information and assistance wherever possible. [#2810904]

We need more online classes. More online Bachelor's degrees. Other schools such as Martin and Chattanooga offer more than we do, and we are embarrassing ourselves by being this far behind. [#2810928]

I struggle often throughout the semester with the limitations of Canvas, particularly in terms of the gradebook. It's also difficult to "try" something behind the scenes to see how it will work before making it public to students--again, particularly with respect to the gradebook. I didn't like how menu driven Blackboard was, but it did allow me to more easily work behind the scenes. [#2810956]

canvas is so not user friendly as a TA / Professor. No one knows how to use it and blackboard is way better. [#2810968]

Give instructors more control over course configuration [#2810993]

There are still some clunky things about Canvas but as a whole it is pretty intuitive to use. [#2811041]

The main canvas issue is that my professors may not understand how to use Canvas effectively. The professors may indicate that something has been posted and it has not. [#2811132]

Teach the teachers how to actually use canvas and it would be better. [#2811164]

I think canvas is operating pretty well. It's quick to update but a little slow when sending notifications to your phone. [#2811182]

Communication sometimes does not come through on canvas [#2811239]

Canvas works fine. Most of the people in the Canvas/Zoom office are quite friendly and helpful. [#2811257]

Blackboard was better. Canvas has too many unnecessary features and organizes everything in a very strange manner. I speak as both a student and a TA on this-- Blackboard was better. [#2811286]

There needs to be a better way tutorial wise for people each semester when veterinary students have so many classes to manage. [#2811297]

Canvas is kinda crap, but it is much less crappy than blackboard or d2l. A lot of the crappiness comes from professors who don't utilize it correctly, and that is a much bigger problem to solve. But honestly, when it comes down to it, I prefer professors who simply use email and a course website. [#2811300]

When teachers have grades automatically sent to Canvas through other websites, the grades often do not appear correctly or appear many hours later. I am not sure if this is a Canvas problem or a problem with the other websites. [#2811312]

Make it more user-friendly. [#2811320]

I run into glitches periodically, and can't figure out how to solve them. Like deleting grade columns from the grade book. How do I do this? I guess I should just call the help desk. It would save the time I waste trying to figure these things out myself. [#2811321]

The only thing I can think of that has been periodically problematic is having to reset my password for this every quarter, it sometimes is more of a hassle than others. Not sure how I would improve, just know that it sometimes throws me for a loop. [#2811340]

I think the switch to Canvas was a bad decision. It is not user friendly. I prefer how Blackboard used and the D2L seemed easier to understand when they gave their presentation on campus. [#2811348]

See above [#2811424]

it's ok but it could be better. Older professors are not using it. [#2811428]

Can lag often [#2811493]

Canvas is really pretty good overall. I would like to be able to use canvas platforms to reach out to more students. [#2811500]

the ability to see changes in grades submitted would be helpful. I have placed the wrong grade in the wrong box, deleting a previous grade and have no way of knowing what the grade was prior. Also, adding numbers to questions on exams in the editing phase would be helpful. Currently the questions are not numbered and it makes it difficult to work with. Also, the ability to randomize the questions on exams would be helpful. [#2811507]

Make it easier to understand and navigate. [#2811534]

Does not let students know when things are updated. [#2811550]

Has many different options and can be very confusing, especially since all professors use differently [#2811575]

Stop being cheap and use blackboard. [#2811582]

Easy to use [#2811638]

Canvas does not do a number of things that blackboard did, such as summary stats of exams and other grades such as measures of variance. [#2811666]

Very difficult to understand and navigate. Blackboard was easier to use. [#2811668]

Need better grade book. Not able to manipulate and calculate grades as needed. [#2811678]

I like canvas, but I don't like the inconsistencies in how teachers use it (or namely, how they DON'T use it) [#2811695]

Standardize what teachers should put on each flap. [#2811696]

Canvas is very user-friendly. I wish that discussion boards had due dates, like assignments due. Lots of my professors choose to post assignments on the discussion board (since students cannot comment on others' work through assignments submission), but Canvas does not remind the user about due dates for discussion board posts. I like the layout of Canvas and the simple color scheme. Very user-friendly. [#2811749]

More in person tutorials in how to use it and design modules within it. [#2811793]

Canvas does not have many of the capabilities that Blackboard did. It is very frustrating that we have less control over our course as instructors. [#2811803]

Unwieldy. Hard for students. [#2811852]

It takes MANY clicks to upload a file for student access. BB seemed more straight forward. I'm not finding that the students are as adept at using it as I had anticipated. [#2811868]

The only issue I've had with canvas is professors entering grades weirdly. ie. not weighting them correctly or not entering them at all. [#2811887]

Make every instructor use it the same. It's confusing when professors can put different things in different places. [#2811906]

Most things are fine. I do not like that the classes shut down at the end of the semester - if students have an incomplete, faculty cannot go back and change/edit grades. Makes finishing is hard. [#2811918]

These systems are largely a waste of time and money. Faculty and students alike express displeasure with whatever "LMS" is currently in use. Its purpose primarily seems to allow administrators to follow trends. [#2811984]

I think it would be refreshing to just be honest about the limitations of canvas, there are very simple things that are almost impossible to do without elaborate work around that or not at all transparent. When I reached out for help with Candace it's always been great, but it takes so much effort to try to describe exactly what I need. Simple example, it's impossible to do a genuinely extra credit quiz. You have to assign credit and then you have to wait until everybody's take it out and set the value to zero. Just requires monkeying with it and it's really frustrating and a large scale. [#2812000]

I am staff at UT and also a student in Online classes. I believe professors could possibly benefit from trainings in canvas to help bolster their use of it. An included functionality that would not require students to use Respondus Lockdown Browser OR to pay for monitored testing per class (I have a class that required I pay for a version of respondus this semester that included camera monitoring cost me an additional \$10). This service needs to be rolled up in the technology fee we pay per semester and also included within Canvas for ease of use for both professors and students. [#2812014]

Teach the teachers how to publish, and how to use each thing available. In addition there needs to be staff meeting with the teachers once a week on different days and times for the first month of school to make sure that all the teachers know how to use canvas. I have had so many teachers that do not know how to use canvas so they do not [#2812029]

I liked blackboard better, more functionality and better look and feel. [#2812050]

Many of the features that make Canvas highly usable have been turned off and are unavailable. This creates significant deficiencies on what education can be provided to students. If the institution's primary mission is to prepare students to succeed in the world after their graduation, we must take advantage of the features that Canvas offers. Shutting off features to give a "vanilla" experience will not prepare them for work success when they will need to successfully navigate multiple varied environments and technologies. Higher education is supposed to challenge students, otherwise they will not grow or succeed. [#2812071]

Canvas is a good idea, but in practice, it feels like it's a big tool for a little task. For 95% of classes, Canvas is just a glorified "dropbox". Teachers seem to be confused how to use it, and students never know where to look for assignments. Announcements are listed 5 times and cannot be cleared without clicking on EVERY SINGLE ONE. There's a syllabus tab but teachers just upload a file separately, so it's largely redundant. Collaboration is weird, and there's no "communication" option inside a class if you need to send an email --- you have to go to the inbox. Overall, Canvas takes a simple concept and overcomplicates it. [#2812100]

I find the functionalities in Canvas to be quite limited - particularly in regards to organizing information in an accessible, easy to find way. I have stopped using Canvas, and instead only use a google site and google docs, forms, etc. for my teaching. [#2814921]

Canvas as a platform has been detrimental to my education due to the fact that many professors do not know how to use it. They also often say they need to delete lectures in order to upload more and that is stressful and makes it harder to keep the lectures organized for final exams (cumulative) [#2814939]

Provide more Canvas specific support. Take technical implementation of Canvas away from faculty and make it a standardized OIT service [#2814979]

Canvas is not very intuitive. I was thankfully around when UT still used Blackboard, and found that to be a much more intuitive and easy-to-use interface for classes. Now that I am also a GTA, I have experienced how annoying Canvas is to use on the teaching side as well and understand now why more of my instructors either don't use Canvas at all or put the bare minimum up on Canvas. I know UT was trying to save money, but I don't think this is worth it. [#2814990]

I have had problems with this website being down or crashing multiple times when I need it the most so minimizing when that happens would be helpful [#2815000]

If there could be a possibility for an automatic GroupMe section that students could opt in or out of that would automatically make a class with the students in the class [#2815041]

I find Canvas difficult to use. Many of my professors do not know how to share things or allow people to edit documents on Canvas. It makes grad level discussion classes very cumbersome. [#2815062]

Canvas is overkill. With all of its "flexibility" and features, it actually is more problematic than valuable. [#2815094]

Let us have multiple colors for calendar notes we put in ourselves. [#2815102]

Each professor has their own way of using Canvas. I would find it more helpful if there was more consistency among classes. [#2815142]

Canvas is terrible. So much less secure than Blackboard where it was less easy to leak from one class into another. [#2815223]

Canvas works super slow. It is not well organized. Submitting grades and comments when you have a lot of students is incredible time consuming. [#2815250]

Canvas would be much more useful as a platform if we could send class email messages or text alerts to students. I have ended up not using the Arc feature because my students seem to have more trouble with videos being there than having the link to watch it on the WWW. If I could wave a magic wand, I would like to get it to do a better job with letter grades; it is excellent for those who use points, but not as effective with giving students a sense of where they stand when letter grades are input. Overall, it does most of what I need from a course management system. [#2837751]

I've mentioned it other places in my survey, but Canvas is pain to navigate and is very poorly implemented due to lack of training and best practices for instructors. [#2837789]

I wish professors would use it more often. [#2837806]

I miss Blackboard. In addition, it should be made mandatory that teachers use it, because although I to dislike it, it is difficult to have 6/7 classes use Canvas and one not at all. [#2837855]

Make it easier to use with layout [#2837941]

I wish that there were less buttons and more consistency for where the professors can place assignments/ announcements. It may be a good idea to have professors go to a session that teaches them about canvas once a semester or something. Because even though there is a clear tab for assignments, they still can't seem to get it. And it's super annoying to keep up with 15-16 hours of junior level classes and having to spend time trying to find my assignments. [#2837971]

Sounds not audible sometimes. Background noise is a major problem. [#2837992]

I guess it's better than blackboard....I still have to write help tickets for simple things, like "how do I send an email..." [#2838041]

We should not have the two-step login for canvas! This is such a pain and I think it should be removed. There is nothing so private and confidential that a two-step login feature is necessary. [#2838160]

only used by ~40% of the classes I have taken. used very effectively by some and not at all by others. this really comes down to convenience and style. some professors have used other means of communicating very effectively. [#2838166]

Canvas is much much better than Blakcboard was. [#2838183]

Canvas is decent but it does not have many options that Blackboard did (e.g., quizzes - randomizing questions, showing the entire quiz not just the first 25 questions, etc.). [#2838204]

Standardize all the courses. Instruct the professors to use the same layout and go on. [#2838220]

Clearer interactions and notifications between the teacher side and the student side. [#2838286]

Make a way to better organize the ?Pages? section and post reply?s or assisgnments easier [#2838309]

While not the fault of the OIT, sometimes teachers and professors don't know how to use Canvas or get the most out of it. Learning management systems are clunky and confusing when instructors don't know how to use them. [#2838345]

It's not friendly to TAs or our course instructors. There needs to be an option for TAs to have easier access to multiple sections for students. [#2838404]

I believe that my issues with Canvas are mainly the transition from using Blackboard at my previous university and having professors who do not know how to use Canvas effectively. [#2838432]

sometimes canvas is confusing [#2838468]

It is absolutely crazy to minimize the amount of space allocated to courses on Canvas. The impediments to using Canvas flexibly and usefully are numerous and the chief stumbling block is that OIT only gives each faculty person the smallest amount of server space. Why are we being so actively discouraged from using Canvas? Why do I have to make the completely unnecessary and time-wasting calls to request more server space? Why am I being told that I am bad in using up so much server space? If you would like instructors to work in the digital world, why don't you actually encourage this rather than restricting? [#2838477]

Frequently have issues with the site, including the website not working or links not working, or having lots of difficulty finding information [#2838539]

As a TA I am not a fan of Canvas...it very confusing for both students and instructors. I do not think it is user friendly. So many students claim that they do not get class announcements directly. The gradebook allows you to do limited things. For example, you cannot exempt a grade but you can weight a grade. I also do not like that it tries to guess student's grades because it is often wrong and I get angry emails from students saying their grade is lower than it really is. [#2838574]

it would be so much easier and simple if the Canvas sites on discussion boards could just have an "attach" button where we can attach file from our computer and not have to go through the process of putting something onto canvas and then attaching it from within canvas [#2838605]

It's...difficult to understand when a lot of professors have trouble using it. Grades get messed up, assignments can be input wrong, and its confusing and concerning when it's your primary class checklist/assignment board. [#2838609]

Canvas needs to make attendance check in sheets only for the days that class is required. [#2838649]

more workshops for professors so they understand how to effectively use Canvas. A lot of professors struggle with it. [#2838674]

Canvas is not very intuitive and I have had many professors who have had trouble figuring it out. [#2838727]

Good - no complaints [#2838743]

Make sure all the professors know how to use it so that the students do not get blamed for minor misunderstandings or fault in use by the professor. [#2838744]

Would like to have the ability to see what students see- when utilizing digital course materials through CANVAS- in order to assist them with issues. [#2838779]

Canvas is OK. There should be a standard way to use it. Each teacher uses it differently. [#2839001]

UT System Services - ANDI

The search options "look-ups" is very frustrating in ANDI. It will not recognize key words or phrases in the search field. Comes up with the criteria error constantly if you do not have just the right combination of information. We need to broaden the search field for more efficiency in obtaining information.

[#2810461]

very slow [#2810671]

Getting better but hard to find some information and not sure how updated it is. [#2810927]

The ANDI numbers are supposed to be up-to-date, but sometimes the information that I have is more recent than what the university has on file. Also, ANDI is limited because it only applies to alumni, faculty, and donors, so it doesn't catch a lot of people with whom we interact. [#2811384]

I like having access to ANDI on my cell, but for me it isn't a necessity. Unless I decide to carry around an upgraded version of a laptop phone; my use of ANDI on my cell will remain minimal. [#2811559]

Dated and clunky [#2811568]

Very limited exposure to this [#2811852]

It is what services are covered. [#2812071]

I have no idea what ANDI is. [#2837875]

Would love to see more reporting capabilities pushed to individuals on campuses. [#2839019]

UT System Services - Cayuse SP/424

terribly confusing system for applicants and search chairs. [#2810217]

This system seems to work well except it is slow. Loading materials takes a significant amount of time. Attachments are hidden. I think there ought to be a way to get the proposal with one click. [#2810306]

Same, but not as bad. Green buttons to cancel and red to go forward are bad form on the travel reimbursement validation form. [#2810613]

I want the ability to search keywords in proposals and awards [#2810778]

Pretty good system just redundant in some areas and is not 100% user friendly. Seems more complicated than needed due to same terminology being used in multiple places for different things. [#2810789]

Cayuse is clunky and really could use an update to make it more user friendly. [#2810876]

Cayuse is the clumsiest and least user friendly computer software I've used in recent years. Using Cayuse is like going back to how things used to be and that's not good. Can we not have something that's a bit more modern? I mean, it doesn't have to be current, something from after 2005 would be nice. [#2810916]

Cayuse is unwieldy and difficult to use. [#2810943]

Horrible, confusing platform [#2811112]

Research support staff that are more responsive. [#2811119]

Cayuse often has bugs and service problems. Performs very slowly. [#2811132]

This system has such a volume of data that information is slower to access than the previous TERA/PAMS system. I avoid using it whenever the information is accessible elsewhere. [#2811141]

not comfortable putting in writing [#2811293]

It's been improved, but it is still difficult to get an answer in the reporting system. [#2811428]

Cayuse can be very slow. [#2811658]

Cayuse is Western slang for an old, worthless horse, which is pretty much what Cayuse is. I cannot imagine designing a less functional grant management system (although ADMIT runs a close second for horribly non-functional systems). [#2811687]

Cayuse sucks. Get another product. [#2811751]

Interface is not very clear or user friendly [#2811752]

Cayuse is clunky. Multiple proposals cannot be open in separate tabs. [#2811788]

Too many downtime and update emails. [#2811793]

The system is slow when trying to upload files or complete fields. [#2811849]

I deal with a score of these things and Cayuse is easily the worst. Second worst actually. Attendance is worse [#2811852]

As the PI of a grant, expected to know how to input information into Cayuse, but have had no training. [#2812044]

Cayuse is not intuitive and is clunky to use. [#2812116]

very slow, visually unappealing [#2812131]

I find this system to be not intuitive. Specifically, it is often unclear what is being asked, and what information is actually required for submission. [#2814921]

I wish this whole system would just go away. I cannot see its benefit. All these platforms are given no incentive to actually work because they know universities will buy them anyway. If we have to have a grant submission system (which again, just adds layers of bureaucracy), I would like UTK entities to be pressuring the provider to simplify the se systems by an exponential factor. Ideally, everyone responsible for decisionmaking would have to submit a practice grant through the system annually to understand the problem. When I had to use this last year, I had to go to the OSP with my computer and have someone talk me through every screen. I am tech competent. I should not have to do this. [#2814960]

Reduce downtime [#2814979]

Another platform that is a so mired in minutiae that it is a pain to use. [#2815094]

all good [#2815154]

Not very user-friendly. [#2815270]

If I did not have people in my college to work with Cayuse on my behalf, I would probably never again submit a grant proposal. The system is cumbersome and the training only makes sense if you already know what you are doing--there are too many acronyms for the average faculty member to follow. [#2837751]

Not easy to learn, if our sponsored program staff didn't fill most of it out for us, I would be lost. [#2837773]

The UT Cayuse team are responsive to issues/concerns raised. However, departmental and college-level interface does not provide the same ease of use provided to the central office of sponsored programs. While some improvements have been made over the last four years, search functionality is still severely limited at dept/college level. [#2837823]

hard to use [#2837908]

I use Cayuse daily. I gave it a low score, but I am not sure its problems are within OIT's control. Cayuse is just a terribly designed system. [#2837966]

There are far too many steps required in the preparation of proposals. The whole concept of creating a "paired proposal" in Cayuse is baffling. [#2838023]

Cayuse response is slow at times. While not under UTK's purview, Cayuse product needs work. [#2838141]

UT System Services - IRIS

Iris is a terrible product. It is so challenging to use, and there needs to be better training and support about how to utilize it [#2810217]

I feel the IRIS interface could be more user-friendly. [#2810228]

Better support for mobile. [#2810253]

Try and use campus and see if this platform makes you productive - or do you spend forever trying to find the workaround to complete your task... it's always the latter. If I lived on IRIS, it might become more useful, but I use it sporadically. VERY unfriendly platform! [#2810258]

This system is antiquated and not user-friendly. [#2810282]

IRIS is also very hit or miss regarding which browser will work for which action. For instance, if I want to see my paycheck I have to use Safari, when I used to be able to use Firefox. I used to have to use Safari for ordering, but now that won't work and I have to use Firefox. But, all buttons don't work properly and I have to start to complete an order, then exit so it will become a pending transaction before I can actually complete the order. So inefficient. [#2810299]

This is a clumsy system that has links that when you click on them they take you nowhere. [#2810306]

Difficult to navigate, not user friendly. A complicated system that looks and feels outdated. [#2810351]

I'm not sure why UT has chosen to force a system (SAP) to meet institutional needs. The system is difficult to navigate, pull reports from and isn't as user friendly as other ERP solutions. [#2810355]

Looks very old and could be more user friendly. [#2810395]

Continually have issues with travel reimbursement payments through IRIS... it has taken multiple attempts and months to have payments process without explanation other than IRIS error. [#2810405]

The newest version for Windows 10 is "draggy" at times. You have to wait when tabbing from field to field. [#2810422]

need update and enhancement to screens and processes more timely [#2810435]

Bad configuration of site search tool [#2810440]

Difficult to use and frustrating to view expenditures. [#2810458]

As someone who is fairly new to the University, it would be helpful to have a general place to go in IRIS that would explain where to go for specifics, when you are looking for a certain topic for help. So many items are completely embedded in the system it is difficult to know how to get to the page you are looking for at the start. Or where to go to look. Keying in a key word or topic in a search field to populate that page(s) on the topic would be very helpful. [#2810461]

IRIS is very frustrating, primarily because there is no one to contact to ask questions. You are on your own. The support material is of limited help. [#2810464]

Too hard to navigate / use / find what I need [#2810530]

System by design is outdated and not intuitive for new users. [#2810531]

IRIS is terrible. It is impossible to scroll through reports. [#2810541]

IRIS help is not readily available, particularly with the interfaces to Banner [#2810611]

Outdated SAP website is hard to navigate and information is hard to find. Duplicate menu items confuse into thinking you have found the needle in the haystack, but do not lead to actionable pages, instead to help pages that are irrelevant and/or outdated. [#2810613]

Since I don't teach, many of these questions seem irrelevant. However, I like the service I receive from OIT on the rare occasions I have to call. [#2810641]

like to see better tracking of leave balances. It is too complicated to reconcile leave balances. [#2810648]

it needs to be updated, I don't believe there has been an updated in years. [#2810670]

There are so many issues for Mac users - this is higher education with many Mac users [#2810761]

TBH, I probably just don't understand how to navigate it successfully or what my permissions are. [#2810778]

IRIS is outdated and not user friendly. We must change this system to a more advanced (IRIS is like 1980s technology) system that makes things more efficient and straight-forward. We need to be able to pull usable, reliable data so we can make good decisions from clean, easily accessible data. [#2810789]

IRIS is the most non-intuitive system I have ever used. [#2810820]

Update the look to be more modern [#2810837]

This system's user interface tends to be quite buggy and the UX is greatly affected by it. [#2810842]

It's not the most intuitive/user friendly platform! [#2810872]

IRIS is OK but it would be nice to have more financial and human resource reports that actually present meaningful data. Back up documentation should be REQUIRED for all mass billing departments..such as OIT both computer and telephone systems. [#2810876]

It's just not user friendly (because of terminology) or visually appealing. [#2810881]

As an occasional user, IRIS is complicated to get to the place where I need to get to approve timesheets... always have to look the instructions. [#2810891]

Sometimes a bit slow (on Safari) [#2810912]

Not a user-friendly system at all. [#2810927]

The IRIS help documentation is not always available due to out dated instruction versions. I have been unable to access several needed lessons because my operating system is not compatible with the old versions. I have followed the instructions provided to make the lessons compatible but it never works. Please update the lessons so everyone can access the information. [#2810970]

John Rich and Lydia Ruth are amazing and always very responsive and helpful. [#2810981]

System seems inflexible and it is difficult to manage remotely (browser version). Helpdesk staff are helpful. the on-line IRIS materials are incomprehensible. [#2810988]

This system is clunky and feels very dated. Getting basic information like ledgers and account balances is a struggle [#2810993]

My only interaction with IRIS is with piloting the ESS leave request/time reporting system. I find the system to be unintuitive and clunky, particularly the time reporting aspect of it. One example: the save button submits your time report to your supervisor. Why can't there be two options, one just to save and one to submit? [#2810997]

IRIS is just really clunky - not an easy interface, and I have trouble looking at attachments. [#2811032]

It's time to move on. I've seen what other HRIS systems are available. [#2811038]

IRIS's UI feels clunky and not easy to use/navigate [#2811059]

Accessibility to systems such my programs financial status. I run the Volunteer Channel, but I have to ask Jock Mccleran to send over reports of our total funds. [#2811071]

IRIS seems to have issues intermittently and limits my access to my information. [#2811125]

Search functions in the contracts application area could be more intuitive. [#2811131]

IRIS is complicated and hard to use. [#2811132]

Ability to schedule downloads of data into csv/Excel files [#2811171]

IRIS does not work well on a Mac. [#2811232]

The platform is clunky, not user friendly for the occasional user. If I were on the system daily, it would probably be easier, but each time I have to log on to complete budgeting tasks, I feel as though I have to re-teach myself the proper selections. Also, difficult to drill down on information in the ledgers, and it's not particularly Mac friendly. [#2811268]

IRIS is clunky. I wish it were more user-friendly. [#2811277]

not comfortable putting in writing [#2811293]

IRIS doesn't work on all browsers, isn't intuitive, and is constantly bouncing me to the system HR website. [#2811336]

Seems like an older system; I hear upgrades are coming, but two systems will have to be used concurrently before the complete system switch over. [#2811372]

IRIS is an incredibly opaque system with all kinds of hidden rules and unclear interfaces. It is not at all user-friendly, and takes months or years to become semi-comfortable using. If there is a typo in, say, a date on a form, it has to be sent back through the entire approval chain, which takes forever, rather than getting fixed in a more logical and timely manner. There are ambiguous rules (e.g. some IRIS entries have to be in all CAPS, and others not), which aren't actually indicated anywhere on the entry form, and there are almost always entry lines that don't actually apply to the transaction being done, so a person just has to know when to enter information in a line, or when to leave it blank. [#2811384]

In my opinion the first step to improve IRIS is to fix the filtering option I've been told for over 2 years was being worked on. [#2811388]

NEver fun [#2811424]

A much friendlier, easier to understand platform is needed. I want to be able to easily look up budget information for grants. [#2811489]

Cookie issues [#2811496]

Slow to show that you have completed the task [#2811536]

Dated and not user friendly [#2811568]

I think some reevaluation of what people see with different roles is important. I'm a supervisor without regular access to iris except to approve working time and leave time - but after I approve things I can no longer see them - so when I'm approving working time, if there was a leave request in the middle of that pay period I don't see it when approving the full time of the pay period - making it look like the employee has not worked 80 hours in the 2 weeks - I just have to remember that I approved a leave request previously. That system, from my limited use, could use some improvements. [#2811621]

I only need to use this to approve travel and it is extremely difficult to navigate. Not clear instructions or intuitive. [#2811668]

recording Work Time is non-intuitive and a bit of a pain. it isn't obvious how to record your time every day without sending it to supervisor [#2811681]

Does not work well with Mac computers [#2811715]

System is very slow and interface is outdated [#2811752]

IRIS is clunky and difficult to navigate between pages. [#2811788]

Many of the questions are not answered, the "?" gives a general description sometimes but doesn't give instructions that are needed or a description of the individual areas. Wording is obscure in many areas. There is no way to search for a form/function within the system. [#2811800]

IRIS self service site is hard to use and is not really intuitive for time reporting. I don't know how to improve it other than scrapping the thing and starting over. Other aspects of IRIS self service are easy to use and understand (W-2, pay stub,). [#2811831]

Don't know enough to use it. [#2811839]

System is often difficult to use due to a lack of knowledge re. what prompts to click, ... [#2811882]

It?s a pretty ugly website and not intuitive. It?s very Microsofity. [#2811937]

IRIS isn't always that intuitive to use. The interface is difficult to navigate and all of the features are not readily made aware to users. For example, I did not know that there was a desktop version. Furthermore, when I attempted to download it, I had much difficulty and using the application is even more difficult than the web version. [#2811988]

Still clunky and clumsy but works well enough I suppose [#2812014]

It would be useful to have an IRIS helpdesk like OIT has a helpdesk. There are times when an IRIS issue occurs, especially when you are in the middle of an IRIS transaction and you need assistance. I always try to use the training and IRIS help instructions although not every instructional lesson or tutorial is up to date or details your need. To keep emailing back and forth when it is an involved issue or you are in an IRIS transaction can be a frustrating experience. On these occasions, it would be helpful to actually speak with a member of the IRIS team. On rare occasions, I have requested that someone call me back and I only get another email. So, all in all, it would be great to have the option to speak with an IRIS team member than just have email as the only form of communication. [#2812019]

I find IRIS to be confusing in terms of how to access the actual systems that I want to (versus just reading a description about those systems). I wish it was more straightforward to use, with more intuitive buttons for navigation. [#2812027]

Online format does not work as well as the desktop software. [#2812031]

As the PI of a grant, expected to know how to read budget information on IRIS, but have had no training. [#2812044]

non intuitive, complicated system [#2812050]

IRIS is not user-friendly and not aesthetically pleasing, it seems archaic. It's not very detailed and seems limited in capability in terms of giving information. [#2812114]

The online system is fine. Not great. Inconsistent messages from the IRB office is more problematic. [#2812116]

once i figured it out, its great [#2812149]

User interface is clunky and old; "transactions" are confusing and not organized; very hard to understand data [#2812162]

As an approver in the IRIS system, new tasks appear (like approving ledgers and scholarships) without any direction about what to pay attention to as I approve it. I wish any new tasks would come with an overview for how to complete them rather than an assumption that anyone will understand. [#2814931]

Difficult and primitive system to navigate [#2814946]

IRIS has inconsistent performance over time and across browsers [#2814979]

eform development has taken over 10 years [#2815013]

Just want my information to update in real time. [#2815035]

This system is extremely conditional and complicated. [#2815068]

This is not an easy system to use and I would like to see a class offered that is specific to what an HR person needs to access. A hands-on session and some step-by-step instructions would be helpful. If this exists, I do not know where to find it. [#2815079]

The user interface is a mess. [#2815082]

IRIS is clunky and doesn't work well when mobile. This provides challenges when travelling. [#2815088]

Is this the system that provides Workflow notices? This system should be terminated. Waste. [#2815094]

I know this is well-known at UT but it bears repeating- The usability of the SAP R3 ERP is just awful. The user interfaces, whether "fat" desktop clients or web apps, are byzantine in their complexity and almost never intuitive; key features are missing like the ability to locate an asset by its UT Tag number instead of either the Asset Number or the IRIS ID of the person controlling the account to which the asset belongs; it takes far too many clicks to locate an employee's status or job change information; etc. [#2815097]

Iris web where we enter our work time is very clunky to use and not intuitive. I wish it could be better, but I don't know how to make it easier to use other than make the functions clearer on what buttons do what function. [#2815104]

We need the ability to attach documents in payroll transactions. We need the ability to see and process travel transactions for employees/students that we are paying for but are not in our department/college - much like we can do with payroll transactions. We need the ability to see real-time data. Waiting a month to see payroll data doesn't provide the ability to have real-time data. [#2815150]

Many of the help pages are outdated and do not actually provide the answers I am seeking out. Iris is truly difficult to use and hard to understand without extensive training. The training options might be good, but they are so far spaced out that workflow gets stuck with no way to address challenges in a timely manner. [#2815155]

Iris seems to be a "catch-all" system that has too many functions that include anything from online ordering and purchasing, to employee paychecks and self service, to hiring and job postings. It seems to me to be old and outdated and like it has been adapted to be used for many uses that maybe it was not originally intended for. [#2815269]

Not very user-friendly. [#2815270]

The online shopping has gotten much, much better. When it was first rolled out, I thought this was going to be a very bad idea. But, it seems to work. The learning curve was steep. [#2837773]

The vendor page on purchasing could use some upgrades [#2837807]

Either have a better system for accounting or improve IRIS to be more user friendly [#2837815]

IRIS is not at all intuitive in it's functionality. There are so many work arounds and inside codes/fields that you have to be aware of to make it work correctly. There must be simpler, easier to use and understand platforms for these functions. I think UT continues to use IRIS only because they paid so much for the technology, so we are stuck with it. [#2837820]

I am never sure who to contact when I have questions about IRIS. Perhaps having a point of contact on the OIT webpage would be helpful. [#2837875]

usually fine but not intuitive. [#2837878]

IRIS is a clunky, old, difficult to use system. I approach it with trepidation always. [#2837880]

stinks! [#2837908]

the online process is difficult to use. I log into SAP [#2837929]

This interface is outdated and the menus are buried and the logging off process with the separate window is outdated. [#2837936]

N/A [#2837996]

This system is too complicated. It would be helpful if there were two interfaces for routine tasks: a simplified one, and a full-featured one for expert users (which I am not) [#2838023]

Not User friendly. The IRIS team has done great work improving it, but the base system is simply not compatible with being user friendly. [#2838042]

Fix the issue where documents cannot be opened on mobile browsing and a gateway error occurs when trying to view it in Firefox or Chrome Desktop Mode [#2838043]

IRIS seems to reject everything that I enter, but I suspect that's an operator error and not the system itself. [#2838057]

Very cumbersome and it is difficult for me to understand the information [#2838084]

Iris is a beast to fully understand and use. [#2838102]

IRIS itself is slow and clunky. It often times out when I am trying to pull data out of it. It should not take me a whole day or more to pull out a months worth of information. [#2838116]

IRIS is the least user-friendly portal of the university systems. Redesigning the interface and adding tutorial, especially for new faculty and staff, on where to find specific resources would be terrific. Better high performance computing access should be provided for researchers. We have this great facility and connection with Oak Ridge yet it takes weeks to run reasonably complex computational problems. [#2838129]

Again...I hate the IRIS timesheet system! [#2838150]

Iris is fine, but payslip documents are difficult to view on mobile devices. [#2838183]

I find IRIS difficult to understand. Fortunately, I don't have to use it very often. If it were a large part of my job, it would drive me crazy. [#2838205]

Many IRIS functions do not work on Firefox which is the primary browser I use. For instance, this morning I had to switch to Chrome in order to view my online pay statement. Have also had trouble with online Employee Self-Service functions. This also happens on some web sites used often for paying for department services. [#2838416]

As someone who doesn't do research that puts humans at any discernible risk, I have my general opinions about the IRB, but the IRB portal feels hopelessly convoluted. It creates feedback cycles which can often delay necessary approval for short-term research. [#2838472]

This is the most cumbersome system I have ever encountered. [#2838477]

Need an IRIS hotline number to call for help [#2838662]

I have had many problems with IRIS Help tutorials because they would not load in Internet Explorer and that is the default for IRIS Help. [#2838844]

Get rid of it. It is horrible. I've used Concur Expense in the past and it was great. Also, we need an electronic time card system and an online performance review system. [#2839007]

Customized help with developing course materials and lectures for online teaching.

This in particular has been amazing in my experience. Yes I have high expectations - and OIT meets them! I really just wish that more faculty would take advantage of this in particular - simply slapping readings and quizzes online DOES NOT make an effective online course worthy of the UTK brand. [#2810781]

I am not aware of any help. [#2810838]

Recorded online tutorials could be helpful to learn about the added features for OIT products. ARC is a feature in Canvas that I would like to know more about. [#2810863]

Would be nice to have a more clear picture of what specific services / assistance is available (including scope) [#2810993]

Whenever I ask for help with design, I'm either told something general or I don't receive a response. [#2811121]

When this is available to online instructors working remotely, that will be an improvement. [#2811498]

Have never tried this service - was unaware of it [#2811536]

I don't know of the existence of customized help. [#2811668]

I have always had great service when I call into the help line. I guess I need to schedule this as it sounds as it is available outside of taking an offered training program or having a specific issue. I am interested in building up hybrid options for students who miss class for weeks at a time for illness or approved UT events like athletes, Camp K, etc. [#2811769]

most courses are too introductory in nature and don't address my needs; I have requested help in the past and have been paired with an OIT person who did not have the skills to assist me; Limited course offerings; no help that I am aware of related to higher level presentation tools and skills [#2811771]

I have taken an online course for Zoom and online teaching. The instructor was not very knowledgeable about some of the Zoom properties and did not give much information about online teaching or how to use Zoom for an online course. [#2812103]

OIT staff are relatively underutilized due to the barriers to getting help from staff. Remove these artificial barriers and make sure your staff supporting Canvas work much harder. Consider "embedding" staff at the college or even department level. [#2814979]

I've had some great experiences with Christina Goode! Irina, Theresa, and many others. All of my ideas don't always work out, but they lead to other ideas and course improvements. Everyone wants to help [#2838041]

I have never tried to access these services, so I rated this NA because I am unfamiliar with what is available [#2838227]

This is a service that is frequently touted, but I have no idea how it actually would work. Do we turn slides over to you? Work with you to develop them? Is there a charge? [#2838234]

If these resources are available, I am unaware of them [#2838316]

Customized help is unreliable at best. [#2838477]

LiveOnline@UT (Zoom) virtual classroom environment support

Needs work- Zoom often messes with camera and recording abilities on personal computers. Can be difficult to navigate and change if needing to switch to another application or program that also requires camera equipment. [#2810351]

Need longer than 40 minute sessions. This isn't practical for meetings, workshops, and webinars, all of which I use Zoom for (but can't because of 40 minute duration). [#2810377]

I think it could be improved upon [#2810431]

Not used [#2810458]

As stated before all instructors and PhD students should have access to full Zoom experiences, not just 50 minute sessions. [#2810528]

Does not work well with the app. Requires making the rounds to access from different places for use. [#2810665]

online professors should be required to have Zoom training... [#2810671]

N/A [#2810687]

Zoom has been fantastic! Because most of the people that I research with are at institutions across the US I use Zoom daily. With the loss of QUALTRICS we anticipate having to use Zoom more to "share screens" as we will not longer be able to be "collaborators" on surveys. This will make our research and publications suffer greatly as we will not longer have access to the QUALTRICS survey data. We will have to rely on our collaborators at other institutions to collect and share the data and then send it to us. Where we were once able to participate in the data collection we will be outside of that process now and need to rely on Zoom even more to work cooperatively. [#2810719]

Not really a recommendation-I just need to learn more about this personally [#2810893]

Need an industry accepted package like Webex for conferencing [#2810898]

I teach online so this HAS to be good. The ongoing changes with how we capture and store classes is a concern but I don't know what to suggest. [#2811041]

Please give students ability to have longer than 45 minute sessions [#2811132]

Upgrade. [#2811164]

I think Zoom was a really good improvement. It's reliable and easy to use. [#2811286]

I have very low ban width when I'm on campus for some reason, unless it's in the library but that's not helpful when I need to communicate. This will disrupt other students. [#2811297]

See above [#2811424]

students complain [#2811428]

I'm sometimes unsure when I should be agreeing to update plug-ins for Zoom. [#2811489]

Sometimes spotty, but never unreliable [#2811493]

I like Zoom. It's easy to use and effective. No suggestions. [#2811500]

no idea what this is [#2811638]

I'm not sure if we can fix this, but when you are doing Zoom it's hard to hear the person who is primarily speaking because all of the other people have to be muted. It makes it a little more difficult for hearing and communication effectiveness. [#2811644]

Sometimes hangs up and freezes. Often others from around the world can still hear and see, but mine, using WiFi sometimes freezes. [#2811668]

This often cuts out. Also, it seems to work far better in office settings (like interviewing job candidates) than in classrooms. When you ask OIT to do some kind of classroom training, they always want to do it by Zoom, and then I have to pull the plug half way through, because the images that sounds are so disconnected from each other in the classrooms. So, the big problem doesn't seem to be Zoom, per se, but Zoom in connection with the other classroom technology. [#2811687]

Zoom works well enough, but sometimes the webcam video is oddly placed on the final videos such that it covers up some of the slide text. I'm using a Mac - not sure if that has an effect. [#2811788]

The support for Zoom is great. The software itself is not always the greatest. The more people involved in a Zoom class, the more issues that seem possible to arise. [#2811876]

never used [#2811887]

I have had occasions where the system is down and we need it for meetings. Not often but it is annoying. [#2811918]

We use Zoom quite often and it has been pretty good. But we have no support for it because it is in a space used only by our department. [#2811921]

I didn't know we had that. How do we get training for it? Or access? [#2811960]

ZOOM could be offered for more if not all in-person in services so as to defray the sense of exclusivity that is inherent in the registrant size per class. This would allow those who are not able to travel to attend to glean the benefits as well. [#2812014]

this is a difficult process to set up and is expensive [#2812022]

I love zoom but very few people know about it or how to use it [#2812029]

Only thing that is confusing is the saving and posting of recordings [#2812050]

I have taken an online course for Zoom and online teaching (so I'll copy-paste this same message below). The instructor was not very knowledgeable about some of the Zoom properties and did not give much information about online teaching or how to use Zoom for an online course. I had to learn how to use Zoom myself after taking that online course. [#2812103]

I don't love zoom. I think that it is difficult to work. I've noticed that I always compare it to GoTo Meeting and it is never a good comparison. [#2812138]

I don't have any experience using Zoom myself, but whenever someone in a club tries to Zoom a speaker in they always have problems. [#2814919]

I only use Zoom for one of my classes currently, but the connect/volume is often patchy. Maybe if the sound could go directly in via a microphone or something it would be more clear. [#2814939]

Zoom is great, glad I rarely need support. Technology that doesn't require me to contact the ?Help Desk? should be a goal. [#2815035]

Zoom has never worked! Even when we used it to talk with a tech person about canvas for a graduate seminar. [#2815096]

training instructors to utilize it better would be beneficial to students [#2837789]

Heard fellow staff member say that Zoom did not work well. [#2837797]

As a staff member, I'm still only allotted the 40 minutes per Zoom meeting with more than three people in it. This is frustrating. And every time I've called to get it upgraded, it says it's already upgraded enough for my status. [#2837936]

Zoom is a wonderful collaboration tool that I use 2-3 time a week. Lately the tool has wanted to shutdown after 30 minutes, if I do not use the computer that I scheduled the zoom on. I have also been in meeting where this has happened to the organizer. Recently presenter have been kicked out of the program after 30 minutes, because the user is not logged into primary machine. My solution is to start the zoom on my computer and join via zoom on the presentation computer. [#2837937]

I work from home often and have tried to Zoom into meetings. I have found that the microphones are not set up very well in the conference rooms. I have resorted to just calling in on my cell phone and not using the video interface. [#2837966]

Connection is poor, audio is often lost, probably has to do with wifi connection though, zoom is a great resource! [#2838073]

Improve the audio quality. [#2838220]

The ZOOM rollout was handled very poorly, IMO. Faculty teaching a large volume of courses had difficulty getting answers and support from OIT leadership, who seemed to have no interest in hearing our concerns. I received much more responsive assistance from ZOOM itself--I stopped asking OIT to intercede and request changes to the platform and just started submitting suggestions and requests directly to ZOOM. [#2838234]

have it more accessible [#2838330]

If someone in the classroom forget to mute their mic and the instructor doesn't know how to mute all, everyone else will be bothered. Can you make "mute the mic" as a default option for the student? [#2838353]

i dont know what this is [#2838468]

I have trouble with the sound quality over the Zoom sometimes. Often it is chopped off. Then I use iPhone to hear. The sound quality in the meeting room is not optimal. [#2838499]

I have not had too much experience with Zoom but every time I have used to either myself, a peer or a teacher has had issues. [#2838500]

There is not a lot of zoom training. [#2838513]

I and my team have had connectivity issues with Zoom, which makes it an unreliable platform to use for our virtual meetings with important clients. Perhaps more in-person training/tips can be offered for staff who want to use this service. [#2838548]

I think my experience with zoom is poor because the classroom I take this class in is in the stadium and the wifi coverage is very poor their. [#2838583]

It took me a long time to figure out about the basic/pro account thing. I imagine we pay more for pro accounts or are limited to how many we have. I think people teaching a class (regardless of their primary classification at UT as faculty or staff) should automatically get pro accounts or get an email at the beginning of the semester asking if that is what they want. [#2838728]

Zoom was a little confusing to figure out why my utk email address wasnt working to log in? But I think I figured it out after poking around a little. Maybe notify students with an article on how to use the Zoom specific log in to get zoom on their phones and use it on the computers? [#2838968]

Zoom has no issues [#2839000]

Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

Banner and DARS need to be less confusing and easier to navigate! [#2810222]

I would like for GradesFirst interface with Banner to provide students' grades and term GPA. [#2810228]

The new class registration system is hard to navigate [#2810245]

I did not think it was possible to have a more cumbersome platform than Banner 8, but Banner 9 is much worse. We desperately need to be able to make changes in multiple sections of courses at the same time (we still need to edit individual sections), but when we need to set enrollments for 36 sections, we should not have to do that a single section at a time. [#2810258]

Banner 9 is frustrating and non user friendly. I times out too soon as well. [#2810266]

Banner, for staff, is just awful and the big update was clearly made without being tested by the end users. There are still constant errors that we have to deal with, and it's hit or miss on what browser will work on any given day. It's very inefficient. And, why is it impossible to do a batch add for a course? It's crazy. [#2810299]

MyUTK does not look good on Explorer. [#2810306]

DARS has its moments when it's helpful, but it's layout could use a modern or refreshing overhaul to look easier on the eyes. Currently, it's difficult to read. My friend has an eye disorder and when they need to view their ears, they constantly complain [#2810312]

Banner is screwy at times, and will freeze randomly [#2810321]

Attendance tracking is still confusing! [#2810334]

A better developed user interface would be ideal. Often information is too cluttered or hard to find. [#2810337]

DARS is difficult to understand and the printed format is not user-friendly. Don't know if formatting can be changed, but other products, such as DegreeWorks from Banner are much easier to understand. The other tools in the category are great. [#2810355]

Banner seems old and outdated and there is sometimes confusion over what is in banner vs what is in MyUTK. [#2810384]

Needs to be more user friendly. [#2810394]

Not very efficient to find and maneuver when registering... [#2810405]

When I am using the course search, I can only look for one course. When I go to look for a second course on MyUTK, it says "your preferences have been changed" and does not show me any further courses unless I completely close the web page [#2810415]

Gradesfirst could be a bit more user friendly. [#2810471]

Easy and quick to use and understand [#2810500]

The website is just confusing and not at all user-friendly. [#2810529]

Banner is OK but too slow and finicky. DARS is great. MyUTK is fine. [#2810541]

These are healed to use and navigate thru [#2810573]

sometimes it gets confusing to know if your registration has gone through [#2810580]

Gradesfirst is difficult to navigate and not used consistently enough. [#2810618]

Get rid of Banner, please. It's better with updates, but still so NOT user-friendly. I also don't feel there is any kind of help or support for Banner. [#2810631]

Banner 9 has a tendency to lock up and requires you to exit out of everything and restart to get past the issue. Also, there is an issue with trying to enter data in Firefox browser in SAAADMS. I have been unable to enter data in fields in Banner 9 while in that browser. I'm only able to get around it by using Chrome. [#2810664]

Improve designed and very organization [#2810665]

Banner, MyUTK very complicated, not user-friendly. Interface is very confusing [#2810671]

N/A [#2810687]

I wish I could tell what times and days my classes were going to be, instead of having to check the schedule that has gotten sent to me over and over again [#2810696]

It would be most helpful to have student id photos in Grades First or Banner. Banner 9 Administrative has the capacity to show ID photos (I had it at another university). Also, it would be helpful to students and staff if the class timetable should all sections and seats of a class available without having to click on each class. For example: Status Title Subj Crs# Sec# Crn Hrs Days Location Capacity Actual Remaining IN?PROGRESS Human Cultural Diver C, SO ANTH 102 1 50001 3 MWF ADMN 216 35 34 1 CLOSED Human Cultural Diver C, SO ANTH 102 2 50002 3 MWF ADMN 204A 35 35 0 IN?PROGRESS Human Cultural Diver C, SO ANTH 102 3 50003 3 TR ADMN 202 35 34 1 (this sample is taking from the Class Schedule for Pacific Lutheran University: banweb.plu.edu then click on Class Schedule). [#2810705]

The class registration system is terrible. After changing the new system, it is really hard to find a course. I like the previous version much better. [#2810712]

I have no idea how to use that stuff so better instructions. [#2810747]

Banner screen is subdivided into too many small sections and it is easy to click on the wrong thing. For example, last fall I accidentally checked a box for a class on Banner as I was trying to scroll through the list of registered classes and it was removed from my schedule, causing me to lose my spot in the full

class. The box is too small for the content it contains and navigating the page it is easy to inadvertently click on something with disastrous consequences! [#2810760]

Again, access to aggregated student data (rather than having to look up one student at a time) would be beneficial here. It would also be nice not to have to look across these multiple platforms in order to obtain a holistic view of the students progression through UTK [#2810781]

Banner is not very user friendly [#2810817]

I do not know what I am supposed to use Banner for vs. Myutk. I usually just go to myutk first. [#2810820]

I think myUTK needs reorganizing. It is often hard for students (and staff) to find what they need since it is not arranged logically. [#2810823]

I feel like online class registration user friendliness/UX really decreased with the new platform. It's got a lot of detail thrown onto the screen all at once. The old system was cleaner and more intuitive. Maybe some UX testing would help? [#2810872]

na [#2810885]

I think DARS, Banner, and Gradesfirst are super confusing for most students, and maybe creating a guide for these websites would be productive. MyUTK is pretty straightforward. [#2810947]

Gradesfirst does not recognize both the 000 student id number and the TN ID number that is now on the mag strip of the students' id card. Instead of swiping their ID card to enter an advising kiosk, students must enter their 000 SID. [#2810970]

Most of these systems are not easy to use or find. Links preferably buttons to them should be on any page that google lists as an option when I type them in instead im getting new student and prospective student info all the time when I just want to register for classes. I dont care that you have so many avenues I just wish they had the other info on that page so I dont have to keep searching. [#2810974]

Having an updated UI would be nice [#2810991]

Banner is better but still annoying to navigate; let me filter by academic year for grade entry, or at least sort actions better [#2810993]

GradesFirst is an abysmal system and it is difficult to get support from them. This is not the fault of OIT. I love the new DARS, it is so much clearer to read. [#2811030]

Because of an administrative aspect of my position I am often called upon to look at student schedules - but can only see my advisees. This is very inconvenient! [#2811041]

The attendance tracking isn't intuitive to use. An updated feature would be that faculty can mark the attendance for students on multiple days (instead of just one). It takes a lot of time to click through day-by-day for several classes. Thanks! [#2811098]

I would like better integration and an alphabetized menu in MyUTK [#2811121]

centralize all student information systems into one overarching system; right now switching between platforms is time-consuming and creates confusion Banner is extremely confusing to use with different links and categories that are not intuitive [#2811126]

The new registration system is harder to use. [#2811132]

I feel like sometimes trying to find what I need on the banner self-service or MyUTK is extremely difficult, and I feel like there are not as many options on MyUTK to see how you're doing as a student as there are on other university's main student pages, like DegreeWorks. I loved that at my last university. MyUTK seems very lacking compared to what other schools do. [#2811156]

Sometimes these sites are down. [#2811160]

Class registrtion interface change was more complicated than it used to be or needs to be. [#2811165]

All of this sources, besides MyUTK, are extremely difficult to understand. I will attempt to use them and find myself getting frustrated and annoyed by the layout and operations of the sources. Besides MyUTK, the other sources need to be modified to simpler layouts and words to grasp how to utilize the source. [#2811183]

More training would be helpful regarding the financial administration side of Banner. [#2811195]

Banner and Gradesfirst are a little confusing. [#2811215]

I have really enjoyed the new Banner. The old Banner IMB was awful. [#2811225]

This is hard to use and understand at times [#2811239]

Banner is just unwieldy. It would be nice to be able to add an entire class to a CRN by upload or by entering UTID's like we could in SAMS. [#2811257]

I think the student information systems and online class registration platforms could be designed in a more user friendly way so students know exactly where to look for what they need. With the current system it is sometimes hard to locate certain information. [#2811263]

I wish some of these systems talked to each other a bit better. [#2811268]

Seem to have lots of errors occur while using these. [#2811283]

It always seems to be down when I need it most and it is not easy to navigate. [#2811297]

Banner is also kinda crappy, but the new updates make registering with classes much much easier. I haven't used any alternatives to banner, but the banner implementation at other institutions (utm, APSU, nashville state) are even worse. It isn't exactly a joy to use, especially the billing sections, but it is very usable with a little practice. [#2811300]

I have not had much use with any of these information systems except for MyUTK which has always worked well for me. I do remember being confused on how to access the details on my fees. [#2811312]

MyUTK's add/drop class program could be made a lot more user-friendly. It is sometimes frustrating to use. Also, I have difficulty finding what I need on MyUTK sometimes. [#2811320]

MyUTK can always be improved [#2811336]

Websites are very slow, cumbersome to use, and difficult to find information in. [#2811337]

These services should be integrated into one website. Additionally, it should be made to have a better appearance [#2811345]

myUTK is downright onerous to navigate. After 3 years using it, it is STILL hard to find what I want and make it work. For example, I cannot figure out how to change my permanent address on myUTK. I can add a new permanent address, but apparently cannot remove and replace the old one. [#2811376]

Grades First is hard to navigate; my advising wasn't where I expected it to be. [#2811379]

For example, the current system for adding/dropping classes is very clunky. You are carried through multiple tabs, some where you have to adjust the sizes of the fields to see everything in another field. Launching a new search is not smooth. There are a number of problems. I've never seen a university handle the whole course registration thing well, so I guess there isn't any great software out there. If there is, I've never seen anyone use it. [#2811385]

A little tedious [#2811424]

there are too many systems that don't talk to each other. Great example, new GRA, IRIS, Student account, and student health services - none of them talk to each other until we've initiated the work 5 times to each group. [#2811428]

yes i can do those things [#2811440]

The long list of links at the bottom of the MyUk is overwhelming and makes it difficult to find what i need. Many of these links appear to be the same, but are just different enough that choosing the correct one is important. [#2811456]

Some software I use has little to no online help. Banner and Grades First are prime examples. IRIS has gotten better, but it's still not very good. Lynda and K@te are helpful resources, but are very intimidating and confusing to people who don't use computers often (especially my husband). Not sure how to go about improving web services, but making them easier to learn would be wonderful. [#2811483]

Lots of different sites/places we have to go it?s hard to know where we need to go for a certain thing. It is nice that it?s all ecessable from MyUTK. [#2811486]

Revisiting the access structure so non-advising staff can have appropriate access to items needed to complete job requirements [#2811487]

Can be slow sometimes [#2811493]

I scored this lower only because I think with better systems we could access and use data more easily. Also, grades first is very limiting in many ways. It would be nice to have a platform that allowed us to modify notifications, for example. [#2811500]

Make DARS more user-friendly and update the user-interface with the output of the report. [#2811528]

Those websites aren't as easy to use as some of the other UT websites, and could use some modernization as well. [#2811556]

New setup of class registration is not the best. I appreciate changes but new system is quite confusing. I do like the visual aspect though [#2811575]

The DARS system has not been correct since I started attending school here and it would be nice if that kind of technology was fixed in order to understand what is still needed in order to graduate. [#2811631]

VERY CONFUSING AT FIRST! Should consider having advisors train students how to do it and practice or provide online tutorial on Canvas for when students register for classes. [#2811638]

Some links are not very explanatory or clear and so I sometimes need to call the help desk for simple requests [#2811666]

OK, but some of the items are not very intuitive. [#2811668]

when searching for classes, it seems that I have to re-load the page every time I go back from from course descriptions [#2811681]

I have no idea what half of these are for. I only use Banner to register for courses and MyUTK. I will say that the MyUTK Dashboard with all the links at the bottom is overwhelming and not user-friendly at all. As a UXA student, I was surprised to find that most of UTK's interfaces are not user-friendly because the user is immediately overloaded with information. [#2811749]

I find using the timetable functionality to be awkward to even search for classes, and I'm not a student. Seems antiquated in some ways, but it is functional. The Grade entry could be improved for usability and rearrange location in the list in the MyUTK site for which one to use vs. the old way of entering, which could be removed. [#2811769]

Banner is cumbersome and hard to use. Gradesfirst should be able to show a graduation date if the student has graduated. Out of all of these, Gradesfirst is the most useful and user-friendly. [#2811793]

Need more orientation classes to teach the system to employees. Too much "winging it", guessing, etc. [#2811800]

It is all a little unorganized and sometimes I don't know how to find what I am looking for within these systems [#2811808]

Banner is impossible. I was trained on it 20 years ago and it still is baffling. [#2811852]

Most of these are fine just not intuitively understandable. [#2811918]

I am an advisor and should be able to see the registration system just like the student does, how else can I help them? I also wish my advisee list was available on my banner under faculty services as a link and that it actually matched the names in Grades First. I like Grades First but wish scheduling appointments were an easier process, but I don't want to learn a new software. Just upgrade what we have, please. [#2811949]

I would like to be able to enter the types of classes I want to take, and have the website generate possible schedules. [#2811957]

Give advisors access to the student registration system! A significant part of my job is helping students plan their schedules and register for classes - it's really difficult when I can't explain to a student how to find or do something because I don't have the ability to even look at the registration system. Perhaps UT needs to look into automating certain things, such as uploading transfer credits to DARS and academic histories. [#2811991]

all of the above are clunky, out-dated and difficult to navigate [#2812022]

I think there could be more guidance for new faculty on what the different systems are and also more information on the website where we enter grades about some of the features of the system. For example, I learned the hard way during my first semester that as soon as you enter an individual student's grade (even before you finalize the grades for the course) that student can see the grade. I wish this was made clear in the grading system so that we could easily understand the repercussions of entering grades. [#2812027]

There needs to be a link on the page to videos that show you how to navigate each thing on my utk [#2812029]

If I am registering for classes the website should NEVER crash, and it does. Every. Single. Semester. [#2812048]

I wish things were more streamlined. It's nice to have everything accessible through one page in My UTK, but I find it onerous to access all of the pieces I need - especially for advising. [#2812049]

downtime and confusion where to find things. Messages to faculty should always include the link [#2812050]

The DARS system is archaic, and it cannot handle so much of what I want from it. I have a second major, and wowie, it can't handle that. I got a petition to substitute one class for another, and it is still not in there. It's been two years! Gradesfirst is one of a thousand platforms to do the same thing. Because professors are in general unwilling or unable to change, adding more platforms to the UTK system is unhelpful, because that just adds another thing to check and another interface to use. Each professor I have has their own unique way of distributing information. I've seen emails, Canvas, Blackboard, websites, etc. Rather than adding in more interfaces, reduce the number. There is this idea that if you just had the perfect platform, everyone would use it, it would be the one thing to check, and world peace would be achieved. Well, that's called Slack, and Slack is just another thing I have to check now, along with various Discord channels, email newsletters, personal websites, canvas pages, archaic departmental websites, and emails from professors. Don't make more shit to check. [#2812066]

MyUTK and Banner are horrible. The categorical structure is incredibly confusing, and users have to click through 8 different webpages just to "load schedule" or something. It's obnoxious. I'm relatively smart when it comes to using new tools and such... but Banner is one thing that, if I need to do something, I just google directions... I don't have the patience to click around for 30 minutes to find something that should be easily accessible. [#2812100]

Gradesfirst is a very cumbersome system not easy to easily review student notes. I would prefer students don't see the notes [#2812143]

It takes a ridiculous number of clicks and page loads to get a class listing (pretty much the only thing I use Banner for). Plus, checking regularly (as is necessary at the beginning of the semester) requires relogging in and repeating the entire process every single time. [#2814916]

Banner can be challenging to navigate, and has problems with permissions. There are too many different systems and they are not integrated. [#2814944]

The attendance system is very difficult and non-intuitive to use. If they want us to be entering attendance regularly, they should make it a lot easier with many fewer clickthrough requirements. We should not have to click on each date! we should not have to approve every single "attendance has fallen below 40%" acknowledgement box! The gradesfirst has similar problems. Whenever we're getting lengthy explanation emails to use the system that say things like "this is a known deficiency" about the process, it means the process should be better. [#2814960]

MyUTK a lot of times gets backed up when too many people are on it, so making it to where it can't get backed up so bad would be good [#2815000]

Consolidate gradesfirst tags and categories. Load of content causes slower service. [#2815049]

This is the only area where I find communication from OIT or the registrar or whomever to be convoluted. It seems to me it would be easy to tell faculty the steps to proper grade entry, and to quit changing it! [#2815057]

I think the registration process is harder than it should be. It is also difficult to add/drop from the menu. [#2815062]

While I use Banner minimally, I don't find it to be intuitive. [#2815068]

I can really appreciate having a web version of Banner IMB. What I don't understand is why I cannot add holds to several student's accounts at once, instead of one by one. I know that the Bursar's Office can do such a thing. I think this should be something for all departments who enter holds. [#2815086]

Surprised it doesn't cough dust every time I log on to it. Its navigation is awful. I suspect we have students that could write a more intuitive and friendly App. [#2815094]

its fine [#2815154]

Banner. Ha! [#2815223]

An utter mess. Non-integrated and hard to use. [#2815243]

Banner is fine, I wish we had a better system for Utrack and DARS, MyUTK is fine. I completely hate Gradesfirst. I wish there was a better program that synced with my google and outlook calendar. [#2815268]

I understand the need to minimize who has access to information for security purposes; however, that also interferes with faculty members' ability to do their jobs when they cannot access student information to check pre-requisites. [#2837751]

Primitive interface. Automatically logs you out too quickly. Student photos should be retained in later semesters, so we can refresh our memories when they ask for letters of recommendation etc. years later. (Already I almost sent a letter evaluating the wrong student because I got him mixed up with another.) [#2837760]

Keeping Banner updated and in alignment with browser updates for uninterrupted functionality. [#2837776]

Accessing these various systems not efficient or clear. The MyUTK site is difficult to navigate and the organization method is bizarre. Adding something that would allow sorting of the various links, or even just alphabetizing them would be useful. The new course addition system is substantially worse than the previous system. For classes where multiple credit counts can be selected, the method of doing so is far from intuitive. When selecting the course, it would great If I could immediately decide how many credits I want to sign up for. If that is currently an option, it is not a clear option. Also, it seems like every action I want to perform is completely separate from the others (I assume this is due to a large number of differing systems). While I appreciate this where payment and tax information is concerned, it seems unnecessary for the rest of your systems. Streamlining these various systems would be great! [#2837779]

work best for me [#2837790]

Often times when a class is listed as full, you won't be allowed to register and if you waitlist then a spot will open. [#2837806]

myutk is clunky and hard to navigate. [#2837809]

Do not love the new Banner and I understand we are no longer going to have Gradesfirst. I hope the next scheduling system is more compatible for offices to use. [#2837815]

Having smart technology in classrooms is important because we are a teaching institution. However since I do not teach, I don't feel I can evaluate these items. [#2837858]

Online class registration is difficult to use and just not user friendly. I have used much more efficient systems at other universities. [#2837872]

I work in Graduate Admissions and frequently receive questions from students that involve their MyUTK, which I cannot see in Banner 9 Administrative. I think adding this feature for staff that deal directly with students would be very helpful. [#2837875]

There needs to be an upgrade from the existing Banner system. I ran afoul of SAP this semester because the information system wasn't smart enough to know I had already completed a master's program and I was flagged. [#2837880]

The update to how you register for classes prevents students from even being able to view the time tables before having the advising appointment which makes it very difficult to be well prepared for that appointment and there is no reason why we shouldn't be able to view the time tables even tho we can't register yet. [#2837887]

These online systems can lag or need to be reloaded multiple times [#2837924]

Make it more polished like canvas. [#2837941]

N/A I think they're fine right now [#2837971]

The new registration system will not work on a mobile device. [#2837981]

N/A [#2837996]

annual email about grade entry should include navigation instructions, instead of just saying "Grade entry open". [#2838041]

I am on staff at UT, but also in grad school. Every time I try to register for classes, something goes wrong and I can't register for one of the classes I need. I have spoken to the Program Director about it and she doesn't know why it keeps happening. Thankfully, I'm almost finished with my degree, so it won't be an issue much longer! [#2838057]

Crashes, user interface seems really outdated [#2838128]

N/A [#2838195]

The new Banner 9 is not the greatest when it comes to changing degrees, curriculum, adding minors and so on. The old system was better because you could see on the first page what degree and curriculum a person had. Now you have to go down to that block and click on it before it opens up and you can see what people have. This is in SZACURA. SZAAREG could also use some work. If you try to add something and there was a prereq or some other block you did not know about before you tried to register the student for that class. You don't know that until you try to save it and then it gives you the error message. Sometimes you can DD it and go back to SFASRPO and fix it but other times your screen freezes and you can't get out. Nothing to do but pull the plug on the program and log back in later. Frustrating. I like MyUTK. It's great to have one place to go to for the links you need. [#2838205]

These systems all look like they haven't been updated since 1998. Gradesfirst is a little better this year. [#2838234]

Create a system that shows class schedule and various account holds or prerecorded easier [#2838309]

Banner registration system and myUTK often have outdated subpages, and are pains to navigate sometimes. [#2838345]

I spend some time to figure out how to edit credit hours in the 500 (thesis). If we can choose credit hour when we enroll that class, it would be great. [#2838353]

MyUTK is very confusing to navigate. The organization of the entire front page needs to be more user friendly. [#2838385]

As a transfer student, I had no idea what I was doing when I had to register for classes or how to use these systems. I had to make friends and ask for help to understand. [#2838432]

Maybe it's just because I came fresh out of high school, but I spend a lot of the year panicking because there is no place to see my CURRENT grades altogether except near the end of the semester. [#2838443]

have something that calculates your gpa though out the semester [#2838468]

Being able to keep different options for plans! [#2838576]

Banner is a little confusing, just because of the drop-down boxes and having to click through multiple times to get class information. I also wish DARS could look more like a simplified check-sheet than the weird document that it is. I honestly don't even use gradesfirst and am kind of unsure what its used for. [#2838609]

DARS is normally outdated with program updates especially in business. [#2838674]

the system is not users-friendly. And the UI is not good looking. [#2838695]

The new class-registration is a mess compared to the old one. [#2838706]

Registering for classes is much more confusing than it needs to be. There are too many steps and it is difficult to figure out the times that classes are offered. [#2838722]

The attendance tracking software is confusing and bulky. The interface of MyUTK is busy and difficult to read. [#2838725]

Unnecessarily complicated. Make it clearer what each section is and what they do. Makes it confusing for new students especially. [#2838727]

DARS specifically can be very finicky to understand. It's not very visually pleasing that it is difficult to understand. And GradesFirst does not routinely work! MANY times, I have tried to make appointments to not only be told there are no times, but there are no advisors available to help and that's not true. [#2838837]

The newly updated class registration website on banner is difficult to navigate. I appreciated the older version that was simpler and less complex. [#2838871]

Make it more clear when classes will interfere with eachother. Possibly add an option to not show classes that will interfere when making schedules. [#2838906]

Banner 9 was extremely difficult to learn how to navigate and even to initially orient and make sense of. More accessible training or introductory resources of any kind would have been helpful. [#2838943]

The online system has a slightly outdated appearance, but that is to be expected! Most people with a creative ability to navigate a webpage have no problem getting what they need out of this. [#2838968]

Improved UX space. Current class registration portal is very buggy [#2838975]

My UTK is doing great so far, but it would be nice to have it a bit more user friendly for first-time students. Thanks for all you do! [#2839000]

I found that the entire enrollment process difficult, cumbersome, out dated and not what would have been expected of a University striving to be in the top 25 in the nation. I could go on for days about the mistakes, difficulty, lost mail (who sends anything by snail mail) The lack of security for your personnel information and etc... Registration should all be in one place with step by step process so nothing is missed. No going from one website to another. ALL should be in one place [#2839001]

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)

7.2968 (n=2187)

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

6.8832 (n=2191)

Key Findings for University Role In ('Faculty')

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:

Positive Perceptions (Adequacy Gap Score > 0)

Receiving communications regarding technology services that I can understand.

Adequacy Gap Score = 0.56; N = 275; P = 0.00

Getting access to training or other self-help information that increases my effectiveness with technology.

Adequacy Gap Score = 0.50; N = 270; P = 0.00

LiveOnline@UT (Zoom) virtual classroom environment support

Adequacy Gap Score = 0.26; N = 155; P = 0.05

Negative Perceptions (Adequacy Gap Score < 0)

Having an Internet service that provides adequate Wi-Fi coverage.

Adequacy Gap Score = -0.57; N = 301; P = 0.00

Having Web sites and online services that are easy to use.

Adequacy Gap Score = -0.21; N = 291; P = 0.05

Having systems that provide timely access to data that informs decision-making.

Adequacy Gap Score = -0.29; N = 231; P = 0.03

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

Adequacy Gap Score = -0.59; N = 268; P = 0.00

Online@UT (Canvas)

Adequacy Gap Score = -0.34; N = 228; P = 0.02

UT System Services - Cayuse SP/424

Adequacy Gap Score = -0.63; N = 113; P = 0.00

UT System Services - IRIS

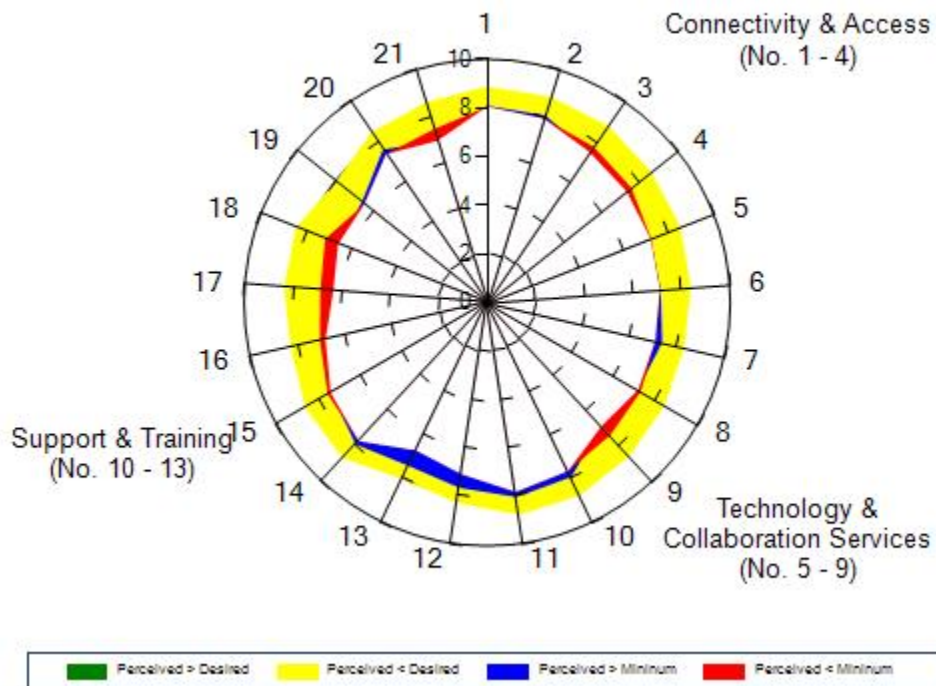
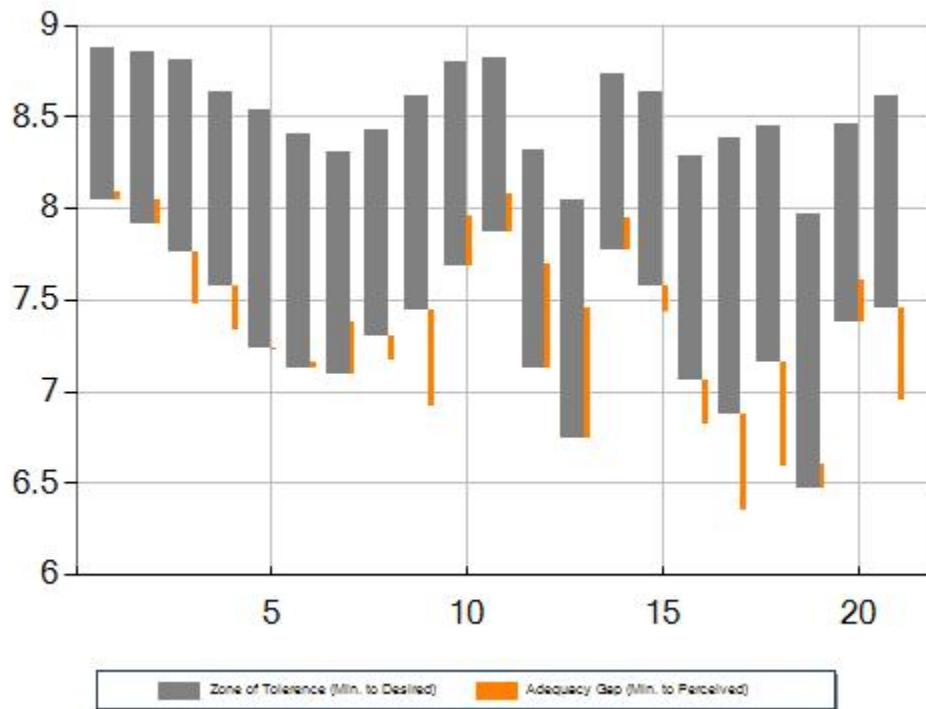
Adequacy Gap Score = -0.85; N = 194; P = 0.00

Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

Adequacy Gap Score = -0.53; N = 217; P = 0.00

Results for UniversityRole In ('Faculty')

Below are the charts for this view of the survey data.



Data Tables for UniversityRole In ('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 : 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 your ability to access technology services through the Internet

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	8.03	8.88	7.91	-0.12	-0.96	313	0.13
		Dev	1.23	0.41	1.31	1.38	1.30		
2	Having an Internet service that provides adequate capacity or speed.	Mean	7.85	8.83	7.91	0.06	-0.93	307	0.49
		Dev	1.30	0.47	1.28	1.41	1.28		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	7.77	8.79	7.20	-0.57	-1.59	301	0.00
		Dev	1.41	0.61	1.74	1.98	1.81		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	7.47	8.61	7.24	-0.23	-1.37	290	0.06
		Dev	1.71	0.87	1.69	2.07	1.75		

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	7.26	8.53	7.05	-0.21	-1.48	291	0.05
		Dev	1.49	0.79	1.64	1.83	1.71		
6	Having online services that enhance the teaching and learning experience.	Mean	7.04	8.33	7.01	-0.03	-1.33	261	0.77
		Dev	1.81	1.17	1.68	1.93	1.71		
7	Having technology services that allow me to collaborate effectively with others.	Mean	7.10	8.29	7.17	0.07	-1.13	276	0.57
		Dev	1.76	1.15	1.67	1.99	1.75		
8	Having systems that provide timely access to data that informs decision-making.	Mean	7.25	8.37	6.95	-0.29	-1.42	231	0.03
		Dev	1.77	1.18	1.85	2.03	1.89		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	7.35	8.51	6.76	-0.59	-1.76	268	0.00
		Dev	1.79	1.12	1.85	2.22	2.01		

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 with those supporting your use of technology services

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	7.66	8.78	7.77	0.11	-1.01	285	0.31
		Dev	1.29	0.53	1.55	1.75	1.57		
11	Technology support staff who have the knowledge to answer my questions.	Mean	7.78	8.79	7.90	0.12	-0.89	283	0.22
		Dev	1.33	0.58	1.51	1.70	1.50		
12	Receiving communications regarding technology services that I can understand.	Mean	7.05	8.28	7.61	0.56	-0.67	275	0.00
		Dev	1.74	1.17	1.56	1.65	1.41		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	6.77	8.06	7.27	0.50	-0.79	270	0.00
		Dev	1.87	1.35	1.77	1.98	1.76		

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...		Min	Des	Per	Adeq	Supr	N	P
14	Official University Email - Office365, Gmail (available to Students only) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.80	8.74	7.77	-0.02	-0.96	220	0.83
		Dev	1.39	0.65	1.60	1.55	1.53		
15	Online@UT (Canvas) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.54	8.61	7.20	-0.34	-1.41	228	0.02
		Dev	1.48	0.87	1.79	2.12	1.87		
16	UT System Services - ANDI <i>Self-reported faculty, staff only.</i>	Mean	6.95	8.21	6.66	-0.29	-1.55	38	0.41
		Dev	2.19	1.56	2.14	2.13	2.21		
17	UT System Services - Cayuse SP/424 <i>Self-reported faculty, staff only.</i>	Mean	6.85	8.35	6.22	-0.63	-2.13	113	0.00
		Dev	1.80	1.14	2.11	2.23	2.23		
18	UT System Services - IRIS <i>Self-reported faculty, staff only.</i>	Mean	7.20	8.46	6.35	-0.85	-2.11	194	0.00
		Dev	1.69	1.01	2.20	2.34	2.22		
19	Customized help with developing course materials and lectures for online teaching. <i>Self-reported faculty only.</i>	Mean	6.33	7.82	6.50	0.17	-1.32	127	0.49
		Dev	2.26	1.80	2.13	2.67	2.34		
20	LiveOnline@UT (Zoom) virtual classroom environment support <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.29	8.39	7.55	0.26	-0.83	155	0.05
		Dev	1.65	1.19	1.65	1.70	1.49		
21	Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.41	8.59	6.88	-0.53	-1.71	217	0.00
		Dev	1.49	0.91	1.73	1.76	1.71		

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 UniversityRole In ('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 an Internet service that operates reliably.

I'm currently in an office that doesn't have a land line (it died and it was decided that it won't be replaced due to cost and age of the building), and my research lab is not equipped to support all of the computers on a hard/land line. Thus, wireless internet is provided for my research lab and my office, but due to the age of the building and the speed of the internet, it is often a waiting game. I'm not sure how to improve the service without updating the buildings overall, which I realize is costly. I appreciate the slow and at times reliable internet that is provided though. [#2810732]

There are several areas on campus outside of buildings where wifi is not available or the signal strength is weak. Ideally, we would have stronger coverage. [#2810959]

Sometimes experiencing intermittent dropouts over Ethernet. Not sever but sometimes annoying [#2810993]

More and stronger wifi hotspots in all buildings and even out doors. Some days I turn my wifi off just to get a strong single. [#2811217]

i have to sign in eduroam every time I change a room even within the same building, or every time I close the computer even in the same room. I am forced to use ut open and it takes longer to find the service. It is very frustrating and time consuming. Is there a way to fix that? I would not know how, but maybe you do. Thanks. [#2811333]

Lately, I have had students who can't print off required materials because the internet is down. It has happened on multiple days this semester. [#2811607]

This seems to be particularly problematic right before I need to submit a multi-million dollar NSF proposal. Perhaps I'm paranoid. [#2811687]

There are very few outages. [#2811708]

Internet is down a few times a week [#2811771]

good [#2811873]

Sometimes, during a class I lose internet while showing an online video. [#2812103]

More Wifi routers in the Veterinary building. There are way to many dead zones without signal. [#2837987]

Due to intermittently not having wi-fi in my office. [#2838084]

I find myself using UT Open because the protected networks are difficult to log on to. [#2838234]

The ethernet service is excellent and meets all of my expectations. They WiFi is dismal in comparison. It comes and goes and lags terribly. In some classrooms it is virtually non-existent. [#2838600]

Having an Internet service that provides adequate capacity or speed.

This is a major issue. We need better faster wi-fi service in the A&A building. [#2810530]

There are several areas on campus outside of buildings where wifi is not available or the signal strength is weak. Ideally, we would have stronger coverage. [#2810959]

this seems to vary, particularly on the wireless network, based on how many people are in the building - sometimes very fast and other times dragging [#2811621]

good [#2811873]

Work should be faster than home, but it's not [#2815223]

The additional routers have certainly helped. There are still times and places in older concrete buildings where the wi-fi does not travel as well as it could or should. [#2837751]

Please do not get rid of Qualtrics. This is a poor decision. QuestionPro does not have the support or services or reputation that are adequate for researchers. This is a huge hit to many researchers who collect survey data!!!!!!!!!!!!!! [#2837777]

I have trouble using video services e.g. skype when connected to wifi and not ethernet. [#2838371]

Having an Internet service that provides adequate Wi-Fi coverage.

The campus is spread across so much area between downtown and campus- I wish the eduroam/general wi-fi coverage adequately reflected the expanse. [#2810334]

Communication building has a horrible service [#2810397]

stronger wi-fi signal all over the main campus [#2810565]

Wi-Fi coverage in Ayres Hall remains spotty, even in faculty offices. [#2810792]

There are dead spots in some buildings (Dougherty Engineering, for instance). I cannot use wifi in my office on my laptop. [#2810838]

it is awful all over campus but especially around TBA and the football stadium [#2810896]

There are several areas on campus outside of buildings where wifi is not available or the signal strength is weak. Ideally, we would have stronger coverage. [#2810959]

Overall good, but often need to manually disconnect and reconnect when moving between buildings; handoff is not always seamless [#2810993]

Some dead spots, but generally pretty good. [#2811112]

The only problem I have with the wi-fi service is when walking across campus, often being kicked off of wi-fi provided by one building and having trouble connecting to service provided by another building. Also, I work in the Communications building and wi-fi service can be difficult to find near the center of the building. [#2811218]

It seems that eduroam randomly disconnects at certain areas around campus. [#2811378]

I would love for my Wi-Fi to work in the Stadium. On gamedays. [#2811607]

within buildings seems pretty good with the exception of just a few spaces - but sometimes I find gaps on campus in outdoor spaces [#2811621]

Needs to be strong throughout campus. For example, problems in the stadium and audiology department [#2811666]

This is especially essential now that we've gone to two-factor authentication. When the Wi-Fi signal is weak, I literally cannot get into half the systems on campus. [#2811687]

I believe it could be better outdoors in some spots on campus, but that is not the main need, I realize. [#2811769]

MANY rooms in Haslam (1st floor in particular) and G1/G2 in Stokely do not have wifi! [#2811771]

My phone and computer sometimes work outside my office and sometimes they do not [#2811852]

good [#2811873]

Have had one day of wifi outage this semester. I have no idea how to prevent that. [#2811890]

As soon as I leave my department building, I lose Wi-Fi even when I'm walking between two buildings. [#2812103]

Wi-fi is sometimes spotty in my office, which is a nuisance. It used to be worse, though, so I appreciate the improvements. [#2814916]

In order to get my phone to operate (e.g., access the internet, connect to apps), I have to turn off the WiFi on campus. For whatever reason, nothing will load when the WiFi is turned on. It drives me crazy. [#2815082]

WiFi is quite poor in some spaces I need to use for meetings that require its use [#2815223]

Wifi coverage is unstable in some areas of Dabney-SERF [#2837910]

More Wifi routers in the Veterinary building. There are way to many dead zones without signal. [#2837987]

Sometimes I do not have wi-fi in my office. But it is getting better! [#2838084]

I have a corner office in HPER building and I don't get any WIFI service in my office. I made several calls to OIT help desk and no one has come and address the problem. [#2838245]

I have trouble using video services e.g. skype when connected to wifi and not ethernet. [#2838371]

I'm not sure why Wi-Fi is an issue here, but it is, especially on my phone. [#2838541]

Coverage is spotty and virtually non-existent in some classrooms. At best it is laggy in areas of high usage. Coverage is frequently dropped when moving from one area to another, even indoors. [#2838600]

Unable to access UT open at sorority village. [#2839008]

Having adequate cellular (or mobile) coverage throughout campus.

unobstructed coverage on the main campus [#2810565]

The WI-FI coverage in the building are sometimes poor. [#2810610]

My experience has been that there are parts of Hodes Library and Henson Hall that do not have adequate cell service. [#2810863]

It would be really nice to get rid of the dead zones that exist, e.g. HBB first floor. [#2810956]

Verizon's coverage is not great on campus. [#2810959]

Poor cellular reception (Verizon) in new addition of the student union Somewhat unreliable signal (Verizon) on engineering side of campus [#2810993]

reception in my office is poor unless I am close to the window. [#2811065]

Dead spots in my building. Sometimes I need to go outside. [#2811112]

The basement of Haslam BB is a real problem for cell service. When the WiFi is out or lagging, we use cell to access the internet. Cell is also used for the emergency notification system. [#2811121]

Often get no signal in Haslam. Has been an issue when I need to call for tech support -- have had to leave my students and go outside. [#2811196]

This would help alot. There are alot of buildings around campus that I don't get service in. [#2811347]

I think this is as good as it can be. Calls are dropped in elevators and stairwells, but this is to be expected. [#2811378]

There is little to no reception in the basement in the Haslam College of Business. When I had a problem last semester I had to walk outside to call OIT, but go back inside to look at something to tell them what was wrong. I lost reception each time I had to go back into the classroom. [#2811607]

there are gaps here in some buildings - can't be helped in some cases if it's a basement or a machine room - but some spaces, like the music library, get no signal and that's really a public space with a lot of traffic [#2811621]

Clearly necessary and often weak in buildings such as WLS [#2811666]

In some buildings there are dead zones. [#2811668]

Mostly this is problematic only when in the stadiums. [#2811687]

I have Sprint, and the coverage around the campus area at large is poor. It is non-existent in parts of Haslam. [#2811769]

Cellular service in animal facilities is poor. [#2811789]

Does not work everywhere. When I call for advice, I get mixed messages. [#2811852]

good [#2811873]

Basement of Haslam building allows no cellular coverage, and this is a problem if an emergency happens in that area. [#2811890]

I am in the Music BUilding and the reception is spotty at best. Maybe due to the sound proofing? Is there any way to help this? [#2811918]

My cell coverage drops near the new student center (it has always dropped out in that location) [#2812023]

The vet school phone system has its limitations in town. I don't really use it on campus, outside of the vet school [#2812064]

The new student union and many parts of McClung Tower have terrible connectivity. It would be nice to be able to use my phone in the SU [#2812079]

I have a difficult time connecting to the internet from my cell phone. Often, I get an error message and cannot get on the wifi on campus. [#2812116]

calls don't cut out when walking through the Haslam College of Business [#2814931]

I happen to teach in the underground level of HBB and the cellular service there is spotty at best. Wish we could get a boost down there. [#2815057]

I do not know that this is a solvable problem, especially for building where part of it is underground (e.g., Communication and Student Services). Other than emergencies, cell service is not an important component for me personally; that may change when we go to 2FA for others. [#2837751]

Haslam Business Building is full of dead zones. This frequently causes problems for me. [#2837801]

Coverage is poor. [#2838000]

what is the story with cell service in Neyland stadium? why doesn't uber seem to work on campus? it can't seem to find me. [#2838041]

Some spots are slow. [#2838132]

No cellular coverage available in the lower level (floor 1) of the HBB building. [#2838183]

Stadium, arena [#2838316]

Some buildings, including the Haslam Music building, are like lead bunkers with no service anywhere. For me, at least. [#2838472]

This is a safety issue as well as an inconvenience. It occurs mostly in the basements and older buildings with very thick concrete walls. In HSS for example, one of the rooms on the end of the ground floor doesn't have adequate cell coverage. [#2838541]

Increase cell coverage in buildings with low or no signal. [#2838644]

Having Web sites and online services that are easy to use.

UTK webpages are difficult to navigate. The A-Z directory lacks MANY links! [#2810258]

To me the web site is not user friendly to faculty. Perhaps I am old school and the large photo on the home page is a waste of space. Furthermore, you typically need to scroll down to the bottom to get the tab that you need. Finally, the symbols used are like a foreign language to me. The hamburger symbol and others just do not stick out. [#2810306]

SharePoint is such a frustrating platform to work from- both internally and externally. I am glad that we are moving away from it, but those changes are so draining of time, energy and resources [#2810482]

Our websites are visually and functionally outdated. It is embarrassing to look at our sites next to other Research 1 institutions. I understand this is limited by WordPress and the shocking number of folks that have access to edit or make changes to these websites - so perhaps consolidating websites more is a solution. Have professionally designed templates, and/or limit departmental sites where only certain pages can be edited/updated by admins with access. I fear we are losing market share based on the unprofessional-ism of our websites alone. For many prospective students (as well as prospective faculty!) the first interaction they will have with us is online . . . and that impression is just not a positive one. Again - especially if you look at other Research 1 websites - like a prospective student is likely to do. [#2810781]

This is so general, that I answered generally. I don't have specific recommendations, sorry. [#2811032]

More training courses online would be nice, as well as in person. I have tried to use Akindi, for example, and it was an absolute disaster... the template shifted (I entered it four times, and got bad grades every time) and gave the wrong grades for many questions, and the student ID numbers were not recognized. I am sure much of this was on me, but I followed the instructions. Good luck adopting it across the campus without some serious help. I had to hand grade the Akindi sheet for 175 students... using Scantrons next test. [#2811321]

I encounter dead links between UTK webpages more frequently that I might encounter on other University websites. [#2811498]

UT website design needs general improvement; fit to better show up on search engines [#2811605]

navigation concerns on many sites - especially the OIT site where I almost always end up having to just google search to find the page I want [#2811621]

The UT website is still very difficult to use with a poor search engine. [#2811668]

Mostly UT websites are functional right up until the point when you need to use the catalog, and then God help us all. WTF were they thinking with this catalog site? A searchable PDF would actually be more useful than the horrible thing we have. [#2811687]

They are not. Hard to get to and to navigate from there. I find things by accident rather than design. [#2811852]

Knowing exactly how to access information is very important. At times, several systems are 'seek on my own' platform. [#2811882]

The search in the main UT webpage never finds what I want. [#2811918]

Websites are not at all intuitive. Very difficult to find things on the Extension website. [#2812131]

Fix broken links, remove outdated links, improve search so that results return relevant webpages instead of articles in old newsletters. But it is better that it was last year! [#2814944]

Was really frustrated by change from Qualtrics to QuestionPro. My students and I use this software regularly for research. [#2814946]

The university's website is extremely difficult to navigate; you must know the EXACT terminology that someone has selected or you can't find anything. [#2815223]

We have huge menus, non-integrated databases and services, and long, attached instructions that push more and more work down to faculty while asking for more and more online reporting. Did you realize that to apply for an org email, you have to download a pdf, fill it out, and mail it in? [#2815243]

If this is where we comment on the UTK web pages and ability to find information, the search feature is pitiful. Trying to guess what to type in to get the desired information is frustrating and time consuming. In an effort to streamline everything, it is actually more difficult to reach our target audiences and make sure students as well as the outside community can find what they want and need. [#2837751]

The new registration for parking hand tags seems to work well. [#2837773]

In the OIT user interface, I don't see why it isn't possible that I can't log in and see a list of all of the tickets that I have filed. The OIT staff has been wonderful in solving issues and closing tickets, but occasionally I have needed to refer back to a prior issue/solution, e.g., reactivate a port. It is difficult to search my emails to try and puzzle out which email from OIT referred to which incident. There is clearly a reporting system that OIT consultants can view, and it seems obvious that a read-only version of that database should be viewable by individual users. [#2838023]

The UT web site is hard to navigate. it seems as if you are dependent on searches, rather than going to intuitive locations and intuitively finding what you need. New landing front page website: I miss the "log-in" being right on the first page. Now, I have to go to OIT, and use your "log in" on the left panel. Log-in needs to be on main page. I loved having "Calendars" on the main page too. Who would predict that we have 2-5 different calendars? But, useful! [#2838041]

The search function on the UT websites often does not yield the desired result. I typically go to an outside search engine and add "utk" to the search term. This almost always gets me to the page I need while the official UT search often gives me a list of irrelevant links. [#2838053]

Some sites are convoluted, and it can be hard to find things. [#2838132]

The Wordpress template is clunky, poorly designed, lacks usability, and looks very dated. Constituents and prospective constituents increasingly form their first impression of a university from its web site; I fear ours makes UTK look out-of-touch and unconcerned with user experience. [#2838234]

(Caveat: I use Chrome as a browser, but I don't think these issues are specific to Chrome) Most UTK webpages are poorly designed and don't provide much necessary information when I'm looking up a professor or service. I can't remember a single time when I had to go through a UTK online portal (e.g.

to get a key replaced) that I didn't feel like the website was adding obstacles or obscuring information I needed. [#2838472]

Having online services that enhance the teaching and learning experience.

Canvas is awful - we need a platform that allows us to communicate readily with our students. The Canvas adoption demonstrates clearly that OIT makes technology adoption decisions to meet it's own preferences. OIT is NOT concerned about our students. [#2810258]

N/A [#2810541]

OIT rocks! They are always helpful, friendly, patient and knowledgable, no matter what type of issue I have! Thank you! [#2810582]

These services exist, and in my experience, they are really useful. But, they need to be universally USED across campus in order to actually enhance the teaching and learning experience. [#2810781]

Give instructors more control over course configuration in Canvas [#2810993]

Also a MUST if we are going to have online classes. No room for error here. What OIT has at the moment is well done, I wonder about adding a full-service course design department for the campus as a whole. [#2811041]

When OIT updates a teaching system, please do thorough in-house tests before it is released to faculty and students. [#2811073]

Canvas does not have the functionalities necessary to manage large enrollment, multi-section courses. It also does not provide adequate "instructor view" or instructor ability to control each aspect of the LMS [#2811082]

Do not use much. [#2811112]

It would be helpful if Canvas provided useful reliable analytics. Right now, they are not useful for my needs. It is frustrating. [#2811424]

Yes, the current Canvas system is extremely limiting on space per course. [#2811668]

Canvas is great so far, but some things are missing or could be easier to use. [#2811769]

We need those [#2811852]

I know very little about options that are available to me. I'd love some more information [#2812000]

downtime seems to happen far too often [#2812050]

I don't know what this refers to. What online services? [#2812155]

MedIRIS and Cayuse make conducting our research much harder. Rather than replacing them with an equivalently bad service with one or two modifications, I would like someone to investigate whether either of these systems are really necessary in the first place and model other ways of accomplishing the goal of processing grants and IRB applications, with the priority of getting grants through. Instead, all our systems including things like approvals, evaluations, etc are set on a path in which the layers of

bureaucracy are taken for granted and therefore will continue to increase. The first question should not be which platform provider to contract with, but how the process should look. That's as far as the internal bureaucratic platforms. When it comes to research software, I do appreciate the things we have. But we need the Digital Humanities consortium back, and we need people in the library and OIT whose dedicated job is to keep exploring and working with researchers on their software and hardware needs. Ideally, decisions about things like the QuestionPro switch (which is abominable and directly makes my teaching and research much harder) should prioritize faculty/research needs rather than top-down agendas. I would like Scrivener and Adobe Pro available to all. I could do much, much more with students and my own research with these applications. [#2814960]

Provide more Canvas support including a standard template for classes and automated analytics of Canvas student engagement data. [#2814979]

I would like automatic notifications when a student drops a class I am teaching. This seems like an easy thing, and so it is perplexing that it is not routine. [#2815094]

See Banner [#2815223]

In an environment where we are trying to offer more online coursework, the current getting started with online teaching workshops are insufficient from a teaching and learning perspective. Rosie does an excellent job with how to handle Canvas and Zoom, but there is so much more that goes into designing an effective online environment than just the technology. More importantly, that design work should be done simultaneously rather than having one part of the process handled by OIT and one part of the process handled by TLI. Workshops designed to meet both of those needs would be greatly appreciated. [#2837751]

I hit a storage limit on Camvas. I was uploading datasets for students to use in class activities and I had to delete datasets of previous assignments to make room for datasets for new assignments. [#2837771]

The OIT staff is unbelievably helpful for answering any question, especially with the Online transition, which was not easy. Ultimately, online is better than blackboard. Staff workshops or consultations are great! OIT / UT teaching resources are extensive, and sometimes overwhelming. Sometimes, it might be better to have the option to print some 5-20 page pdfs. (Like sample syllabus) Attendance tracking: we need a better campus wide system--like a gizmo in the back of the classroom that lets a student swipe their Vol card. The faculty are constantly asked to do attendance reports which are ridiculous in classes over 200. we can't even designate this to our TAs. [#2838041]

Please start working more closely with faculty in making decisions about platforms and other tools for DE. The new Arc platform for video in Canvas requires too many steps to use and clutters Canvas sites unnecessarily. Students evaluate instructors on the ease of using their Canvas sites; much of that is out of our control. [#2838234]

It would be good to have access to YouTube Red for UTK so students wouldn't need to skip through ads when using YouTube as a teaching tool (as both I and my students do on days they lead discussion). Canvas provides good tools, but I haven't taken the time to learn them and trial/error them yet. [#2838472]

Web space is restricted and WiFi is slow; is this the type of enhancement that OIT wishes to encourage? [#2838477]

Having technology services that allow me to collaborate effectively with others.

Is there anyway to get a license for Zoom for the university? Or is there a similar free service? [#2810893]

I don't use this very often. [#2811112]

I need Canvas to have better meeting spaces for students to collaborate in real time - specifically I would like the Chat feature to be used within teams [#2811294]

I can't get audio on Zoom to work. My local college guru tried to help, but it still does not work and I end up calling in on my own dime. [#2811424]

If we lose Qualtrics, we lose the ability to collaborate with researchers outside UT, as Qualtrics is the gold standard and is used by most other universities. Our faculty will not be able to participate in multi-set large scale collaborative research projects. [#2811715]

Small thing, but not having access to Canvas early in spring semester for summer courses--I lead study abroad, and it would be great to have this available by March 1 for communications and shared documents prior to late May for student access, etc. Too much emailing with attachments is the problem. [#2811769]

I make use of my personal google drive account for document services and have not found the university technology system to be helpful in this area. I have also been told that access to Qualtrics may be eliminated, which would be a HUGE mistake as Qualtrics is considered to be the best survey research service in the social sciences. The proposed alternative is neither known nor recognized as suitable by the research community. Efforts to publish analyses based on data collected with the alternative service would like prove quite challenging. [#2811877]

Google app scripts could be used to collaborate with others, such as automating notifications when a discussion page is updated, and I've figured some of those things out, but I could use some assistance. [#2811890]

Several times, we have been instructed to use a "new" system for sharing information, but no training has been provided. Not everyone is a computer whiz and can quickly adapt. Not everyone has hours upon hours to navigate the new system to learn how to utilize it. This results in minimal use and frustration for a long period of time, until the new system is finally learned. [#2812044]

It would be nice to have this technology built in to classrooms to make having virtual guest speakers easier. [#2812049]

I would like UTK to make Dropbox available for free. [#2812103]

Zoom is fantastic! [#2812125]

project management software would be incredibly helpful [#2812131]

We are not set up to collaborate outside the university, so working with colleagues elsewhere requires me to go to 3rd party. [#2815243]

I have had excellent experiences with Zoom and actually prefer it to any of the other options I have used for distance learning. It works extremely well for meetings and the ability to record on it is an excellent feature that we can do ourselves. The decision to leave Qualtrics, which I know was not made lightly, is going to make my research life almost impossible in the next 6 months. As someone who collaborates across institutions with UTK being the home to online surveys, the inability of Question Pro to branch off and allow different survey endings based upon one's institution will make it almost impossible to continue doing multi-institutional research, which is becoming more of a necessity for publishing in our field. While QuestionPro has features that are sufficient for what my undergraduate students do in terms of research, the graduate students here are often using samples that are obtained through third-party vendors (e.g., MTurk). Because people who fill out surveys frequently are familiar with the Qualtrics brand and not the QuestionPro brand, they are less likely to be willing to complete the study and that hinders our students' ability to make appropriate progress toward meeting their research goals and graduation needs. Even if it means having a limited number of Qualtrics accounts, keeping access to the software for those of us who need it would be significantly better at the institutional than departmental level. My department and I do not have the funds necessary to pay for a yearly individual account or even a low-end departmental account, so that means the research my students and I do will have to change to meet the University's budgeting decisions rather than scholarly community's needs. [#2837751]

It would be nice to have institutional access to Overleaf. [#2837771]

QuestionPro surveys can not be shared with researchers at other universities. Switching to it is a very poor choice for researchers. [#2837777]

We must have access to Qualtrics in order to collaborate with other universities. [#2838000]

There is no item that directly addresses the UTK survey platform and the move from Qualtrics to Question Pro, so I will comment here. I understand that Qualtrics raised its price for a site license and is much more expensive than Question Pro; sometimes, though, you get what you pay for. Question Pro lacks functionality and is extremely slow. UTK is an R1 University! Having tools to support research is incredibly important, and many of us conduct surveys regularly in our research practice. Many of us also use survey software administratively to collect information from students, faculty, staff, etc., in the regular course of doing business. It is essential that we have reliable software to support that. Did you consider the opportunity costs of a large number of faculty, staff, and student assistants having to learn a new platform and transfer old surveys to it? Please pay what Qualtrics asked. IIRC, it was around \$85k/year. That's a drop in the bucket of UTK's overall budget!! OIT also showed very poor form throughout the RFP/Testing process. Any requests for faculty feedback were issued reluctantly and were very perfunctory. It was clear that the cost cart was driving the horse in this instance. I was really disappointed. [#2838234]

Decentralized collaboration systems. [#2838298]

I have trouble using video services e.g. skype when connected to wifi and not ethernet. [#2838371]

the UT conference calling number system does not work well. I host a significant amount of conference calls. It is much easier to use the other companies conference calling system as ours does not work well. [#2838962]

Having systems that provide timely access to data that informs decision-making.

Material used in evaluation should only need to be entered once. Right now, presenting a paper is displayed when asking permission to travel. Then it needs to be entered in again in your annual summary. It also may be requested by colleges once more for some report. It will also need to be entered in on dept. and college reviews. [#2810306]

Data is largely unavailable until a student has exited our programs - real-time access to data would be nice. Getting access to the data needed for our state and national accreditation processes is an absolute nightmare. No one seems to have this information - each time I try to get help I am sent from one person to the next to the next for weeks at a time. So one suggestion is having point-people/contacts for who to contact with different data requests. The fastest way I have found to get access to the data I need is to look up each student individually in Banner, and this is not a fast process. I know from my work in other states that banner can do WAY more than we have it do here. [#2810781]

I know from experience that getting data is extremely slow, as in a literal month to get at information that already exists. Anything that could speed that up would be an improvement. [#2810916]

Sorry, I did not quite understand this question/prompt. [#2810959]

This just seems like a no-brainer. [#2811032]

Getting institutional data from OIT/OIRA is a major limiting factor in my job. It is impossible to get data in a reasonable time or be given access to the data after multiple promises [#2811082]

Internal data requests take longer than I expect. It would be helpful to know what a typical timeline looks like to set reasonable expectations on when I should be requesting data to get it by a certain date. [#2811098]

Am unsure what this actually means [#2811666]

Finding data is a nightmare on campus. Some kind of institutional data repository, even if there was a lot of hoops to jump through to get access, would be ideal. [#2811687]

I'm not sure exactly what this means, but any data computing support that I could find the better [#2812000]

While UT collects data from systems like ADMIT and Elements, reports are not easily run and often give information in an unorganized way. Reports requested from UT offices take a lot of time to receive and are often not helpful. [#2812116]

It would be necessary to FIND the data, see above RE: web site [#2815223]

Very hard to get good info from IR. The data systems are all over the place and therefore not reliable. [#2815243]

Need a data warehouse on campus for research purposes. [#2837987]

NA [#2838041]

Some link from the library does not always work will remote area, even on VPN. I have to wait until coming back to the office to get the access to the paper. I don't know how this could be improve. There is maybe some disconnection between computer off campus and on campus. [#2838110]

The ADMIT and Banner systems are dated and make accessing application materials and student information far more difficulty than it needs to be. [#2838234]

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

Having the same technology in classroom would be wonderful and more efficient. It can be a challenge to adjust to different configurations. [#2810259]

There's wide variability among different buildings regarding availability of good AV/internet access- I don't think one should have to carry their laptop around to be able to hold class because the space doesn't have an established desktop. I'm thinking specifically of the Psychology building (AP) [#2810334]

It would be immensely helpful for teaching math classes (especially calculus classes, where the "picture" is essential) if we had smartboards in the classroom where instructors and students could draw on top of graphs prepared by the instructor before class. Currently, Ayres Hall lacks smartboards. [#2810792]

Depends on the classroom. I'm in an old classroom right now that is just awful and it really detracts from the teaching experience. Other semesters have been great, though. [#2810820]

Classrooms routinely have bad projectors/connectors. Also, there are often settings that change between classes. I never know what to expect from the system when class begins. [#2810838]

I have evolved to using the iPad for multiple uses including, showing PPT's, "whiteboarding" and video. Being able to move about the classroom with iPad in hand is a very important objective and there are few if any wireless connections for iPads to connect with classroom projectors and sound systems. [#2810841]

There are not enough during the high part of the day and so we are being scheduled at later inconvenient times. Increase classroom numbers. [#2810854]

I had to teach in Henson Hall last year. To do so I needed to buy a special adapter to connect my laptop to the projection screen because the projector did not have a USB connection. [#2810863]

Need more available meeting room that allow for remote attendees (i.e. zoom, go-to-meeting, ect.) [#2810931]

I think we are seeing a digital divide on campus regarding classroom technology and teaching. Some units and buildings seem to be equipped very well, others are lagging behind. In my opinion, ideally each larger classroom (i.e., beyond conference room size) would have two projectors that can be accessed wirelessly and allow for easy video conferencing. [#2810959]

We just need more classroom space. Really appreciate the classrooms that are outfitted with the flexible furniture and smart boards/podiums. [#2811041]

Lack of large classrooms - AMB, WLS, McClung are ineffective with lack of whiteboards, ability for group work [#2811082]

Some of the technology doesn't appear to be working in the classrooms (e.g. some smart boards), but most of it is fine (e.g. I have never had an issue with the projection system or document cameras)! [#2811098]

I have to stand in front of the screen in the Nursing building. The screen is also a whiteboard, and other profs fail to suitably clean it. We need separate white boards--sometimes I want to both write and project. I would also like the option to project two different computer screens. [#2811121]

Need to be more lab classrooms with technology available for teaching design courses [#2811196]

I wouldn't worry about this as much make sure that we have technology that people will actually use. A lot of the SMART boards go unused because they are too clunky or just inconvenient. [#2811217]

Sometimes the technology does not work, especially when trying to illustrate something on the slide. [#2811668]

Many meeting spaces do not have adequate technology services. [#2811736]

A wish list item, I know, but it would be great if all were the same; some rooms have old tech, some I don't even know how to use, and I always go before classes start to check it out. [#2811769]

There is no technology in any classroom I've taught to support distance education. Using my computer webcam and a portable microphone is not a good solution. [#2811788]

Technology is here is poor and ad hoc. Years ago I taught at institutions whose technology was better then (a decade) than ours is now. I have to bring pocket projectors to some rooms. [#2811852]

The technology in the classroom some times is outdated or/and malfunctioning. It is imperative that the whole ut campus is ready for class all the time. We should have scheduled weekly supervision of the classrooms by qualified technicians. [#2811884]

We have a few spaces in the music building (room 40 and 11) that were not meant for classes that are now used for classes and have no sound system or projection. Getting them retro-fitted seems to be costly and impossible. [#2811918]

The projection system is and has been plagued by "bugs." Last semester, five calls to IT help did nothing to solve the problem, which was unusually bad in one particular classroom. The staff repeatedly said that there were "bugs," promised to report the matter and to return. Absolutely nothing happened. Both my own lectures and student presentations were compromised. [#2811984]

the Baker Center podiums need to be upgraded to accept HDMI connections [#2812022]

Not sure how to improve this, but on multiple occasions, I've been asked to guest lecture in various classrooms on campus and have been assured that we have adequate IT capability. In every room there are different computer set ups...some have a computer, some don't. The ones that don't, sometimes have not had connection wires. Nothing more frustrating than having prepared a lecture with power point and videos and not being able to use any of it...good times! [#2812044]

projectors in conference rooms never seem to work. [#2812131]

Need more Smart Classrooms [#2814946]

Preserve whiteboard space, especially in Natural Sciences and Engineering. Working out example problems or showing students proper derivations etc REQUIRES substantial whiteboard space. The reduction or/and removal of these for smart boards or screens is a threat to effective teaching. If computers could replace instruction, they would have by now, as they certainly have enough, speed, memory, and video/streaming capability. But they haven't and they won't until they learn to reason and interact with students to diagnose and tease out what they are actually asking, and responding to them appropriately to address the issue(s) that their question(s) point to. [#2815094]

See WIFI [#2815223]

I taught at a smaller public university and there all classrooms had an instructor's computer connected to the projector. No time lost connecting one's laptop to the projector. Also, many classes had smartboards. They are useful to teach at the board and save and share notes with the students. [#2837771]

reliability seems to be an issue - projectors will fail or someone will show up with a computer that will not communicate with the smart classroom [#2837773]

Some classrooms have the projector screen at the middle of white board, making it difficult to use the projector and write on the board at the same time. [#2837910]

The Ad Astra online booking software is fundamentally flawed. I routinely need to book recurring meetings, e.g., weekly meetings with students or my lab group. I can search by building and time to see available rooms, but there is no easy way to figure out what the conflicts are with a given room. In other words, I am trying to book a series of 10 meetings, for example. In my preferred room, there may be a conflict with one of these ten, i.e., someone else has booked in on one of those dates. The Ad Astra interface doesn't provide an information about the conflict other than the room is "not available." I have to search each meeting date one by one to check for conflicts. It is a ridiculous waste of time. Having our admin keep a paper-based list was 10^3 to 10^6 times easier. [#2838023]

OMG: The space for teaching is really, really important for success. The OT podium is getting better. Room reservation is a disaster! AD ASTRA is a headache. It is taking hours and hours to figure out. The abbreviations are not explained. Maybe this is one of those things with heavy time investment upfront and better long run results. We need an administrator override in each department---especially when we switch reservations. I went to make a change, resulting in the entire reservation cancelled, the room showed open and someone else grabbed it. For one important event that takes 2-3 weeks of planning, maybe this is okay. For short term planning, like 2-3 days out, this doesn't work. A lot of times, we want to just see, on the day of, "what is available" and just jump in. [#2838041]

Some classroom facilities are aged and/or not maintained with high quality equipment for modern day needs and requirements. [#2838108]

The classroom in which I teach, HBB 112, has a projector and a screen that can be lowered. However, I often need to project an image without the screen lowered (I teach a language, so I project an image/document, and my students go write on the board). The screen button is on the opposite side of the classroom. It should be placed next to the teacher station with the rest of the electronics/technology. This is quite inconvenient to constantly have to go on the opposite side of the classroom, or having to ask students to go do it, especially since there are too many desks in the classroom. [#2838183]

I work and teach in the Jessie Harris Bldg, there is likely more advanced technology in other building (like the new Mossman Bldg) that is better, but I just don't have access to it in my space. [#2838227]

No comments [#2838233]

It's difficult to secure classroom space, period. OIT has been responsive when a bulb or other tool needs replacing. [#2838234]

Why not put USB-C equipment in classrooms? Why are we not provided with the hardware that we need? [#2838477]

Document cameras need tables that can be raised or the document cameras need to have cords long enough (not locked down to where we can't pull the cord out long enough to be able to prop the document camera up on a box to avoid breaking our backs by having to lean over. Those rolling stations are not high enough nor are the cords long enough so that I can bring a box to prop my document camera up on so I'm not hunching over the entire class. Very uncomfortable and difficult to lead class that way. Many of the HSS tables that appear to have raising up capabilities are broken or aren't operating to do so (maybe not hooked up such as in HSS 217). [#2838541]

n/a [#2839008]

Getting timely resolution of technology problems that I am experiencing.

There seemed to have been some turnover in the past year that led to problems with continuity of service- one person may come in knowing how our system worked, but the next person had to be re-educated. That has hopefully settled down recently. [#2810334]

being a ticket number makes it hard to do anything more than wait for response. [#2810412]

The one issue I had recently that was less than satisfactory was trying to conduct a class with ZOOM that included a guest speaker from a remote location. I wanted to use the camera and microphones in the classroom to interface with the ZOOM app. The computer was that Cynaps system and there was no way to do that. Despite multiple calls with OIT and an onsite visit in the classroom, I ended up having to wire up my own equipment to pull this off. I don;t care if it's ZOOM or anything else, we need an easy way to do classroom wide teleconferencing. [#2810841]

I think OIT and the service support-side for teaching and learning at UT is amazing. The staff is very responsive and informed. I really appreciate the customer-service philosophy. [#2810959]

The Help Desk and the OIT staff are wonderful in this regard! I can't say enough good things about the people. [#2811041]

You guys are excellent in this area [#2811424]

At times I have not had timely responses to questions. [#2811536]

I was having technology issues on a day my students needed use of the overhead projector for presentations. I was told someone was on their way. I taught two classes in the same classroom and no one every showed up. It was fixed two days later when I came to class, and I received an email about it months later. [#2811607]

This gets better all the time, but who answers the phone matters a lot. [#2811687]

When classroom tech fails, it's hard for the resolution to be timely because it needs to be done immediately. I think OIT does the best job possible most of the time. [#2811708]

More staff who are familiar with fixing problems with mac computers are needed. [#2811715]

I find the centralized OIT process to be slower than what I like. I prefer to use College IT as much as possible (and as much as they support me). It's more personal and efficient. [#2812049]

- [#2812064]

Urgent issues such as classroom problems are resolved quickly. Major issues such as reformatting a hard drive can take weeks. [#2814944]

The OIT staff is great. The ticket based process is cumbersome and sometimes unnecessarily complicates the resolution of simple questions. [#2814979]

Quick initial response, often barely resolved, lots of email. [#2815243]

I have had multiple issues since my current laptop was purchased. The people in the library and at the help desk have always been kind and helpful, even on the few occasions when no one knew why my machine was behaving the way it was. Please keep your help desk staff! Cary Springer has also been an immense help with the little nuances of survey software for both me and my students. These are invaluable resources on which no one can put a price tag. [#2837751]

We need knowledgeable staff who can troubleshoot problems with mac computers. [#2838000]

I can't say enough about OIT. As a faculty member, I call or submit a help request about twice a week. I get immediate, helpful service. [#2838041]

Same answer. It is currently very poor. [#2838114]

This is very important. Usually, responses are timely. [#2838132]

Since OIT tries to resolve problems by telling people that they don't exist, problems do not get resolved. [#2838477]

Technology support staff who have the knowledge to answer my questions.

The OIT help desk is amazing. Our college support staff don't always provide the help I need. [#2810820]

The clicker support group is extremely frustrating. They often do not have answers to questions, they do not respond quickly or reliably, and often they simply ignore queries and problems. [#2810916]

Need more staff available [#2810931]

I think OIT and the service support-side for teaching and learning at UT is amazing. The staff is very responsive and informed. I really appreciate the customer-service philosophy. [#2810959]

Some of the staff is excellent. Some of them give wrong advice. One OIT staff recently told my colleague that she couldn't assign an appointment group to more than one calendar in Canvas. I had to show her how to do it. [#2811121]

It often appears that the first person (or first few people) to answer my tickets are not sure what is going on, and the problem gets bounced around for a little while. I wish my support needs were better triaged up front rather than later in the process. [#2811277]

When I call OIT they are extremely helpful and friendly [#2811431]

This continues to get better and better. Most of the problems seem to derive not from OIT, but from administrators constantly changing to a new and "better" software platform for whatever without any consideration for the existing OIT knowledge base (or integration of systems). But just because OIT isn't the problem doesn't mean the problem doesn't exist. [#2811687]

OIT needs to hire staff who know how to use mac software. Most staff cannot fix problems with macs and cannot teach how to use software on macs. This is a HUGE problem because the majority of students and many faculty use macs now. [#2811715]

Not a complaint, as the service on the phone is always exceptional, but some times my questions need to be sent to another person, and it seems they have less availability, so maybe train the front line on some additional things? [#2811769]

MOST staff are great but some I have worked with do not have the skills to offer assistance [#2811771]

Usually I have a great experience. However, I've gotten one person twice who had no clue what was going on. [#2811868]

We need support staff in the UT computer consulting office (research computing support) who can work with STATA. STATA is the standard software for the social sciences but is not sponsored or supported. also, I prefer to keep qualtrics software and not switch to a new one. [#2811873]

I have found support related to Canvas to be helpful. In other areas, my experience with the quality of support has been sub-par, particularly pertaining to software and hardware issues as well as concerns related to remote storage, back-up of data and documents, support for research collaboration, and email. I have generally had to resolve these issues myself and I have use my personal (not research) funds for my own back-up and data storage solutions. [#2811877]

Most staff are great to work with. I have had some questions that go unanswered for a while. [#2811918]

our college support staff are invaluable and answer things quickly. [#2812050]

The technology staff operates at a level well about my technical understanding - the have trouble communicating with an idiot [#2812064]

More staff who are knowledgeable about Macs [#2812155]

As a Mac user, I find that tech support staff often do not know how to help me with technology issues. Sometimes when I go to the support staff, my problems don't get resolved. [#2814921]

allow us to submit a ticket so we can get assigned to someone that can help us the first time [#2814980]

For the most part, Help Desk folks are fabulous. [#2815223]

I often get dead-end answers for work arounds to integrate mac technology with what we have. I have to rely on outside friends or expertise. [#2815243]

I have had multiple issues since my current laptop was purchased. The people in the library and at the help desk have always been kind and helpful, even on the few occasions when no one knew why my machine was behaving the way it was. Please keep your help desk staff! Cary Springer has also been an immense help with the little nuances of survey software for both me and my students. These are invaluable resources on which no one can put a price tag. [#2837751]

We need technology staff who are knowledgeable about mac computers. [#2838000]

Stats consulting doesn't always have the help I need. Maybe this isn't technology support. They try hard, but don't always have the knowledge. [#2838084]

You need more help desk staff, and ones who better understand the breadth of issues that come to them. [#2838114]

Generally satisfied, with occasional glitches that can be slower to resolve [#2838132]

The front line people are friendly and yet actively discourage resolution of problems. [#2838477]

Receiving communications regarding technology services that I can understand.

This is a hard question because everyone's level of "understanding" is different. And just because you think you understand does not mean you understand correctly. [#2811217]

OIT Weekly is my go-to source! Great job with it! [#2811321]

The weekly IT newsletter emails are very informative [#2811431]

The knowledge of the team seems good, but they sometimes have trouble explaining to someone like me that has a relatively poor understanding of technology. [#2811536]

good [#2811873]

Just need wording more simply sometimes? Why would I be interested in this software? [#2811918]

Being an older faculty member I feel technologically challenged and the amount of effort I put into understanding new systems is not really going to pay off (limited benefits for the amount of effort I think I might have to put in). Clear, non-jargoned instructions are important to me [#2812064]

Deliver information in a timely manner to the people at a unit level who need to have it. Example of where this could be improved: IT security plans [#2812125]

have we even had any communication about the switch from Qualtrics to QuestionPro?? [#2815223]

I can understand most of what appears in the weekly IT newsletter, even though I am not its primary audience. What I do not understand, I simply assume is meant for those who have IT-related positions instead of faculty positions. [#2837751]

great communication from all OIT staff members. I call or contact them all the time. [#2838041]

Laypersons in IT may not fully understand the courses or options for IT implementation so providing clear, grass-roots definitions would be most helpful. Thank you! [#2838108]

OIT communications often seem to bury important information in items like newsletters. A good example is the information gathering phase prior to testing new survey platforms. The notice was several items down in an OIT weekly update. Consider customizing communications for different user groups, perhaps on a more granular level. [#2838234]

Getting access to training or other self-help information that increases my effectiveness with technology.

More zoom or videoconference training courses [#2810482]

As a student I knew where to go in the library to receive technology support. Information for where to receive tech support as a faculty member has not been provided to me. [#2810863]

Answer emails. Provide more times for training. [#2810897]

I think OIT and the service support-side for teaching and learning at UT is amazing. The staff is very responsive and informed. I really appreciate the customer-service philosophy. One aspect that could be further improved is having more video tutorials available. That would enable me to find answers more quickly without having to submit a ticket for support. [#2810959]

If classrooms have Smart Podium technology, then offer training on how to use them for new faculty. Otherwise they are just in the way [#2811019]

I really would like an online teaching certification program. As someone who is now teaching fully online I would love to more. Whether it is an in house training or an acceptable one through an outside vendor I feel that is important. Also, if it is managed in house it should involve OIT, TLI and teachers who actually teach online and do not just research it or talk about it. You have to DO online teaching to talk about it. [#2811294]

How about more.any training for Akindi, Dreamweaver, long term digital curation etc? [#2811321]

I am not aware of any training to improve use of cutting edge technology. [#2811668]

Trainings are terrible. The OIT staff do not know how to use software on macs. So, trainings are not useful for non-PC users. Many faculty use macs. This is a huge problem. [#2811715]

I teach 2 courses - law and finance - asynchronous online through CANVAS. I have sought out help from OIT. I learned a few things about the difference between Pages and Modules - but to my disappointment there was no hands-on technical support persons to help me. I needed someone to assist me in writing scripts for voice-overs that were catchy and help with powerpoints that showed sequential development of an idea. All I got was a consult telling me to do this, do that. They were nice, but I left with even more to do alone with no help. [#2811741]

good [#2811873]

training in a classroom setting is preferred. Q & A opportunities and demnstrations in real time are preferred. [#2811882]

Would like [#2812044]

improve the research support website. Model this after the UCLA website. Have competent people conduct the trainings [#2814980]

Between our Lynda.com subscription and what I can find with a quick online search, this is not my greatest technology concern. It is one of those things that would be icing on my cupcake, but not required to enjoy the cupcake or do my job. [#2837751]

There needs to be more information available about this, it could be promoted more effectively. [#2837880]

we need training staff who are knowledgeable about using software on mac computers. [#2838000]

This is a huge problem. OIT provides generic help with spreadsheets? As a faculty member, I don't understand why I can't have some form of tutoring for discipline specific software: as a start---autocad, rhino, sketch, how to print, The latest, Gis, Arc Map, etc. More specifically, I don't understand why I am now PAYING AND HIRING students to assist me. I understand OIT can't be up on everything, but I expect more in faculty training from my department. Lynda is great. I had already paid for two years of the subscription before UT picked it up. Again, why I am I funding my own training, as a full professor? I need to stay uptodate, and this isn't easy. I love it that OIT has just (quietly) set up requests for one-on-one consultation for specific issues! This is better than workshops. Again, this should have happened years ago. [#2838041]

OIT could offer more trainings more frequently and in more formats--f2f, live online, recordings. [#2838234]

Official University Email - Office365, Gmail (available to Students only)

Office365 Outlook has digressed in my opinion from the original Outlook of 2010. Search engine is not as robust as earlier version. [#2810458]

Outlook is HORRIBLE and does not have near the functionalities that Google has. I have tried both Outlook training as well as reaching out to OIT directly about my outlook issues with no luck in improving the performance of Outlook, which is what leads me to believe that Google is just a superior platform (specific examples of the superiority of Google include the sorting/tagging capabilities beyond folders as emails often cover more than one topic, and the email search function in google is far more advanced/detailed than outlook, which is helpful when you receive dozens of emails a day and can fall behind sorting and responding to them. Google will also auto-fill from the entire UTK directory where Outlook will only do so if you have previously had email communication with that individual.) PLEASE PLEASE make Google available to faculty as well. PLEASE. [#2810781]

I would like to have gmail available to faculty as well as students. [#2810792]

As a faculty member, I have access only to Office 365, which I dislike. I still regularly have problems with the interface, and the IM function keeps turning itself on. Gmail is not perfect, either. I wish we had a better option. [#2810916]

Gmail available to faculty. [#2811112]

It's okay. Just not a big fan of outlook. [#2811196]

I wish Gmail was available to employees; it has many features that Outlook lacks. [#2811277]

I don't like having the two different options for faculty vs. students. I would have liked all of them to be through GMail. [#2811348]

When I click on an email link from an email that is open, it sends me back to the Office 365 initial page which is difficult to use rather than allowing me to send it from my open email - I have to copy and paste the link. [#2811536]

I'm not crazy about Office365, but I can live with it. [#2811687]

Give faculty and staff access to Gmail. It is the single thing OIT could do that would have the greatest impact on my work satisfaction. [#2811788]

Slow as can be . Difficult to search and occasionally down. Why do I have download images? [#2811852]

I really dislike Office 365. New Emails easily get lost in threads. [#2811868]

Office 365 is great, but when I'm using desk top clients I frequently don't receive mail. This is something that I've heard many people report [#2812000]

By using Microsoft products you relegate all Mac users to second class citizen status. The features and functionalities differ and the help desk isn't always equipped to respond to the differences. [#2812125]

This is not related to email, but Outlook - unfortunately, it's not possible to subscribe to a UTK staff/faculty calendar from outside of the organization. This means I cannot link my calendar to other Calendar services - a real difficulty (and source of missed meetings!). [#2815008]

Why is Gmail only available to students? [#2815044]

Requiring 2 factor ID is going to be a pain in the @\$\$\$. It will make me less likely to deal with any service that requires 2 factor ID, particularly after business hours, weekends, etc. [#2815094]

Many students very often share their google doc with me, but I cannot have access to their google doc as my google doc is often logged in with my personal gmail account. While I asked students not to share their google doc but attach the files, it doesn't work well. [#2815139]

Why don't we have gmail options for faculty. [#2815243]

I understand the importance of preventing inappropriate email, phishing schemes, and hacking; what I do not understand is why email messages from my students (vols.utk.edu) are going to junk mail. I would prefer not to have to check an additional folder just to make sure that I have covered my students's needs. If I could find a way to eliminate email, I would because it has become a crutch for students and ridiculous intrusion on personal time for faculty. [#2837751]

Office365 is the worst email I have ever used (40+ years). Web interface is clunky. SPAM filter is terrible. Lets through multiple obvious phishing emails per day. Blocks important mail (e.g., from UT VP of Legislative Relations, with tennessee.edu address!). Persistently blocks non-SPAM email although I tell it to release the email and not block the sender, over and over and over). And it's often slow, leading to sync problems. Don't know if it's still a problem, but in the past it has silently blocked certain attachments (tar files) leading to missed deadlines and failed communication. Have had to resort to private gmail to communicate with journal editors and collaborators. [#2837760]

It is a Windows product which says it all. [#2838600]

Online@UT (Canvas)

Students struggle to find their class assignments because courses are organized in every way imaginable. The campus is trying to emphasize student success/retention, and Canvas is an impediment. Communication with students is awful. Blackboard was simpler to use for faculty and students - a little clunky for instructors sometimes, and not super pretty - but straightforward and useful. OIT has been unhelpful in addressing shortcomings of the platform and Canvas has no interest in making changes. We should stop adopting technology platforms that harm our students and the campus as a whole. [#2810258]

I prefer Blackboard! [#2810464]

Canvas is bad. Bring back Blackboard. [#2810541]

I cannot express how much I hate Canvas. It would take too long here to detail the ways that it is unweildy (from plagiarism checking to the Gradebook to assignments to modules to Calendar). I can't believe that I'm saying this, but I didn't think it was possible to dislike an LMS more than Blackboard until we switched to Canvas. [#2810765]

Larger storage space online instead of having to link to other places, notably for videos. [#2810854]

Quit going cheap. Blackboard was much better! [#2810897]

Canvas is the worst online classroom system ever - even worse then the old WebCT. Getting rid of Blackboard was a bonehead decision. I don't even bother to set anything up on Canvas - if I need to send a doc. to students, I do it through a class list that I set up on email. Although I've taught online with Bb and used it extensively as a complement to face-to-face classes, I don't even bother to do anything on Canvas. [#2810900]

I struggle often throughout the semester with the limitations of Canvas, particularly in terms of the gradebook. It's also difficult to "try" something behind the scenes to see how it will work before making it public to students--again, particularly with respect to the gradebook. I didn't like how menu driven Blackboard was, but it did allow me to more easily work behind the scenes. [#2810956]

Give instructors more control over course configuration [#2810993]

There are still some clunky things about Canvas but as a whole it is pretty intuitive to use. [#2811041]

I run into glitches periodically, and can't figure out how to solve them. Like deleting grade columns from the grade book. How do I do this? I guess I should just call the help desk. It would save the time I waste trying to figure these things out myself. [#2811321]

I think the switch to Canvas was a bad decision. It is not user friendly. I prefer how Blackboard used and the D2L seemed easier to understand when they gave their presentation on campus. [#2811348]

See above [#2811424]

the ability to see changes in grades submitted would be helpful. I have place the wrong grade in the wrong box, deleting a previous grade and have no way of knowing what the grade was prior. Also, adding numbers to questions on exams in the editing phase would be helpful. Currently the questions

are not numbered and it make it difficult to work with. Also, the ability to randomize the questions on exams would be helpful. [#2811507]

Does not let students know when things are updated. [#2811550]

Canvas does not do a number of things that blackboard did, such as summary stats of exams and other grades such as measures of variance. [#2811666]

Very difficult to understand and navigate. Blackboard was easier to use. [#2811668]

Need better grade book. Not able to manipulate and calculate grades as needed. [#2811678]

Unwieldy. Hard for students. [#2811852]

It takes MANY clicks to upload a file for student access. BB seemed more straight forward. I'm not finding that the students are as adept at using it as I had anticipated. [#2811868]

Most things are fine. I do not like that the classes shut down at the end of the semester - if students have an incomplete, faculty cannot go back and change/edit grades. Makes finishing is hard. [#2811918]

These systems are largely a waste of time and money. Faculty and students alike express displeasure with whatever "LMS" is currently in use. Its purpose primarily seems to allow administrators to follow trends. [#2811984]

I think it would be refreshing to just be honest about the limitations of canvas, there are very simple things that are almost impossible to do without elaborate work around that or not at all transparent. When I reached out for help with Candace it?s always been great, but it takes so much effort to try to describe exactly what I need. Simple example, it?s impossible to do a genuinely extra credit quiz. You have to assign credit and then you have to wait until everybody?s take it out and set the value to zero. Just requires monkeying with it and it?s really frustrating and a large scale. [#2812000]

I liked blackboard better, more functionality and better look and feel. [#2812050]

I find the functionalities in Canvas to be quite limited - particularly in regards to organizing information in an accessible, easy to find way. I have stopped using Canvas, and instead only use a google site and google docs, forms, etc. for my teaching. [#2814921]

Provide more Canvas specific support. Take technical implementation of Canvas away from faculty and make it a standardized OIT service [#2814979]

Canvas is overkill. With all of its "flexibility" and features, it actually is more problematic than valuable. [#2815094]

Canvas is terrible. So much less secure than Blackboard where it was less easy to leak from one class into another. [#2815223]

Canvas would be much more useful as a platform if we could send class email messages or text alerts to students. I have ended up not using the Arc feature because my students seem to have more trouble

with videos being there than having the link to watch it on the WWW. If I could wave a magic wand, I would like to get it to do a better job with letter grades; it is excellent for those who use points, but not as effective with giving students a sense of where they stand when letter grades are input. Overall, it does most of what I need from a course management system. [#2837751]

I guess its better than blackboard....I still have to write help tickets for simple things, like "how do I send an email..." [#2838041]

Canvas is much much better than Blakcboard was. [#2838183]

It is absolutely crazy to minimize the amount of space allocated to courses on Canvas. The impediments to using Canvas flexibly and usefully are numerous and the chief stumbling block is that OIT only gives each faculty person the smallest amount of server space. Why are we being so actively discouraged from using Canvas? Why do I have to make the completely unnecessary and time-wasting calls to request more server space? Why am I being told that I am bad in using up so much server space? If you would like instructors to work in the digital world, why don't you actually encourage this rather than restricting? [#2838477]

UT System Services - ANDI

Very limited exposure to this [#2811852]

UT System Services - Cayuse SP/424

This system seems to work well except it is slow. Loading materials takes a significant amount of time. Attachments are hidden. I think there ought to be a way to get the proposal with one click. [#2810306]

Cayuse is the clumsiest and least user friendly computer software I've used in recent years. Using Cayuse is like going back to how things used to be and that's not good. Can we not have something that's a bit more modern? I mean, it doesn't have to be current, something from after 2005 would be nice. [#2810916]

Cayuse is unwieldy and difficult to use. [#2810943]

Horrible, confusing platform [#2811112]

Cayuse is Western slang for an old, worthless horse, which is pretty much what Cayuse is. I cannot imagine designing a less functional grant management system (although ADMIT runs a close second for horribly non-functional systems). [#2811687]

Interface is not very clear or user friendly [#2811752]

Cayuse is clunky. Multiple proposals cannot be open in separate tabs. [#2811788]

I deal with a score of these things and Cayuse is easily the worst. Second worst actually. Attendance is worse [#2811852]

As the PI of a grant, expected to know how to input information into Cayuse, but have had no training. [#2812044]

Cayuse is not intuitive and is clunky to use. [#2812116]

very slow, visually unappealing [#2812131]

I find this system to be not intuitive. Specifically, it is often unclear what is being asked, and what information is actually required for submission. [#2814921]

I wish this whole system would just go away. I cannot see its benefit. All these platforms are given no incentive to actually work because they know universities will buy them anyway. If we have to have a grant submission system (which again, just adds layers of bureaucracy), I would like UTK entities to be pressuring the provider to simplify the se systems by an exponential factor. Ideally, everyone responsible for decisionmaking would have to submit a practice grant through the system annually to understand the problem. When I had to use this last year, I had to go to the OSP with my computer and have someone talk me through every screen. I am tech competent. I should not have to do this. [#2814960]

Reduce downtime [#2814979]

Another platform that is a so mired in minutiae that it is a pain to use. [#2815094]

If I did not have people in my college to work with Cayuse on my behalf, I would probably never again submit a grant proposal. The system is cumbersome and the training only makes sense if you already

know what you are doing--there are too many acronyms for the average faculty member to follow.
[#2837751]

Not easy to learn, if our sponsored program staff didn't fill most of it out for us, I would be lost.
[#2837773]

There are far too many steps required in the preparation of proposals. The whole concept of creating a "paired proposal" in Cayuse is baffling. [#2838023]

UT System Services - IRIS

Try and use campus and see if this platform makes you productive - or do you spend forever trying to find the workaround to complete your task... it's always the latter. If I lived on IRIS, it might become more useful, but I use it sporadically. VERY unfriendly platform! [#2810258]

This is a clumsy system that has links that when you click on them they take you nowhere. [#2810306]

Difficult to use and frustrating to view expenditures. [#2810458]

IRIS is very frustrating, primarily because there is no one to contact to ask questions. You are on your own. The support material is of limited help. [#2810464]

Too hard to navigate / use / find what I need [#2810530]

IRIS is terrible. It is impossible to scroll through reports. [#2810541]

IRIS is the most non-intuitive system I have ever used. [#2810820]

This system is clunky and feels very dated. Getting basic information like ledgers and account balances is a struggle [#2810993]

IRIS is just really clunky - not an easy interface, and I have trouble looking at attachments. [#2811032]

IRIS is clunky. I wish it were more user-friendly. [#2811277]

NEver fun [#2811424]

Slow to show that you have completed the task [#2811536]

I think some reevaluation of what people see with different roles is important. I'm a supervisor without regular access to iris except to approve working time and leave time - but after I approve things I can no longer see them - so when I'm approving working time, if there was a leave request in the middle of that pay period I don't see it when approving the full time of the pay period - making it look like the employee has not worked 80 hours in the 2 weeks - I just have to remember that I approved a leave request previously. That system, from my limited use, could use some improvements. [#2811621]

I only need to use this to approve travel and it is extremely difficult to navigate. Not clear instructions or intuitive. [#2811668]

Does not work well with Mac computers [#2811715]

System is very slow and interface is outdated [#2811752]

IRIS is clunky and difficult to navigate between pages. [#2811788]

System is often difficult to use due to a lack of knowledge re. what prompts to click, ... [#2811882]

I find IRIS to be confusing in terms of how to access the actual systems that I want to (versus just reading a description about those systems). I wish it was more straightforward to use, with more intuitive buttons for navigation. [#2812027]

As the PI of a grant, expected to know how to read budget information on IRIS, but have had no training. [#2812044]

non intuitive, complicated system [#2812050]

The online system is fine. Not great. Inconsistent messages from the IRB office is more problematic. [#2812116]

As an approver in the IRIS system, new tasks appear (like approving ledgers and scholarships) without any direction about what to pay attention to as I approve it. I wish any new tasks would come with an overview for how to complete them rather than an assumption that anyone will understand. [#2814931]

Difficult and primitive system to navigate [#2814946]

IRIS has inconsistent performance over time and across browsers [#2814979]

The user interface is a mess. [#2815082]

Is this the system that provides Workflow notices? This system should be terminated. Waste. [#2815094]

The online shopping has gotten much, much better. When it was first rolled out, I thought this was going to be a very bad idea. But, it seems to work. The learning curve was steep. [#2837773]

IRIS is a clunky, old, difficult to use system. I approach it with trepidation always. [#2837880]

This system is too complicated. It would be helpful if there were two interfaces for routine tasks: a simplified one, and a full-featured one for expert users (which I am not) [#2838023]

Very cumbersome and it is difficult for me to understand the information [#2838084]

IRIS is the least user-friendly portal of the university systems. Redesigning the interface and adding tutorial, especially for new faculty and staff, on where to find specific resources would be terrific. Better high performance computing access should be provided for researchers. We have this great facility and connection with Oak Ridge yet it takes weeks to run reasonably complex computational problems. [#2838129]

Iris is fine, but payslip documents are difficult to view on mobile devices. [#2838183]

As someone who doesn't do research that puts humans at any discernible risk, I have my general opinions about the IRB, but the IRB portal feels hopelessly convoluted. It creates feedback cycles which can often delay necessary approval for short-term research. [#2838472]

This is the most cumbersome system I have ever encountered. [#2838477]

Customized help with developing course materials and lectures for online teaching.

This in particular has been amazing in my experience. Yes I have high expectations - and OIT meets them! I really just wish that more faculty would take advantage of this in particular - simply slapping readings and quizzes online DOES NOT make an effective online course worthy of the UTK brand. [#2810781]

I am not aware of any help. [#2810838]

Recorded online tutorials could be helpful to learn about the added features for OIT products. ARC is a feature in Canvas that I would like to know more about. [#2810863]

Would be nice to have a more clear picture of what specific services / assistance is available (including scope) [#2810993]

Whenever I ask for help with design, I'm either told something general or I don't receive a response. [#2811121]

When this is available to online instructors working remotely, that will be an improvement. [#2811498]

Have never tried this service - was unaware of it [#2811536]

I don't know of the existence of customized help. [#2811668]

I have always had great service when I call into the help line. I guess I need to schedule this as it sounds as it is available outside of taking an offered training program or having a specific issue. I am interested in building up hybrid options for students who miss class for weeks at a time for illness or approved UT events like athletes, Camp K, etc. [#2811769]

most courses are too introductory in nature and don't address my needs; I have requested help in the past and have been paired with an OIT person who did not have the skills to assist me; Limited course offerings; no help that I am aware of related to higher level presentation tools and skills [#2811771]

I have taken an online course for Zoom and online teaching. The instructor was not very knowledgeable about some of the Zoom properties and did not give much information about online teaching or how to use Zoom for an online course. [#2812103]

OIT staff are relatively underutilized due to the barriers to getting help from staff. Remove these artificial barriers and make sure your staff supporting Canvas work much harder. Consider "embedding" staff at the college or even department level. [#2814979]

I've had some great experiences with Christina Goode! Irina, Theresa, and many others. All of my ideas don't always work out, but they lead to other ideas and course improvements. Everyone wants to help [#2838041]

I have never tried to access these services, so I rated this NA because I am unfamiliar with what is available [#2838227]

This is a service that is frequently touted, but I have no idea how it actually would work. Do we turn slides over to you? Work with you to develop them? Is there a charge? [#2838234]

If these resources are available, I am unaware of them [#2838316]

Customized help is unreliable at best. [#2838477]

LiveOnline@UT (Zoom) virtual classroom environment support

Not used [#2810458]

Not really a recommendation-I just need to learn more about this personally [#2810893]

I teach online so this HAS to be good. The ongoing changes with how we capture and store classes is a concern but I don't know what to suggest. [#2811041]

See above [#2811424]

Sometimes hangs up and freezes. Often others from around the world can still hear and see, but mine, using WiFi sometimes freezes. [#2811668]

This often cuts out. Also, it seems to work far better in office settings (like interviewing job candidates) than in classrooms. When you ask OIT to do some kind of classroom training, they always want to do it by Zoom, and then I have to pull the plug half way through, because the images that sounds are so disconnected from each other in the classrooms. So, the big problem doesn't seem to be Zoom, per se, but Zoom in connection with the other classroom technology. [#2811687]

Zoom works well enough, but sometimes the webcam video is oddly placed on the final videos such that it covers up some of the slide text. I'm using a Mac - not sure if that has an effect. [#2811788]

I have had occasions where the system is down and we need it for meetings. Not often but it is annoying. [#2811918]

I didn't know we had that. How do we get training for it? Or access? [#2811960]

this is a difficult process to set up and is expensive [#2812022]

Only thing that is confusing is the saving and posting of recordings [#2812050]

I have taken an online course for Zoom and online teaching (so I'll copy-paste this same message below). The instructor was not very knowledgeable about some of the Zoom properties and did not give much information about online teaching or how to use Zoom for an online course. I had to learn how to use Zoom myself after taking that online course. [#2812103]

The ZOOM rollout was handled very poorly, IMO. Faculty teaching a large volume of courses had difficulty getting answers and support from OIT leadership, who seemed to have no interest in hearing our concerns. I received much more responsive assistance from ZOOM itself--I stopped asking OIT to intercede and request changes to the platform and just started submitting suggestions and requests directly to ZOOM. [#2838234]

Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

I did not think it was possible to have a more cumbersome platform than Banner 8, but Banner 9 is much worse. We desperately need to be able to make changes in multiple sections of courses at the same time (we still need to edit individual sections), but when we need to set enrollments for 36 sections, we should not have to do that a single section at a time. [#2810258]

MyUTK does not look good on Explorer. [#2810306]

Attendance tracking is still confusing! [#2810334]

Banner is OK but too slow and finicky. DARS is great. MyUTK is fine. [#2810541]

Again, access to aggregated student data (rather than having to look up one student at a time) would be beneficial here. It would also be nice not to have to look across these multiple platforms in order to obtain a holistic view of the students progression through UTK [#2810781]

I do not know what I am supposed to use Banner for vs. Myutk. I usually just go to myutk first. [#2810820]

Banner is better but still annoying to navigate; let me filter by academic year for grade entry, or at least sort actions better [#2810993]

Because of an administrative aspect of my position I am often called upon to look at student schedules - but can only see my advisees. This is very inconvenient! [#2811041]

The attendance tracking isn't intuitive to use. An updated feature would be that faculty can mark the attendance for students on multiple days (instead of just one). It takes a lot of time to click through day-by-day for several classes. Thanks! [#2811098]

I would like better integration and an alphabetized menu in MyUTK [#2811121]

A little tedious [#2811424]

Some links are not very explanatory or clear and so I sometimes need to call the help desk for simple requests [#2811666]

OK, but some of the items are not very intuitive. [#2811668]

I find using the timetable functionality to be awkward to even search for classes, and I'm not a student. Seems antiquated in some ways, but it is functional. The Grade entry could be improved for usability and rearrange location in the list in the MyUTK site for which one to use vs. the old way of entering, which could be removed. [#2811769]

Banner is impossible. I was trained on it 20 years ago and it still is baffling. [#2811852]

Most of these are fine just not intuitively understandable. [#2811918]

all of the above are clunky, out-dated and difficult to navigate [#2812022]

I think there could be more guidance for new faculty on what the different systems are and also more information on the website where we enter grades about some of the features of the system. For example, I learned the hard way during my first semester that as soon as you enter an individual student's grade (even before you finalize the grades for the course) that student can see the grade. I wish this was made clear in the grading system so that we could easily understand the repercussions of entering grades. [#2812027]

I wish things were more streamlined. It's nice to have everything accessible through one page in My UTK, but I find it onerous to access all of the pieces I need - especially for advising. [#2812049]

downtime and confusion where to find things. Messages to faculty should always include the link [#2812050]

It takes a ridiculous number of clicks and page loads to get a class listing (pretty much the only thing I use Banner for). Plus, checking regularly (as is necessary at the beginning of the semester) requires relogging in and repeating the entire process every single time. [#2814916]

Banner can be challenging to navigate, and has problems with permissions. There are too many different systems and they are not integrated. [#2814944]

The attendance system is very difficult and non-intuitive to use. If they want us to be entering attendance regularly, they should make it a lot easier with many fewer clickthrough requirements. We should not have to click on each date! we should not have to approve every single "attendance has fallen below 40%" acknowledgement box! The gradesfirst has similar problems. Whenever we're getting lengthy explanation emails to use the system that say things like "this is a known deficiency" about the process, it means the process should be better. [#2814960]

This is the only area where I find communication from OIT or the registrar or whomever to be convoluted. It seems to me it would be easy to tell faculty the steps to proper grade entry, and to quit changing it! [#2815057]

Surprised it doesn't cough dust every time I log on to it. Its navigation is awful. I suspect we have students that could write a more intuitive and friendly App. [#2815094]

Banner. Ha! [#2815223]

An utter mess. Non-integrated and hard to use. [#2815243]

I understand the need to minimize who has access to information for security purposes; however, that also interferes with faculty members' ability to do their jobs when they cannot access student information to check pre-requisites. [#2837751]

Primitive interface. Automatically logs you out too quickly. Student photos should be retained in later semesters, so we can refresh our memories when they ask for letters of recommendation etc. years later. (Already I almost sent a letter evaluating the wrong student because I got him mixed up with another.) [#2837760]

There needs to be an upgrade from the existing Banner system. I ran afoul of SAP this semester because the information system wasn't smart enough to know I had already completed a master's program and I was flagged. [#2837880]

annual email about grade entry should include navigation instructions, instead of just saying "Grade entry open". [#2838041]

These systems all look like they haven't been updated since 1998. Gradesfirst is a little better this year. [#2838234]

The attendance tracking software is confusing and bulky. The interface of MyUTK is busy and difficult to read. [#2838725]

Additional Questions for UniversityRole In ('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)

6.9524 (n=294)

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

6.3818 (n=296)

Key Findings for University Role In ('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:

Positive Perceptions (Adequacy Gap Score > 0)

Having an Internet service that operates reliably.
Adequacy Gap Score = 0.19; N = 1062; P = 0.00

Having an Internet service that provides adequate capacity or speed.
Adequacy Gap Score = 0.27; N = 1035; P = 0.00

Having Web sites and online services that are easy to use.
Adequacy Gap Score = 0.66; N = 956; P = 0.00

Having online services that enhance the teaching and learning experience.
Adequacy Gap Score = 0.69; N = 901; P = 0.00

Having technology services that allow me to collaborate effectively with others.
Adequacy Gap Score = 0.68; N = 905; P = 0.00

Having systems that provide timely access to data that informs decision-making.
Adequacy Gap Score = 0.51; N = 864; P = 0.00

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
Adequacy Gap Score = 0.55; N = 900; P = 0.00

Getting timely resolution of technology problems that I am experiencing.
Adequacy Gap Score = 0.37; N = 843; P = 0.00

Technology support staff who have the knowledge to answer my questions.
Adequacy Gap Score = 0.50; N = 808; P = 0.00

Receiving communications regarding technology services that I can understand.
Adequacy Gap Score = 0.72; N = 835; P = 0.00

Getting access to training or other self-help information that increases my effectiveness with technology.
Adequacy Gap Score = 0.84; N = 819; P = 0.00

Official University Email - Office365, Gmail (available to Students only)
Adequacy Gap Score = 0.79; N = 893; P = 0.00

Online@UT (Canvas)
Adequacy Gap Score = 0.35; N = 815; P = 0.00

Negative Perceptions (Adequacy Gap Score < 0)

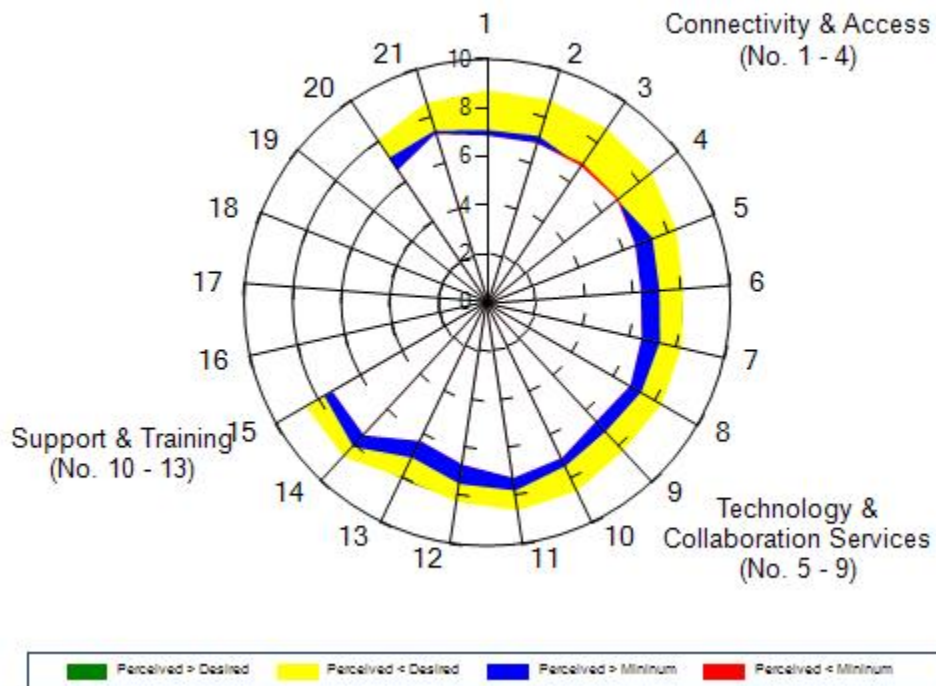
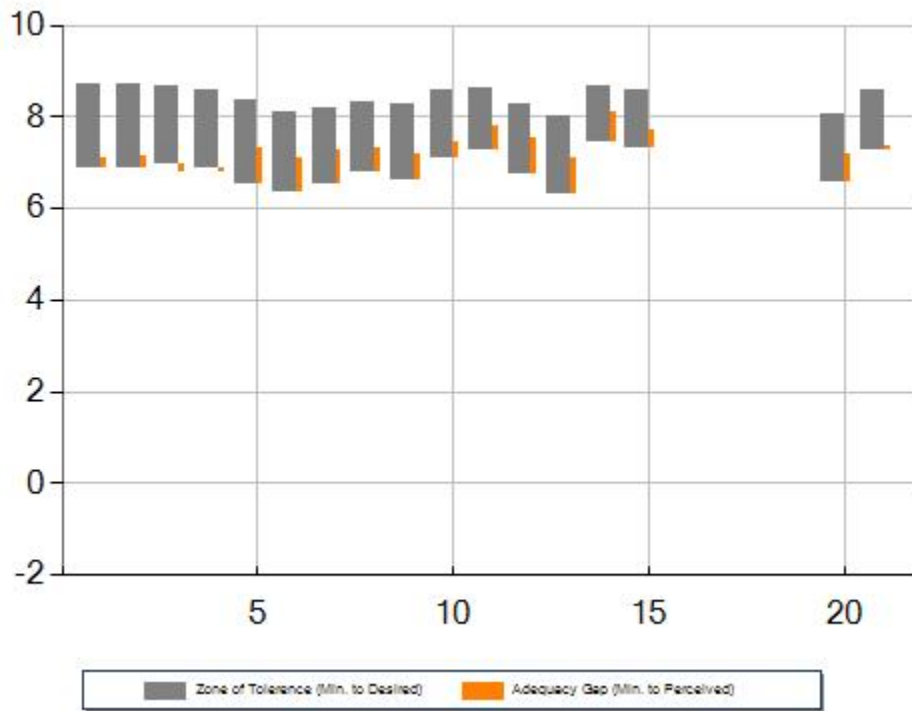
Having an Internet service that provides adequate Wi-Fi coverage.
Adequacy Gap Score = -0.21; N = 1042; P = 0.00

Having adequate cellular (or mobile) coverage throughout campus.
Adequacy Gap Score = -0.27; N = 1036; P = 0.00

LiveOnline@UT (Zoom) virtual classroom
environment support
Adequacy Gap Score = 0.59; N = 549; P = 0.00

Results for UniversityRole In ('Student')

Below are the charts for this view of the survey data.



Data Tables for UniversityRole In ('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 your ability to access technology services through the Internet

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	6.81	8.72	7.00	0.19	-1.72	1062	0.00
		Dev	1.59	0.63	1.64	1.77	1.62		
2	Having an Internet service that provides adequate capacity or speed.	Mean	6.82	8.69	7.09	0.27	-1.61	1035	0.00
		Dev	1.60	0.68	1.61	1.75	1.60		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	6.89	8.66	6.68	-0.21	-1.98	1042	0.00
		Dev	1.68	0.79	1.82	2.08	1.88		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	6.90	8.61	6.63	-0.27	-1.98	1036	0.00
		Dev	1.80	0.88	1.95	2.23	1.97		

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	6.55	8.36	7.21	0.66	-1.15	956	0.00
		Dev	1.62	0.98	1.34	1.68	1.36		
6	Having online services that enhance the teaching and learning experience.	Mean	6.33	8.07	7.03	0.69	-1.04	901	0.00
		Dev	1.85	1.33	1.45	1.77	1.51		
7	Having technology services that allow me to collaborate effectively with others.	Mean	6.50	8.19	7.18	0.68	-1.01	905	0.00
		Dev	1.80	1.19	1.50	1.77	1.53		
8	Having systems that provide timely access to data that informs decision-making.	Mean	6.72	8.28	7.24	0.51	-1.04	864	0.00
		Dev	1.69	1.13	1.42	1.72	1.46		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	6.56	8.23	7.11	0.55	-1.12	900	0.00
		Dev	1.81	1.18	1.62	2.02	1.76		

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 with those supporting your use of technology services

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	6.99	8.56	7.37	0.37	-1.19	843	0.00
		Dev	1.56	0.84	1.50	1.80	1.52		
11	Technology support staff who have the knowledge to answer my questions.	Mean	7.19	8.59	7.68	0.50	-0.91	808	0.00
		Dev	1.57	0.82	1.44	1.71	1.39		
12	Receiving communications regarding technology services that I can understand.	Mean	6.71	8.28	7.43	0.72	-0.85	835	0.00
		Dev	1.79	1.19	1.43	1.80	1.47		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	6.19	7.92	7.02	0.84	-0.89	819	0.00
		Dev	1.97	1.50	1.59	1.94	1.75		

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...		Min	Des	Per	Adeq	Supr	N	P
14	Official University Email - Office365, Gmail (available to Students only) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.26	8.61	8.05	0.79	-0.56	893	0.00
		Dev	1.62	0.88	1.19	1.52	1.13		
15	Online@UT (Canvas) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.26	8.59	7.61	0.35	-0.97	815	0.00
		Dev	1.52	0.84	1.45	1.61	1.35		
16	UT System Services - ANDI <i>Self-reported faculty, staff only.</i>	Mean	0.00	0.00	0.00	0.00	0.00	0	1.00
		Dev	0.00	0.00	0.00	0.00	0.00		
17	UT System Services - Cayuse SP/424 <i>Self-reported faculty, staff only.</i>	Mean	0.00	0.00	0.00	0.00	0.00	0	1.00
		Dev	0.00	0.00	0.00	0.00	0.00		
18	UT System Services - IRIS <i>Self-reported faculty, staff only.</i>	Mean	0.00	0.00	0.00	0.00	0.00	0	1.00
		Dev	0.00	0.00	0.00	0.00	0.00		
19	Customized help with developing course materials and lectures for online teaching. <i>Self-reported faculty only.</i>	Mean	0.00	0.00	0.00	0.00	0.00	0	1.00
		Dev	0.00	0.00	0.00	0.00	0.00		
20	LiveOnline@UT (Zoom) virtual classroom environment support <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.47	7.98	7.06	0.59	-0.92	549	0.00
		Dev	2.06	1.57	1.86	2.00	1.77		
21	Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.18	8.55	7.26	0.09	-1.28	886	0.15
		Dev	1.55	0.87	1.56	1.82	1.55		

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 UniversityRole In ('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 an Internet service that operates reliably.

My internet crashes all the time. [#2810298]

I think the bandwidth is just at maximum capacity and needs to be increased to be effective [#2810363]

Sometimes I do not have internet on my mobile device when the device says it is connected [#2810415]

Get better Wifi in the stadium. It is very hard to operate as a student when there is not reliable wifi connection in the building. [#2810445]

Improve in new buildings -- for example UTOpen and Eduram do not work in Mossman top floors study areas [#2810486]

having repeaters outside so that connection isn't lost [#2810488]

Reliable is needed so that students have one less worry about a site crashing on them. [#2810500]

The wifi seems to just drop sometimes. [#2810529]

I always have to disconnect and reconnect the Wi-Fi to get it to work, and it's somewhat slow. [#2810564]

I have had a lot of issues this semester with the UTOpen wifi. [#2810643]

I often get kicked off the eduroam WiFi due to spotty service. [#2810647]

I have a lot of trouble moving between buildings on the internet. If I go to a building across campus and use the WiFi, my internet will act wonky for the rest of the day. Seamless WiFi connection throughout campus is what I came to expect at my previous 2 higher ed institutions of similar size, it seems we are behind the times here. [#2810652]

I am not sure how to fix the problem, my issue is I can't always connect the first time on my phone. I am sure it has to do with whatever area I am in at the time. [#2810683]

n/a [#2810686]

N/A [#2810687]

Sometimes the internet doesn't work and I can't get school work done. Plus better wifi in the dorms. [#2810747]

I have no complains about the Internet service, although it always seems to run more slowly on my phone. I'm not sure if that's just the difference between my phone and my laptop. Perhaps. [#2810812]

I usually don't have a problem with internet working while at UT [#2810817]

sometimes the wifi goes in and out depending where you are located on campus and can be frustrating. [#2810879]

the wifi will often show three hrs of service yet doesn't work [#2810966]

Internet connectivity in some buildings is spotty and does not run fast on phones. [#2810987]

Just read the above comments about the internet. [#2811127]

I think that the internet should only be accessed to students on game days. Overall, the internet connection is great for my laptop, but not my phone. When I am using my phone, I have to turn off the wifi because it runs slower than on my cellular data. If that issue was fixed, the internet connection on campus would be perfect. [#2811183]

It is pretty consistent but the Wifi does not work well. [#2811207]

The connection gets worse when in certain buildings like Haslam and some dorms. [#2811215]

Eduroam will randomly cut out within a building (for me, specifically, it's Dougherty), and it's essentially non-functional inside the student union, particularly in the food court. [#2811286]

The wifi is almost always fantastic, especially indoors, but sometimes it is a little spotty outside. Hand-off between wifi zones (I don't know the technical term) could also be improved, like my devices don't really like it when I'm walking around campus. These are very minor complaints about a service that is fantastic 99.99% of the time. [#2811300]

Spotty coverage on phones [#2811306]

This is very important considering most all of my instructors require me to be online either during or after class. [#2811307]

My office is at the highest level of an academic building. The wifi coverage is so poor that I cannot connect either my computer or my phone to the internet, making my research and study difficult. I hope we will have more coverage or at least a router to enhance the internet signal. [#2811329]

Many times throughout the day, the internet becomes very slow or won't connect to any of my devices. [#2811345]

Wi-Fi connection cuts out in room in Vol Hall. Get better wifi [#2811346]

I find that the eduroam wifi network frequently disconnects on my phone, and I have to go into the settings and either switch networks or login to eduroam again. I don't have these problems with my computer, however, and find that connection very consistent. [#2811351]

the security of the eduroam network has been an issue the last several times I have re-installed it on my phone, after either getting a new phone or wiping my existing phone. At least 3 different university tech people have questioned the security of the network because no security protocol was used [#2811376]

I need that if its on-campus that every floor in a building has reliable Internet. [#2811435]

i cannot use my phone guys come on. LTE is the better one [#2811440]

The Internet service on campus is unreliable and very spotty. When traveling around campus the wifi does not carry well and consistently does not work. If there is wifi service, it normally will not load anything while traveling from building to building. [#2811478]

In Vol Hall especially, there are many times (probably 3-4 x per week) that there is either not enough coverage of enough bandwidth to successfully operate my computer for even menial tasks like google. I'm not sure what the specific issue is (you guys can probably see that better), but it is beyond frustrating to not be able to do anything at all. [#2811504]

occasionally in my own dorm wifi goes down for no reason. [#2811549]

I live in Stokely, and the internet just stops working for like ten seconds at a time randomly throughout the day, which can be annoying when I am on the phone or trying to play video games, mostly stuff that requires interacting with other people on the internet in real time. [#2811556]

Confused on difference between Eduroam and ut-open. some work better at other places and buildings [#2811566]

The wifi connection always fails. Everyday I have to switch to mobile data, which is not much more efficient. The strength of the wifi should not be this weak. This did not happen last school year. But now it is a major issue. [#2811586]

In most buildings that I struggle with cell service I will also lose internet service. For example, the student union. [#2811588]

Normally works pretty well [#2811638]

I often have problems with my phone not being able to load pages while connected to the UTOpen network. It often requires disconnecting and reconnecting to the network to get anything to load. [#2811670]

The internet usually works at a basic level, but it's not uncommon for me to experience issues with the signal strength and with being randomly disconnected with the internet while using it. [#2811711]

It's very spotty. [#2811749]

I take an online class, and reliable internet is absolutely critical for my examinations. [#2811772]

A lot of times my wifi connects but I cannot access the internet/ my capabilities are limited. [#2811808]

more reliable wifi [#2811856]

When switching between buildings I will often have to turn the WiFi off and on again on my google pixel in order to use the WiFi. No issues on my laptop. [#2811887]

While I do constantly have access to the wifi signal, I have found pockets of space where the signal has no actual connection to the internet service. In these situations, I try to disconnect and reconnect in

order for the service to have a more stable connection, but they have proven not to work. These spaces are typically located within newly built buildings on campus (new addition to the UC, Strong Hall, Stokely Hall). [#2811934]

My phone seems to drop calls when I call over data (FaceTime Audio) between buildings, so somehow extending the internet coverage to reach outside buildings so that I do not have to re-call the person when I arrive at a new building. [#2812003]

The internet seems to drop out a lot while I'm walking between classes. [#2812009]

I get kicked out when I am in Henson Hall all the time. [#2812029]

Good, except for a few spots (including some dining destinations) where wifi is spotty [#2815030]

The basement of Perkins have issues with wifi a lot [#2815041]

While I am generally pleased with Internet service on campus, the service was unreliable for students in Strong 101 lecture hall, and the service is notoriously spotty in Hodges Library. [#2815047]

Internet is spotty in some areas. [#2815048]

MAKE THE WIFI AVAILABLE EVERYWHERE!!!! [#2815071]

DE Student most of the time. Not very applicable for on campus information gathering. [#2815074]

Internet does not work in my personal laptop and I have not had an answer about that. [#2815250]

If the Wi-Fi is working, internet service is fine around campus. [#2837913]

Update the wifi routers but mostly the ethernet boxes have loose connections sometimes. [#2837941]

I think that overall our internet service is pretty good. [#2838009]

About half of the time on campus the internet is not working [#2838160]

Sometimes eduroam is hard to connect, but it is better than the utopen wifi. Maybe send out clear instructions on how to connect to eduroam [#2838211]

I work in Mccord Hall on the Ag Campus and a few times a semester, the internet cuts off for hours [#2838291]

Although I can connect to ut-open inside any building, I can't get access to internet if I move from one building to another building in a short time. I have to connect to the wifi manually. For example, from Ellington to PBB or from PBB to BESS. I can't get email or message on time, which is inconvenient. [#2838353]

Many classes that meet underground have spotty wi-fi internet connections [#2838479]

As previously mentioned, it is not always reliable [#2838502]

just fix it [#2838519]

N/A [#2838538]

I'm not sure what the issue is, but I have to disconnect and reconnect to the internet multiple times a day for the internet to continue working [#2838539]

Many of my classes are in the stadium and the internet does not work in their or rarely works. Many of the student's have to use their own cellular service wifi instead of the university wifi. [#2838583]

I have had trouble connecting in a crucial time [#2838659]

I don't why, but my phone doesn't have Internet access when connected to eduroam. Though the signal seems perfect... This happens at some specific places, for example, Hodge library. [#2838706]

The internet is often slow and prevents me from getting work done some times. [#2838776]

This works well on laptops, but for someone reason very unreliably on mobile phones. [#2838870]

My internet gives out a lot, especially on my phone. [#2838967]

same as above [#2839001]

Having an Internet service that provides adequate capacity or speed.

Internet is super slow. [#2810298]

UT Open is very slow a lot of the time. I am also a GA, and when I try to access or upload files to our folder on the VPN, it times out often. [#2810363]

Sometimes I do not have internet on my mobile device when the device says it is connected [#2810415]

Good internet is needed since I am constantly using the internet for classes [#2810500]

I always have to disconnect and reconnect the Wi-Fi to get it to work, and it's somewhat slow. [#2810564]

The internet and wifi in student union or ANY of the dining halls or new buildings is awful! [#2810603]

The internet speed is good in the areas that are not a dead zone. [#2810660]

N/A [#2810687]

Need with how many computers and phones are used on campus so it needs to constantly be improved. [#2810747]

The wifi speed is sufficient more times than not. [#2810788]

There are often issues with the WIFI in Sorority village that causes delays and the speed to run slowly - which can be very frustrating when attempting to complete or submit assignments [#2811114]

Speeds vary from fast to slow [#2811126]

The internet rarely works so it's obviously slow most of the time. [#2811127]

The internet is fast, but can get slower as you get toward the west side of campus. [#2811215]

I get 11.1 Mbps download / 62.2 Mbps upload when I run the google speed test, and an average of 14.071 ms ping to google.com. Sustained download speeds (downloading the Ubuntu iso over http) are close, at about 6.25 Mbps. I realize these are good numbers, and for most applications they are more than adequate. But it can always be faster :) [#2811300]

Internet is good capacity and speed on laptops but not phones [#2811306]

theres a lot of lag which is upsetting [#2811440]

while moving from building to building the wifi changes speed and capacity. Is there a way to get it to stay level through out campus [#2811549]

Internet can often be very slow [#2811575]

Internet speed is sometimes slow in the dorm. I find myself turning off my wifi and just using my cellular because the wifi is sometimes unreliable. [#2811606]

Wifi never lets anything load [#2811638]

In a rainy day my downloads take too long. [#2811696]

I don't feel that the internet service provided on campus can withstand the traffic it receives. It works at a basic level most of the time, but I often have to wait for long periods of time when doing more than just navigating through a website. Links can take so long to load that I receive error notifications (?request timed-out? notifications), videos usually require so much buffering that they become unwatchable, and programs such as Canvas or Pearson Labs can take long periods of time to load while trying to do my homework. [#2811711]

The ut-open Wi-Fi is sooooo slow. I don't know a solution but I will say that I am not satisfied with it. [#2811749]

I need sometimes some decent downloads should not have to go home and use my fiber connection to download files [#2811825]

Had issues with both speed and capacity - not often but at inconvenient times [#2811828]

bandwidth has always been satisfactory [#2811887]

In the afternoon classes I get timed out before I can open my online book for class quite often [#2812029]

Same answer as above. [#2815074]

This is terribly important for a graduate student. I am glad UT has such great internet. [#2815241]

is a must [#2837790]

great service. [#2837809]

Wifi in Neyland has improved over the years, but still has a long way to go.. [#2837855]

Once again, if the Wi-Fi is working, internet service is fine around campus. [#2837913]

Just a speedy fix when it goes out. [#2837938]

I had problems with NAT type this year because my roommate and I had the same which caused some things not to work. [#2837941]

The internet is frustratingly slow a lot of the time. I would expect a top university to have top internet service. [#2838120]

Please fix this [#2838160]

Usually the service is very fast. At times though I have some trouble when trying to remote in to my desktop, but that also might be on my end. [#2838171]

its a little slow [#2838195]

the internet is often slow [#2838330]

The speed is decent [#2838502]

Sometimes its just super slow especially depending on where I am [#2838519]

N/A [#2838538]

Most of the time this is fine, but every once in a while it seems like the whole system ?shits the bed? [#2838611]

same as above [#2839001]

Having an Internet service that provides adequate Wi-Fi coverage.

In Neyland Stadium and Thompson Boling Arena [#2810224]

Please fix the wifi it is absolute trash... I feel like this wifi wouldn't even be considered fast in 1980. This wifi speed has Steve Jobs rolling over in his grave. I think my phone could give better internet to the entire campus than the UT wifi. Why do teachers have amazing wifi speed but students don't???? Please buy more routers/modems, like a ridiculous amount. Using wifi on gamedays is about as useful as letting a blind person drive you to California. [#2810298]

As a college student in 2019, masters level, having good WiFi is essential 24/7. Unfortunately this does not always happen, and while coverage is somewhat Adequate, it could always be improved. Try fiber optics like Chattanooga at least for Ethernet coversge [#2810312]

I lose connection to the wifi any time I step outside so, it would be nice if that wasn't a problem. [#2810327]

UT Open doesn't always work reliably, and sometimes it is incredibly slow. [#2810363]

Sometimes I do not have internet on my mobile device when the device says it is connected [#2810415]

Wi-Fi goes in and out on campus, most times I am having to always log back into the wi-fi whenever I shut down my laptop or phone. [#2810500]

My phone refuses to read Eduroam as an option. I have followed the online tutorial. I run off of UT Open. [#2810529]

I always have to disconnect and reconnect the Wi-Fi to get it to work, and it's somewhat slow. [#2810564]

For some reason when I walk from one building to the next, I have to disconnect and reconnect to the WiFi to get service again. [#2810642]

Sometimes eduroam is my only option and is spotty. utopen is not set to automatically connect because I want a secure connection, yet much of the time, that is what I end up connected to. [#2810652]

Similar to the coverage it weakens frequently throughout campus. [#2810660]

The wifi in the Student Union does not work very well or at all in some places (especially on the old side). [#2810669]

Wifi throughout campus is spotty, both in the buildings and outside [#2810697]

Sometimes in class my Wifi will go very slow or I will get bumped off. All of my classes are in the HPER building [#2810737]

Necessary to work and study in the dorms. [#2810747]

Wi-fi coverage in parking areas/structures and sub-basements (such as HPER) would be useful -- sometimes I am in between classes and would like to be able to work from my vehicle which may be closer to my next class rather than hiking to the library. [#2810760]

Sometimes when traveling to different parts of campus I have to turn off the wifi connection of my laptop or phone and then turn it back on so that it will reconnect in the area I am in. I would be nice if I did not have to do that in order for the wifi to work on my device. [#2810775]

There are areas of campus the University Wifi does not reach, and I have to use a hotspot. [#2810788]

Sometimes I have trouble using wi-fi in and around Neyland Stadium, especially at the bus loading zone by the Alumni Building [#2810800]

The nursing building bottom levels do not receive coverage. [#2810807]

When connected to ut-open wifi in my building, it does not work, so I have to take my phone of wifi every day. [#2810817]

In some campus area, the WiFi is not strong enough to use. Maybe we need more routers? [#2810826]

N/a [#2810864]

NA [#2810878]

Overall, the WiFi coverage on campus has gotten better. The problems are in the stadiums. During an event, either football or basketball, it is impossible to get WiFi. My phone cannot get cell service so I essentially have no service. It is very frustrating because I want to be able to participate in the event, like using the Vols basketball app, but I can't because my phone won't connect to the WiFi or data. [#2810915]

the wifi works maybe 40% of the time on my phone and constantly needs to be reconnected t my laptop. both utopen and eduroam [#2810966]

Sometimes I have to disconnect and reconnect to the Wi-Fi in order for it to work. [#2811001]

I don't know how it could be improved, but Wi-Fi outside on campus is almost nonexistent. It only covers in buildings. I find myself having to turn my cellular wifi on/off constantly. [#2811046]

Access to Wi-Fi in Neyland Stadium parking garage for students who would rather work on something in their car than somewhere else. [#2811083]

This is an issue at Sorority Village and would really recommend adding more Wifi coverage here [#2811114]

The internet rarely works most places on campus. I never have wifi in the cafeterias, and I am always having to rejoin the network anytime I move to a different building on campus. The wifi all-in-all is terrible. [#2811127]

It is so inconsistent I mostly disconnect to the wifi. [#2811207]

When I go from one building to another sometimes the WiFi does not work accurately. Certain places in the animal science building the WiFi barely works [#2811239]

There is very little wifi or cellular signal in the student union. Using the internet or sending a text message while standing in the food court is pretty much impossible. [#2811286]

The wifi is almost always fantastic, especially indoors, but sometimes it is a little spotty outside. Hand-off between wifi zones (I don't know the technical term) could also be improved, like my devices don't really like it when I'm walking around campus. These are very minor complaints about a service that is fantastic 99.99% of the time. [#2811300]

Wi-Fi is very spotty / nonexistent if you are outside of the library [#2811306]

The Wi-Fi tends to stop working at times on both the Eduroam and UT Open network. When family and friends come to visit and I try to connect them to the Wi-Fi it rarely works and they are forced to waste cellular data while visiting me. [#2811312]

My office is at the highest level of an academic building. The wifi coverage is so poor that I cannot connect either my computer or my phone to the internet, making my research and study difficult. I hope we will have more coverage or at least a router to enhance the internet signal. [#2811329]

I find the wifi networks are often inconsistent on my phone, and I tend to lose coverage in certain areas of campus. Particularly, near the football and basketball stadiums and in different areas of my dorm (Brown). I wish the wifi were more steady throughout campus, but when the wifi is working I find the coverage speedy. [#2811351]

The student union is a total wifi dead zone. [#2811365]

the Wi-Fi works well on my laptop but my cell phone is basically useless throughout campus. [#2811443]

NOT THAT GOOD IN STUDENT UNION [#2811454]

Keep on keeping on! [#2811472]

The coverage going around campus is very spotty and not very reliable. [#2811478]

It's spotty in some parts of campus, especially when walking outside. [#2811493]

Improve Wi-Fi coverage in all parts of the student union (specifically near Starbucks & Chick-fil-A/Qdoba) [#2811528]

same as first, building to building wifi speed decreases. and I was informed that there was wifi on buses and haven't had any. [#2811549]

Wi-Fi can be very spotty but is very important for any life on campus [#2811575]

Unless I am inside a classroom I will often not have adequate Wi-Fi coverage on campus. The Wi-Fi outside as well as in hallways of buildings is extremely spotty for me. [#2811588]

My wifi does not work well when I am on other parts of campus besides my dorm. [#2811606]

Wi-Fi in the Student Union is poor. [#2811610]

Wifi using eduroam never works on my phone and difficult sometimes on my computer [#2811638]

In my experience, WiFi is largely useless across campus because it doesn't work as well in some buildings (especially HSS) while it works in others. Most of my issues with WiFi occur when walking in open spaces on campus. In these spaces, I constantly have to switch between WiFi and cellular data because either only one will work or neither will work at all. [#2811711]

The WiFi could be much stronger all around, especially since so many people use it at one time. [#2811723]

This is super important to me. Please fix the ut-open Wi-Fi so that it is not so spotty. [#2811749]

There are some pockets of no coverage in some critical spaces on campus. I've experienced wi-fi-outage in Hodges Library, on Ped Walkway, by AMB Auditorium, and on the Hill. [#2811772]

The student union and areas around circle park and stokely have bad coverage [#2811808]

this is a no brainer without WiFi what is the point of bringing your own devices. [#2811825]

I often get random lapses in wifi here. I am not sure why. [#2811848]

Wifi can be terrible sometimes [#2811856]

The wifi goes out in certain buildings like Brown and Perkins. [#2811892]

Wi-Fi is pretty slow in the Min Kao building. [#2812009]

Wi-fi goes in and out all the time across campus. Somehow, if UT could enhance wi-fi to reach out to the HSS amphitheater I would be so much happier because I would much rather get my homework finished outside across campus. [#2812048]

Particularly for my mobile phone, I frequently find myself having to turn off wifi while moving around campus because I am "connected" to wifi but the signal is so low that nothing will load. [#2812077]

The wifi is spotty and there is rarely a week where I am not using cellular data because the wifi isn't working. [#2814992]

Sometimes my Wi-Fi on campus does not load well in basement classes making it hard to take notes [#2815000]

Stairwells and many parts of Hodges are dead WiFi areas [#2815016]

Perkins hall basement has spotty wifi coverage that disconnects quite a lot [#2815041]

I definitely do not have reliable Wi-Fi coverage across campus. I would love to be able to work outside of my academic buildings but the Wi-Fi is not strong enough. [#2815062]

Wi-Fi coverage at South Stadium Hall in Neyland stadium is very poor. [#2815064]

Same answer as above. [#2815074]

Better wi-fi coverage outside [#2815096]

Some buildings, like the Nielsen Physics building, do not get phone or wifi coverage! And the wifi in the SERF building is very spotty. [#2837855]

Fix the WiFi in my dorm please has been going in and out for a month now!!! I've been to your help desk more times than I can count and the issue still hasn't been fixed [#2837884]

The Wi-Fi in the Treas is unusable. I have to turn my wifi off when I am in there for anything to load on my phone. There are also random spots like this around campus. [#2837913]

This has been one of my biggest concerns the last several years- there are many buildings on campus where I have no service, especially on my phone or tablets. As both a student and instructor I feel like I shouldn't always have to be on a computer to access wifi when I'm on campus. [#2837952]

I think that overall our Wi-Fi works pretty well. I never have issues with my laptop connecting. Occasionally I have some problems with my phone, but that's not as important as my laptop. [#2838009]

Moving from location to location I loose coverage, and it's very difficult to get the wifi to work on my phone in multiple locations on campus. Especially including the hall's. [#2838037]

Sometimes the Wi-Fi is not covered well in the student union, and certain parts of the hill (in my experience) [#2838063]

ut-open does not often reach the hearing services center in the stadium or the hearing and speech center. Wifi connection is imperative for writing our reports for our clients and the poor wifi connection keeps us from optimal productivity. I don't know how the wifi connect works but putting a receiver closer to the stadium? [#2838073]

Professors have been forced to not use clickers in some classes in HSS and Strong Hall because of inadequate coverage [#2838113]

Very needed, but I feel like it is working well most of the time [#2838115]

I don't have good coverage in some of the outdoors places that I would like to work in. [#2838120]

Would love to be able to listen to music while walking from building to building without turning it off and on and switching to cellular [#2838128]

The wifi issues need to be addressed [#2838160]

Not really, have you been in stokely [#2838195]

WiFi on campus is frequently unreliable, disconnects from devices, and sometime does not work at all [#2838207]

This is crucial because when I am in the Audiology building I tend to not have good service. This is where I need to have good WiFi. [#2838247]

The WiFi's coverage is great but not 100s, there are spots where WiFi doesn't work and cell coverage does not reach [#2838260]

Expand the wifi area when new buildings are built. Some of the newer, not as central buildings do not have reliable wifi [#2838267]

Wifi is spotty throughout campus, especially in the older buildings [#2838269]

PLEASE do more to secure a consistent coverage. We live in a world that relies too heavily on this type of service for day to day assignments and projects for it to go down as often as it does. There are also just dead spots in so many areas inside the buildings. I don't want to have to go outside just to send an email. [#2838286]

I never have wifi while on the buses [#2838291]

Better wifi coverage around campus [#2838296]

the wifi frequently goes down [#2838330]

It would be great if we can still connect to wifi when we take school bus. [#2838353]

WiFi in Haslam business building is spotty. [#2838384]

My phone does not stay connected to any wifi. I cannot use it while in the Student Union at all. [#2838432]

Wi-fi is spotty throughout campus; will lose wifi and cell-phone coverage walking between buildings. [#2838479]

Sometimes the internet stops working and I live on campus so this is the only place I can get Wi-Fi [#2838502]

confusing because either UT-open or eduroam works it depends on where u are [#2838519]

N/A [#2838538]

The stadium has really poor wifi coverage. [#2838583]

I appreciate the dept. tries to make signing on to the wifi on campus safe, but it is not user friendly and it is frustrating to log in (again) with a different location to obtain wifi access each time a I leave a building and go to another. [#2838605]

WiFi is incredibly hit or miss on campus and more reliability would be good [#2838611]

Some places on campus I cannot access the internet even though I am connected to Wi-Fi, specifically Stokely. [#2838659]

There are a few classrooms that have no cell and inconsistent wifi [#2838698]

I have unlimited data on my cell plan, but in buildings like HSS and hodes library my phone doesn't get service unless i can connect to WiFi. So its really important that i can connect, especially when I have to work on my phone. Right now service is fine, but sometimes the internet connection crashes [#2838771]

Sometimes the wi-fi is too slow or the Eduroam network will drop me in some buildings and the UTOpen network is insufficient for my needs. [#2838869]

Wi-Fi often cuts in and out and is not very reliable [#2838902]

Today your entire life is on the computer. Wi-fi is a must. There are many times during the day, I go to look something up or do some homework etc.. only to find that I am unable to connect to wi-fi. I also think in today's world, that wi-fi should be more secure. I would be willing to pay more to have a secure connection. [#2839001]

Having adequate cellular (or mobile) coverage throughout campus.

I feel as if there are multiple spots on campus that have very poor cell service. The SU being one of the worst. I love the new SU but the fact i have minimal cell service in there is disappointing. [#2810276]

I live in Brown and can hardly hold a phone call with my parents because the service is so bad. Most buildings on campus that I have tried to talk on the phone in have been a bust. Overall, even just trying to use my phone for other things, I have TERRIBLE service on campus and my family has complained about this when they have come to visit as well. [#2810287]

Idk how to improve it considering we are in a big city. It's bound to happen. [#2810298]

In the student union as well as the lower floors of some of the buildings, I have no cell service at all. [#2810327]

There are a lot of "dead zones" on campus, and I drop a lot of important calls if I'm walking somewhere. [#2810363]

I never have service in the bottom of the business building, which seems quite ironic considering communication is pertinent to business. [#2810406]

I would work on adding more towers to campus or even adding something in the student union to help with phone service. [#2810431]

phone works much less often than laptop [#2810486]

Service can be slow in spots of campus, some areas I have no signal such as the Student Union. [#2810500]

Sometimes cell service is interrupted in Baily complex. [#2810528]

Boosting cellphone signals inside UT buildings would be extremely helpful. [#2810529]

There is NO service in the union, both phase 1 and 2 [#2810542]

WiFi on campus is so bad there are so many dead zones it really needs to be fixed [#2810573]

Since there are classrooms and grad offices being built around campus with no landline phones in them, adequate cell service is integral to emergency response and situations. On Verizon, I have trouble getting coverage in most of Strong Hall. I have concerns about what would happen if the internet went out in an emergency. [#2810652]

The coverage goes out at certain areas around campus (i.e. The Student Union). [#2810660]

Some buildings have absolutely no service available. [#2810683]

It would be nice if UTK transport had WiFi provided and/or didn't block my cell service. [#2810699]

There is no service in the basement of many buildings, such as Walters, Haslam...Although the wifi can compensate. it is still not convenient without cellular signal. I don't know if there is a way to improve that since those are pretty old buildings. [#2810712]

I want cell service in the food court/rest of phase 1 of the Student Union. [#2810723]

Just need to make calls [#2810747]

I think the cellular coverage is good, but the wifi could be improved by providing free wifi on the buses. [#2810754]

The nursing building bottom levels do not receive coverage. [#2810807]

Some buildings on main campus I cannot get cellular coverage such as Mossman Building. [#2810817]

There are some lecture rooms, especially in the older buildings, where there is no cell service. [#2810832]

important as i need to make calls and have service to access important information that sometimes i can't use my computer for [#2810868]

Fix it so I don't have to turn off WiFi and then turn it back on every time I enter a new building [#2810878]

In neyland or in areas of Hodge's/amb, cell service is not covered and should be fixed. [#2810879]

Cell service inside Haslam is horrendous, and this is where I can reserve rooms for team meetings and conference calls. [#2810952]

there is little to no service in my dorm room and the student union [#2810966]

there are certain dead spots in some buildings around campus. [#2810996]

There are certain buildings (such as the Haslam Building) that have poor reception on some floors. This is likely due to the building's mass or other structural elements that effectively shield cellular transmission and receiving. [#2811024]

A lot of classrooms in older buildings do not have any wi-fi or cellular service. the bathroom in my dorm (massey hall) has zero access to any. [#2811085]

Some areas of campus still have bad cellular coverage. E.g. the library and some spaces in the Baker Center (issue for T-Mobile users) [#2811126]

I generally have service from my wireless provider everywhere on campus except the dining halls, like stokely. I just wish I didn't have to use it when I am supposed to have wifi everywhere. [#2811127]

I have no service in a lot of areas. [#2811160]

There are certain spots on campus where cell service is great and certain spots where it's terrible. Consistency would be nice- better coverage across campus. [#2811165]

Cellular coverage can be very spotty. I have really bad service in the dorm and it's quite annoying because I want to make personal phone calls several times a week and would prefer not having to do so in a public space. [#2811182]

I do not have cell service in most of the buildings and it is very spotty along Neyland drive. UT is one of the only places that I have ever had service issues in [#2811239]

Cell coverage is very spotty all over campus, but it practically disappears in Neyland and Thompson Boling [#2811247]

My service by the music building and Stokely is very bad [#2811276]

Mostly only works around library [#2811306]

My phone rarely works in some parts of campus including the area near the stadium and the T Rec. Again, when family and friends come to visit and I try to connect them to the Wi-Fi it rarely works and they are forced to waste cellular data while visiting me. [#2811312]

A lot of the buildings are concrete, so having repeaters inside might help [#2811345]

Near the basketball and football stadiums I lose significant cellular coverage, and often can't send texts or load apps regardless of whether I'm connected to the wifi or not. [#2811351]

Student Union doesn't work for me or any of my friends in virtually every part of it [#2811365]

Cell phone does not have service in many parts of Haslam (Verizon) [#2811375]

Coverage in the Student Union with AT&T as carrier is really poor. [#2811379]

Some buildings do not have 100% coverage in 100% of their rooms. Most buildings and most rooms have coverage, but not all. [#2811385]

In certain buildings on the bottom floors you receive little to no cell coverage, and the wifi works poorly in those areas so it's just a double whammy of no internet. The wifi and internet is spotty on the bottom floors of HBB and Ayres, and I'm sure others as well. [#2811404]

Cell service cuts out in many buildings... Not sure how you can fix it but it's a frequent issue [#2811411]

There is no cellular service on lower levels of buildings and it makes it hard to stay in a place and get no service. Especially when the Internet is also slow and not reliable. [#2811435]

My phone takes around 4-5 minutes to load or send anything that takes 2 seconds when I am off campus. [#2811443]

It's absolutely terrible in Haslam. SO BAD [#2811454]

In numerous campus buildings, including my residence hall where it may be important to have cell service, there is little to no cell coverage and many buildings are dead zones. [#2811478]

I have Sprint. I've come to terms that it won't work in some places. [#2811493]

There a spots in Ayres Hall where I do not have service. [#2811552]

Haslam Business Building has no service on the bottom floor [#2811575]

In most buildings there is not adequate cell service. [#2811588]

Cellular service in the Student Union is poor. [#2811610]

Cellphone service in the student union is very spotty [#2811628]

not very good service most places [#2811638]

I think that the coverage throughout the campus is good, but it would be nice to have a little more wifi coverage walking from class to class, even when you're not in the building. [#2811644]

Mobile coverage is solid for the most part, but there are specific buildings (especially Hess) in which I receive no cell coverage or data coverage. For the most part, though, I have very little trouble making calls or texting. [#2811711]

The WiFi doesn't always work at all places. Even in Hodges, it can be a little iffy. And when turning the WiFi off, there is barely any service since so many people are on campus at a time. [#2811723]

Along with wi-fi, I have experienced pocket of no cellular coverage. They are about in the same places. [#2811772]

I do not have cell service in the student union or the dining hall in Stokley. I understand not having great reception in Neyland or Thompson Bowling, but it can be very frustrating to not have service in places where I spend time everyday. [#2811804]

The student union and areas around circle park and stokely have bad coverage [#2811808]

In some locations, the cell service drops for example in the bathroom I cannot receive calls if needed. [#2811825]

I frequently do not have service on this campus; especially in the older buildings or even on the lower levels of newer buildings. [#2811848]

service in the buildings are absolutely terrible. when both wifi AND service is terrible i cannot get my work done as a student [#2811856]

There were many areas where I did not have adequate mobile coverage. This was especially a problem when inside various college buildings where classes are held as well as the library. Service was relatively okay outside of buildings, but not great. [#2811876]

Sometime signal goes out in the center of large buildings however wifi is usually available to compensate when this happens. [#2811887]

The mobile coverage for AT&T goes out so much. I hit dead zones quite frequently while walking to or from class on the phone. [#2811892]

For T-mobile many buildings do not have cellular service (AMB, Haslam) [#2811894]

well whenever I enter to the student union, I cannot excess my cellular. [#2811919]

Extremely important. There are multiple areas throughout campus that currently do not have adequate cellular/mobile coverage. [#2811929]

Connection around the hill, and in Haslam are always really bad. [#2812009]

It would be nice to have good service on the lawn, and in my car while waiting for classes to start. Especially on Cumberland, and Phillip Fulmer at Neyland. [#2812029]

The student union needs to have better service especially by Qdoba, and Panda Express etc. Also the service is spotty sometimes in lecture halls such as AMB or WLS. [#2812088]

Lower parts of buildings have no cellular service; the student union especially. Maybe enhance wifi in those building so people can have some form of studying, etc. [#2812120]

student union and haslam business building are dead zones for cell service [#2814933]

In Stokely and the Student Unions I never have cell service or wifi. [#2814992]

Sprint service has becoming poor over the last year [#2815041]

Better coverage needed outside around campus [#2815096]

I have 0 service in the student union on my phone [#2815218]

The signal reception in the office is not satisfying. [#2837850]

Some buildings, like the Nielsen Physics building, do not get phone or wifi coverage! [#2837855]

Coverage in England stadium is still awful- not sure what can be done about that but just letting you know . [#2837887]

This has been one of my biggest concerns the last several years- there are many buildings on campus where I have no service, especially on my phone or tablets. As both a student and instructor I feel like I shouldn't always have to be on a computer to access wifi when I'm on campus. [#2837952]

There is an issue of connectivity when traveling from building to building (not including areas/buildings with notoriously poor coverage). [#2837973]

There is basically no service in the stokley hall lobby. [#2838009]

I should be able to use my data and service all across campus especially when I'm outside, and this is not the case. [#2838037]

I lose coverage a lot around campus. Especially in the older buildings but even in the newer ones like Mossman, I can have service cut out seemingly at random. [#2838038]

In the UC food court there is a definite problem connecting with text and basic phone calling service where towers are dropped [#2838113]

Needed more, by phone cuts out a lot [#2838115]

I have Sprint and I hardly ever have service in some of the engineering buildings [#2838120]

Putting boosters in all buildings (like student union) and basements of buildings so you can still receive calls [#2838128]

The cellular coverage on this campus is terrible. Since the wifi is also terrible I have to exit the building in order to take phone calls. [#2838160]

I work in the first floor basement of my building and I do not have any cell reception. [#2838170]

There are multiple places on campus where I have poor cell coverage, such as in the student union. [#2838180]

Again have you been in stokely [#2838195]

In some buildings, the service is spotty. Mainly in Stockley dining hall. [#2838209]

There are some buildings, like Student Union that the mobile phone doesn't work. [#2838220]

Some areas of campus do not have cellular coverage. [#2838236]

We need to work on this [#2838260]

I have spotty coverage all over campus, but whenever I am in the old part of the Student Union, I have no service. [#2838269]

Big problem. [#2838283]

The UT alert system is pointless if I don't get service in half the buildings or even walking from one end of campus to the other. [#2838286]

Stokley has bad service always so something to improve that area of campus [#2838322]

I live in brown, and in my suite's common area, there is a large dead zone where you can't receive or send any texts or calls. [#2838330]

I don't know what you could do about boosting signal inside of buildings [#2838352]

In the elevator, we can't get or text message. [#2838353]

The cellular coverage does not cover all of campus, so even when wifi is not provided sometimes, there is also no service (aka Haslam business building basement) [#2838384]

A few years ago I was in a classroom in the basement of the Business building which had no cell service. This would seem to be a safety issue in the case of a campus alert, etc. [#2838398]

AT&T sucks. I keep 1 or maybe 2 bars of coverage all the time on campus and I hate it. I can't answer phone calls from work if I'm inside a building. I can't send text messages, only iMessages. And my music apps fail often while walking around because of this. [#2838432]

It's good. [#2838449]

no service in some buildings [#2838464]

Check out floor 1 of haslam [#2838468]

There could be better cell service throughout the campus. Some areas there is no service (like the new buildings) [#2838513]

improve wifi connection [#2838519]

Better service throughout the Student Union, Phase 1 and 2, as well as Jessie Harris Building and Hodges. [#2838528]

N/A [#2838538]

When I'm walking to class and in between buildings, I have a hard time getting connection because the wifi is going in and out reach of the different buildings I pass. [#2838560]

Somehow this week when the WiFi stopped working almost completely, the mobile data speed has also slowed to the point that I can barely use my cell phone on campus anymore [#2838611]

Some spots on campus randomly have no cell service and it's annoying. [#2838656]

The Haslam Music building has no cellular [#2838659]

There are more than a few att dead zones on campus [#2838698]

There are spots in the Student Union that have very low or no cellular coverage. [#2838711]

you cant text or call in stokely. I also sometimes have problems in Tickle. It's somewhat frustrating when you are trying to meet up with people [#2838719]

Many buildings have dead zones that can?t get reliable connections, even newer buildings where that should?ve been planned for. Student Union building is by far the worst. I never have cell service there. [#2838727]

Never have service in the student union [#2838742]

Good - no complaints [#2838743]

i do not get good cell coverage in Hodges or HSS or any of the garages. I can call/text on wifi, but the garages dont have that either. So if there is an emergency, I feel like i may not be able to get help [#2838771]

My phone carrier, Verizon, does not have reliable service in Thompson Boling Arena, Neyland Stadium, the student union and other various places on campus. [#2838776]

Install Pico cells in buildings where service is limited due to thick wall construction or basement levels. In most cases, however, as long as there is solid Wifi broadcast, students can maintain adequate connectivity. [#2838829]

The stokely section of campus has very very spotty signal! [#2838837]

There are certain buildings that do not have adequate coverage, like the 2nd floor in the student union [#2838851]

Walter life sciences has poor service for cell phones [#2838856]

Sufficient. [#2838869]

I usually get a good amount of cellular service when outside. In most buildings, in order to make a call, I usually have to walk outside to get at least 2 bars. Some buildings have no service at all [#2838882]

I am guaranteed to have no service in the phase I of the Student Union. [#2838966]

I dont live on or go to campus at all so this does not apply to me. [#2838968]

Having Web sites and online services that are easy to use.

The old website was far easier to access MYUTK. now I have to press several buttons to simply access something on that page, especially canvas. A quick access button on UTKs main page would be great. [#2810312]

The websites do not provide adequate information a lot of the time, are not very pleasing to look at, and are not user-friendly. It deters people from taking our programs seriously. [#2810363]

The website lack an intuitive face. It is hard to navigate and requires exact wording to find desired information. [#2810529]

The UT website itself is not easy or intuitive to navigate. I find myself just googling UT web pages instead of using the UT website to get to them. [#2810686]

I am distressed that access to Qualtrics is disappearing. Analytical software programs that offer user-friendly interfaces and enable the transfer of data/information from one platform to the next are vital. I appreciate that I am able to import data from Qualtrics directly into programs like NVIVO and SPSS for analysis, and I wish the university would renew its license for Qualtrics. [#2810728]

Necessary to complete work. [#2810747]

Graduate School website is difficult to navigate, especially to find policies and catalogs [#2810822]

I've had issues with Banner, there appears to be bugs in how certain things are displayed or how classes can be added. [#2810832]

Make it more clear on how to use them and get to them [#2810878]

I routinely have issues (every 1-2 months) with my mail application (Microsoft Mail) [#2810991]

MyUTK needs an upgrade. [#2811164]

When I am surfing UTK Web sites and I want to click on a link that goes to another page with more information etc., the link will be unavailable or does not exist. So, checking UTK Web sites and making sure the links posted are functional would improve the accessibility of the Web sites and online services. [#2811183]

The way the library does authentication for access to journals and whatnot using ezproxy is really annoying. It makes it more or less transparent when going through the library website when on campus, but going through an actual service like OpenAthens or Shibboleth would make things so much easier, especially for students like me who don't live on campus, and refer constantly to a few sites, like for technical standards (such as ieee and ansi). [#2811300]

There needs to be more integration of services into one website. A lot of things are spread across multiple different websites [#2811345]

the myUTK site is fairly difficult to navigate without assistance from someone who already knows how to use it. paying fees, checking grades, checking schedules, etc., is difficult to figure out for oneself. [#2811376]

The OIT website is pretty confusing to navigate if you don't have someone who knows how to do it helping you. I think there should be more clear labelings on things that are necessary for class. Such as, Microsoft Office downloads and JMP, etc. and better instructions on how exactly to download them. [#2811404]

I think the university's web page needs to be redesigned. The results i get using the website search bar never are relevant to my actual search. Yesterday i tried to search my department's website for my advisory, but was instead given a list of the chemistry alumni news. Which was not remotely helpful. The search bar for the university's main website is at the bottom of the page, which makes it hard to find and makes me think that the university knows the website search function is rubbish and they are trying to hide it, because, really, have you ever seen a search bar at the bottom of a website? The other day, i was trying to find the link to the united healthcare student website. I found plenty of pages explaining by insurance and deadlines for enrollment, but i could not find the link to the student uhc web page. I ended up searching my emails to find this information. Essentially, the search algorithm the website uses is not particularly efficient. Each division of the website, like the department of chemistry and the student health center feel unorganized and information is usually hidden behind several pages. [#2811456]

Like Canvas? Very easy I like it [#2811638]

Making sure there are not a lot of pop-ups and distracting web links [#2811825]

There is sometimes a lot of clicking around to find what you're looking for. Some sites are very straightforward and intuitive while others are very obviously under construction or should be. [#2811876]

I find the UT general websites sometimes difficult to navigate--for instance if my department emails me about an event that has a page on their website, it's impossible to find that page by just accessing the website--I usually have to go search for the email and find the link to the page. I know that the sites are supposed to be switched from Drupal to the WordPress platform sometime soon(ish?) so I hope that makes things a bit more intuitive. [#2812077]

The overall UT website layout is somewhat confusing when trying to navigate between pages I am not already familiar with. [#2814919]

It takes too long to log on. [#2815037]

The website is very complex and hard to locate specific links. [#2815048]

Same comments as Canvas complaints. [#2815062]

some UTK websites have deadlinks and unsearchable. integrating the websites to be searchable like google would be nice [#2837809]

Good amount [#2838115]

N/A [#2838160]

A lot of the websites for UT departments are difficult to use and not user friendly. I wish they were at the same level as the admissions website pages [#2838291]

Websites are too confusing. They need to be simplified. Sometimes I can't find important information because the website has too much going on. That information can sometimes only be found through a direct link sent to me from someone who works at the university. [#2838333]

Yay! [#2838449]

we god [#2838519]

a lot of the websites are old and outdated and link to other old and outdated sites. I'm never certain which website has current information. [#2838674]

The new class-registration is a mess compared to the old one. [#2838706]

Easy to use is always best when dealing with 20,000 plus people [#2839001]

Having online services that enhance the teaching and learning experience.

I think Zoom is fantastic and it is maintained well. I feel that, in some areas/classrooms, the tech is a bit outdated, though. [#2810363]

I cannot say I have seen or used any such tools. [#2810529]

It would be helpful as a student to have easier access to Adobe software. Other R1 universities have options to download Adobe software for free, while as students we still have to pay over \$30 a month for the software. Having this software for free would be helpful in coursework and teaching opportunities. [#2810816]

Make them more accessible [#2810878]

I think making these resources more publicly known and accessible would be a great way to see them more utilized! Even something as simple as a comprehensive list that's easily found would be super helpful. [#2810947]

Being more plugged-in to Microsoft Educator would be nice; allowing for more in-home/personal learning, along with cloud support for lectures given online, has proven effective in my labs. [#2810991]

Maybe put tutorial sheets in classrooms so students and teachers know how to operate the technology in the classroom? [#2811117]

This is also fine [#2811182]

Just better tutorials for harder classes when teachers are not available [#2811283]

I think Blackboard is a much better system than Canvas. Aside from that, I think you guys are doing great on this! [#2811286]

I don't have much experience in this department! [#2811306]

N/A [#2811340]

Test prep reviews online are helpful (stats department) [#2811638]

I have to use Lynda playlists a lot, but to be honest, I find it incredibly difficult to find the playlist that I am looking for. I have to dig through my emails to find it sent to me in an email because the website's search box is not effective and the site isn't very user-friendly. [#2811749]

there should be more video links to the classes and they should have past class recordings so that they can be played over to see if we missed something. [#2811825]

make it mandatory for professors to post there grades to canvas or some other grading service(for example the engineering website) and have them weight their grades correctly in said system. [#2811887]

Put out and send videos once a month to the teachers on how to use equipment. I have been in more classes where the teacher could not figure out how to hook up the computer to present, and get the speakers on. In addition why not just provide computers in each of the classrooms so they do not have to try to figure out how to hook up everything. We had to do an entire semester of watching things at home with 2 teachers that could not figure out how to use the equipment to get sound on. [#2812029]

I am an online student, and all of my classes are conducted via Zoom. Usually my professors do fine with the technology, but I have had a few who have no idea how to use it. I know there is a lot of onus on the professor to learn the technology, but maybe there could be more or mandatory resources for all online professors to ensure they understand the software. Is this something OIT can help provide or change? [#2812041]

continue using google and office suite [#2837809]

My stats 201 class has a youtube channel that is very helpful when completing assignments. That could be very useful in other classes as well. [#2838009]

Good amount [#2838115]

N/A [#2838160]

A manual with all sites, links and help that we will need. [#2838220]

I didn't use this services yet. [#2838353]

we good [#2838519]

This would be most helpful especially in classes that don't use books- only teachers notes. This should also be included and not be an additional cost. [#2839001]

Having technology services that allow me to collaborate effectively with others.

Students should not have to re-enter Zoom sessions after every 40 minutes, nor should we have to pay for further services to have unlimited minutes on our meetings. We collaborate a lot, and the Zoom platform makes it really easy to do...except for the time limit. [#2810339]

I have not had much luck with zoom [#2810431]

Zoom, outside of the general 50 min session, should be offered to faculty and PhD students. I commute and often have zoom meetings with my faculty. this is annoying that it doesn't last more than 50 minutes for a session and we have to re-log back in. [#2810528]

N/A [#2810687]

Needed to have group study groups. [#2810747]

Make it an easier way to do this [#2810878]

I pay for a service that allows me to have calls with business partners. [#2810952]

on Canvas sending out emails to all students in a class or finding certain student emails can be difficult [#2810996]

yes [#2811440]

Library chat is okay I dont know what else there is [#2811638]

I haven't collaborated much with others so far, but, in my experience, my student email works well enough when I need to communicate through it. [#2811711]

Email and messaging service is a must because group meetings are extremely important. [#2811825]

I mostly use non-oit services for this task [#2811887]

See Canvas comments. [#2815062]

A UT Version of Group Me [#2815085]

Canvas achieves this for the most part, but it could be better. [#2837913]

Many times students are left on their own to find a way to communicate for group projects - groupme has become popular for this [#2838113]

yes [#2838195]

Cellular WiFi is not reliable outside buildings. [#2838283]

N/A [#2838319]

I've never used Zoom. Never heard of it until yesterday and I have no idea how to use it or access it or what it is so I missed out on a required class. [#2838432]

There could be more platforms besides google drive (all i know) [#2838513]

we good [#2838519]

Ditto [#2838698]

I believe it is important for student to collaborate, and communicate about what they are learning or not understanding. This gives them the opportunity to help one another as well as build relationships.

[#2839001]

Having systems that provide timely access to data that informs decision-making.

Canvas ought to give us notifications on the computer platform itself, not just through the app. When a teacher changes an assignment, there should be a notification that the assignment has been changed, and clicking on that notification should take you straight to where the change was made. [#2810339]

Is necessary [#2810747]

have a centralized website with links to relevant UT services [#2811126]

Need a better way of informing school shutdowns. [#2811164]

This is fine. [#2811182]

The only issue I have encountered with this surrounds the weak cellular coverage in the areas of campus I discussed in my previous issue. [#2811312]

Possibly include automatic reminders about assignments and weather conditions. [#2811337]

decision making for what? [#2811638]

Most of the systems that I have used when making educational decisions work well and cause me no issues. However, during the housing selection process and appointment scheduling at the Student Health Center, I noticed several problems with accurate dates and confirmation. In the case of the housing portal, the system continuously crashed and kicked my roommates and me out throughout the process. We watched potential rooms being taken as we were slowed down or entirely kicked out of the system. [#2811711]

More data for computers. The computers in geography building are slow [#2811794]

onestop, particularly financial aid takes a long time to access updated data from. im not sure of any suggestions but this is an area that should be looked into for improvements. [#2811958]

No one asks for our opinions anyway. [#2815096]

the library's OneSearch system is quite inefficient. The previous system was significantly faster in returning results, and processing requests. Further, the system itself is not ideal, and will occasionally fail to find relevant documents. [#2837779]

A centralized repository of data and resources that is placed prominently on the OIT website would be helpful. While this may be available, I am not currently aware of it. [#2837886]

Yeas [#2838195]

Knowing when students will be bombarding a decision-making platform (such as signing up for classes) is a chaotic situation that you can plan for. So plan for it. [#2838286]

N/A [#2838319]

we good [#2838519]

Not known yet [#2838695]

Needed for class work [#2838698]

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

The ability to have classrooms, especially which involve discussion for chemistry or other math & sciences in rooms with sufficient board space (because projector availability presentation slides are not as useful/necessary), as well as (ideally) periodic tables present would be ideal when teaching general chemistry students. [#2810337]

Ad Astra is difficult to use and the Events staff is unreachable, so it is difficult to ascertain the availability of classrooms. [#2810497]

It is absolutely necessary for classrooms to be equipped with learning enhancement technology. It is the 21st century, and it still amazes me sometimes to see classrooms on campus with nothing more than white boards. The return on investment is monumental, which is why the University needs to expand their purchases of this technology where applicable. [#2810523]

I have a class that literally does not have enough desk space for all of the students signed up for the class. [#2810529]

more technological capabilities [#2810580]

The new student union is equipped with great technology, but there still is a lack of meeting spaces with advanced technology in engineering. For instance, there is no ideal space for most engineering departments to share for graduate students to defend their dissertation. [#2810740]

Need [#2810747]

Many study rooms in Hodges Library have abused/broken connection cords. [#2810800]

The classroom I currently teach in--HSS 71A was horribly designed so that the projector displays on the narrowest wall rather than the widest. This means that my laptop and I must remain close one side of the room while my students are spread far from me. Additionally, only one light is controllable. I can turn of ONE light for my presentations. The rest remain on perpetually. [#2810812]

All classrooms need places to charge laptops at each desk. More student study rooms with smartboards or projectors would be nice. [#2811001]

There need to be more computer labs on campus that are dedicated specifically for technical computing, programming, and other STEM (i.e. science/technology/engineering/math) activities and assignments. It's nice having the computers in the Hodges' Library, but these computers can only go so far. I believe that having distinct computer labs (preferably in the engineering and other buildings applicable) would alleviate this. [#2811024]

include wireless access to projectors; in many classrooms the instructors are forced to stay close to the podium, because they cannot freely move their laptop when connected to the projector [#2811126]

I wish there were more up to date technology in some of the classes. [#2811160]

Open classrooms for studying when not in use. [#2811164]

New student union has really enhanced this. [#2811165]

I only had one problem with a class and it was Art History with Darby. There was always some sort of problem with the projector and it would cut into class time. However, all of the rest of my classes have been fine with technology [#2811182]

They never seem to update the availability of which rooms are available. [#2811297]

The spaces that are available for meeting with technology are typically full, so maybe more spaces or a better scheduling system, so students who use them all the time aren't taking up the whole schedule to give other students a chance to use the spaces. [#2811404]

Having the necessary cords to connect devices to projection boards or smart boards. [#2811435]

it good [#2811440]

Many classrooms are not equipped with strong Wi-Fi due to concrete thickness [#2811493]

I have a class in SMC 701. The technology is horrible and outdated. The projector doesn't always work. [#2811566]

Exam time can be very difficult to find meeting spaces. [#2811575]

I feel as though having more available rooms for checkout would be great. [#2811608]

Most classrooms that are for lectures that use technology do not have adequate access to outlets in order to keep laptops charged and running. This needs to be added to many classrooms. Rather than having students try to figure out a way to swap chargers midway through a class [#2811631]

The tech in some of the classrooms is hard to use and has not been updated for quite some time. [#2811744]

I know that there are a lot of spaces with useful tech in the library and the UX Lab and other places on campus. However, it seems that most of this is concentrated in the library, which I don't use since there is just not enough space to avoid feeling claustrophobic. Some more informal meeting spaces in other buildings would be helpful. [#2811749]

there aren't enough classrooms for presentations or meeting spaces with technology for groups [#2811828]

need more small-group study rooms [#2811856]

Obviously during finals it is difficult to find a study room in the library. [#2811887]

I would like to have more meeting spaces where I can go in the middle of the day that are quiet, like the ones in Haslam College of Business. The ones in the library can be loud since they're not 100% private. [#2812003]

More technology in the rooms. More meeting spaces in general. [#2812048]

Having access to a projector/computer for presentations is essentially minimum, these days. However, in an effort to make it "easier", I think often these systems are over-complicated. I think 95% of the users of these projectors would be better off with a cable that just runs to the podium. Instead, we have 5 cables, 6 inputs, a bunch of buttons, and some more buttons on the wall, you have to turn everything on individually, two computer screens... it's just a mess. [#2812100]

I think the availability of classrooms during final exams is rare and I feel as everyone should have a good place to study [#2815063]

Three times in my experience so far, the technology that the professor wanted to use were not available or working properly. [#2815142]

Never had a problem with getting a classroom that didn't have what I needed. [#2815241]

Not enough meeting spaces during the final week. [#2837850]

more group rooms to reserve [#2837864]

More technology. [#2837941]

I think that there should be a couple more rooms that you could do presentations in for speeches and things like that. [#2838009]

Some classrooms are well-updated with tech and this is usually not a problem. However, it would be nice to update some classrooms on the older side [#2838063]

Good amount [#2838115]

I used to use the study rooms in Haslem all the time but now that they are updated it seems impossible. Its beyond frustrating when you reserve a room with your name on it and have a group standing behind you while you try to type in a access code that keeps saying its invalid even though its on the app and your computer. this should be much simpler. [#2838212]

Provide more information during the semester about how to get access to these types of environments, not just during finals. [#2838286]

No rooms are available during convenient times. I tried to schedule a room at 8 this morning for 5-7 tomorrow night and nothing was left. [#2838319]

There just doesnt seem to be enough public computing spaces locating near student housing. [#2838345]

The technology for professors to connect to sometimes doesn't work, takes half the class period. [#2838384]

I'm taking 5 classes this semester that are dispersed throughout Bailey Education Complex, Stokely Management, Haslam School of Business, and the Humanities and Social Sciences Building. I have at

least 1 class every day that has issues with accessing the technology in the classroom: projector won't work, computer is freezing up, instructors can't get items that are displaying on their computer to display on the projector. Every. Day. [#2838479]

Not enough classroom availability and rooms with up to date technology for example the computers in Henson Hall are horrid and it is quicker to drive home and do work. They constantly are too slow, not working, etc [#2838500]

update technology [#2838519]

This has been incredibly frustrating this semester for myself and others associated in organizations. We have requested rooms to have projectors, etc. but we will arrive and have no HDMI cords and sometimes be assigned to rooms without projectors. This decreases the amount of things we need to accomplish within a meeting, and makes us look quite unprofessional when the reserve room staff says they will have it handled. [#2838576]

Nashville campus has one room and limited outdated computers [#2838686]

ditto [#2838698]

The cable/appliance setup in some classrooms/library study rooms are just out-of-date. [#2838706]

Need more with faster computers. Esp in the Bailey Educational Complex. Those computers are running 2013 office programs! [#2838743]

The classrooms in HPER are not tech savvy at all. Compared to the Haslam Business building, HPER is extremely far behind [#2838871]

Getting timely resolution of technology problems that I am experiencing.

you have been pretty good about this in the past. thank you [#2810222]

One stop is slow to resolve issues [#2810312]

The Kate training is dismal. I am required to do this training but have to find access to Internet Explorer to use it. This is insane! Make the programs run on all service providers! [#2810529]

I did get my computer back fast it just wasn't fixed. [#2810747]

So far, the tech problems I have actually reported have been resolved, although I know of someone who has complained about the classroom I teach in and that issue has not been resolved. [#2810812]

Nothing to change here! OIT is on the top of its game! [#2811126]

Getting a quick fix was nearly impossible for me, and I often found that no matter how many times I called, no one could seem to listen to what I was saying to help solve the problem. [#2811127]

More accessibility. [#2811164]

I have experienced multiple issues with the room reserve technology in Haslam. I think that it is horrible, dysfunctional, and not helpful. I understand the idea and agree that having access codes to unlock the rooms is good. However, the actual app and technology is so challenging to work with and I have no idea who to go to with these issues. I have had issues with the touch screens to unlock the rooms, reserving the rooms (the system saying I had exceeded my daily limit when I had no other reservations), and unlocking the rooms. I would love to see this technology improved as soon as possible. [#2811258]

I think it is decent, but it could be better- especially after hours. [#2811297]

Nothing seems to fix the Wi-Fi connection problems [#2811346]

never had this happen [#2811440]

Just like all jobs, they are in high demand sometimes [#2811493]

I haven't necessarily visited OIT, but I have emailed them with problems. Sometimes, it will take them up to a full day to answer, therefore I usually find the answer myself before the response. [#2811608]

Tech support is good. [#2811638]

I have submitted a couple of requests before to get help with wifi connectivity concerns and failed to receive any feedback. [#2811670]

I will say that our OIT department is great at resolving issues. Thanks, y'all. [#2811749]

From personal experience and second-hand accounts, students have turned in technology for servicing of some sort at OIT and VoITech and have to wait weeks until our issue is solved. I understand, and

appreciate, quality work. But, when repairs take longer than a week, it can hinder my education. Even times taking less than a week, if the timing on projects and examinations is right. [#2811772]

Always important as a senior IT support specialist I had to follow the SLA format and any decent help desk should follow the same. [#2811825]

oit customer support has always been timely and able to help resolve my issues. [#2811887]

OIT Help desk staff are extremely helpful! [#2811929]

Late night hours would be appreciated [#2811989]

I once had work to do on a virtual machine they provided, and it took over a month to accomplish anything from them. They never helped me with the problem, even though I was persistent, and it took way too long dealing with them. Making a ticket with OIT is like shooting a rocket into a black hole. [#2812066]

More people working with the OIT desk. [#2812120]

See Tech staff complaint. [#2815062]

Don and Jeff in the A&A building are great, the students at the OIT Helpdesk in the Library not so much (But still helpful). So the option of adults for more serious problems at the helpdesk would be nice. [#2815085]

I had to wait several days before I received a response to a problem that needed fixing with OIT. [#2815135]

is important [#2837790]

great maybe have troubleshoot document for most reoccurring problems so dont have to go through OIT help every-time if answer is simple and already been answered before [#2837809]

I hate being bounced around from person to person. It would be nice to reach one person and get an answer or a resolution immediately [#2838128]

I got help from statistic consult several times. They usually reply my email in 8 hours. But the work time in Ag campus is very limited, so we have to email the consult to schedule meeting. If the consult is busy next week, it will take time to wait for another. If we can check the availability of the consult and schedule online, it would be very helpful. [#2838353]

i [#2838468]

I have no idea where to go if I have a technology issue. [#2838479]

we good [#2838519]

Technology support staff who have the knowledge to answer my questions.

Thank you for allowing me to take the survey. One final point I did the survey on an iPhone X And it was extremely difficult as the windows to type the boxes and kept moving around and was quite irritating. Perhaps doing this on a desktop or laptop computer could fix this but seeing as how most students use a mobile device such as myself it is quite challenging to do the survey and if you have surveys that are not fully complete that may be why. Thank you. [#2810312]

I usually only find students who have been unable to answer my questions. [#2810529]

Some people have no idea how to help with technology issues they just tell you something and hope it works. [#2810747]

If the person I spoke to didn't know, they would try and pass me off to someone who did so that is okay. [#2810817]

Had a personal computer issue, and the person helping me at the desk did not even give any suggestions as to how to fix my problem. just told me he didnt know and left it at that. I managed to fix it myself. [#2810987]

Both myself and my house mom have been asked to return to IT at a different time to speak with a more advanced member of staff because the one on duty could not help [#2811114]

When I physically go to the help desk in the library I get the help I need, but I am not on campus all the time. [#2811127]

Again, after hours staff is usually not helpful. [#2811297]

the one time i asked a question they didnt know [#2811440]

I felt like they were very Apple product knowledgeable but not very helpful with my problem with my HP [#2811486]

I've had one or two staff who aren't sure how to help, but they always find someone who can. [#2811493]

The printing people in South Commons are not trained properly in my opinion. They don't seem like they can answer specific questions related to the printers. [#2811608]

Having the support staff actually read the details of the problem. I've had canvas issues before and the support staff gave me solutions that weren't even related to the problem [#2811776]

has saved my butt on multiple occasions [#2811887]

The OIT staff have been generally unhelpful to me over a range of times and problems. They lack the organization to respond to questions other than, "Hi, my iPhone doesn't get service when I click the airplane thingy." I have repeatedly gone to them for help with servers that they hosted, and they were not only rude but also totally uninformed. [#2812066]

The veterinary IT people are great ! [#2814919]

OIT staff told my advisor to purchase a \$100 computer piece without coming to look at the machine or assess the problem It turns out the computer did not need the part, had another problem, and OIT did not take responsibility. [#2815062]

Often, someone has to call someone who know someone who knows someone. Ridiculous. [#2815096]

Almost always [#2838115]

Calling for support usually yields good results, but the OIT help desk in the library is not that great. I have visited it a couple of times, and all I saw them do is Google the same webpages that I already looked at. [#2838385]

Potentially have students in Computer Science be able to work and assist in the media and technology help center who are more associated with MacBook Pro products [#2838576]

Eh...I guess I have a OK IT background and usually read the manual/google when I first encountered a problem. So when I encounter a question that I have to ask someone else, the question is usually hard...I might just have a higher expectation than usual people. [#2838706]

Receiving communications regarding technology services that I can understand.

The emails are too wordy and lack clear explanations. [#2810529]

Need because I'm not the best with technology, so I need simple instructions. [#2810747]

I haven't really experienced this yet. [#2811182]

I always receive emails regarding technology changes or updates that are very beneficial to me. [#2811203]

I still don't understand why I have to change my password ever. I get that it offers increased security, but I don't care about increased security and would prefer to opt-out. It's my school account, not my bank. [#2811379]

often [#2811440]

fine job [#2811638]

I don't feel as if I know of every technological service provided by UT and don't feel that I have received proper information as to what the services are and where I can access them. [#2811711]

I don't really "receive communications" (e-mails?). But I also don't need to receive e-mails about technology. However, it is important to understand tech stuff without all the jargon. [#2811749]

Important. [#2811929]

I was sent an email that my name was placed on a list for printing, but there were no further directions on how to connect my computer to the printer. [#2815135]

I am not too technological so OIT helps me a lot. Sometimes I do not understand what the issue was but they fix it. [#2815241]

is useful in nature [#2837790]

Getting access to training or other self-help information that increases my effectiveness with technology.

I didn't even know yall did training... [#2810222]

I would like to have stronger WiFi that doesn't cut out when I am doing homework. Also an idea I had was online professors/ tutors that are 24/7 that way if you have questions you can always get help with your problems. [#2810326]

need more classes on qualtrics (best for research), M/S products, research tools (like Nvivo) [#2810580]

Emails or text messages should be sent out with information about accessing the training with technology. [#2811183]

When I call after hours, information is limited and so is their ability to do anything. This is when most of my problems occur too! [#2811297]

Produce a small guide with solutions to common problems, such as wifi disconnecting, printer setup, driver failures, etc, that anybody can access online and in person before approaching the helpdesk. [#2811337]

sure [#2811440]

Please send informational emails with dates and times in which students can learn new skills. [#2811610]

i dont know how to do that [#2811638]

Lynda is a good example of this but Google does it better. [#2811825]

I have not used said services [#2811887]

im learning so much from my ETEC486 course so I think there should be more opportunities for workshops on campus about using different software programs and websites that support students learning. [#2811958]

I did not even know that there were self-help courses for technology. Maybe this idea could be introduced to freshman somehow. [#2812009]

send out a school wide email once a month to let people know what services you have and when you have workshops and put them all on youtube for busy folks. [#2812029]

Maybe hold classes on how to use the technology or web material provided by the university. [#2812120]

I do not see very informative information on using apps online through the OIT website. [#2815135]

There are trainings listed through the library for some of the available software but there are just pdf files. I would like to see seminars or at the very least links to YouTube videos specific to our campus. [#2837872]

Choosing better times for training sessions, specifically for students. I have found that often times they were scheduled during popular class times and I was unable to attend. I understand you cannot please everyone but just something to look into. I have always wanted to learn photoshop but can never make the tutorial sessions. [#2837919]

Increase visibility by using more effective and targeted campaigns on social media platforms that incoming students are using daily. I believe that most of the students don't take advantage of the training and self-help information because they simply don't know about it or where to access it. [#2837973]

Lynda is very limited Better online learning resource [#2838975]

Official University Email - Office365, Gmail (available to Students only)

ashah17@vols.utk.edu [#2810284]

It would be great if I could get email to Outlook AND Gmail instead of having to pick one or the other. [#2810415]

I was a staff member I am now a student and I have lost all access to my staff email. I have been locked out of certain accounts because of this! [#2810529]

I have had no issues with the email system. [#2810660]

gthress@vols.utk.edu [#2810701]

Make it a little bit easier to get to and navigate [#2810878]

My university email is terrible at updating on time. I won't get a notification of a new email until several hours later and it's very frustrating. [#2811182]

I cannot tell you how easy the email is. It is definitely the most reliable and user-friendly piece of OIT infrastructure. I have no problem with Office365, but also providing Gmail is HUGE. I cannot tell you how much easier that makes it for me to integrate my school email with my personal email. [#2811300]

jmart152@vols.utk.edu [#2811440]

without this, we would be lost. [#2811825]

The email system has been great from a performance stand point and I highly value the office 365 subscription. The only issues I have encountered is a large number of spam emails from supposedly other student emails(with sketchy links). I only use the email for school related websites. [#2811887]

Office365 has all calendars locked down. I cannot use the calendar outside of outlook (say, if I wanted to view my personal calendar and work/school calendar at the same time... this isn't possible). [#2812100]

Not the most user friendly [#2815096]

stop making us change our passwords every semester, it's unrealistic and annoying [#2815218]

is working properly [#2837790]

great service. [#2837809]

I have no issues with the current email system that I can identify specifically. [#2837886]

This typically works great but the outlook app on my computer has never worked right. [#2837971]

I'm happy with these, but am concerned about the virus rate. [#2838037]

Sharpe13@vols.utk.edu [#2838075]

More user friendly, a different interface maybe. [#2838128]

i dont use this? [#2838468]

I'd say almost every other time my UTK gmail account will not load quickly enough and I have to view it in html format only. The only way for it to load correctly is if I go through the gmail link inside my.utk [#2838479]

When I'm logged into outlook, I never get any emails. My inbox is always empty. This isn't a huge problem because I can recieve emails through the mail app on my phone it would just be nice if it was also available through outlook. [#2838560]

Online@UT (Canvas)

canvas is confusing! there are so many times I can't find files i need. [#2810222]

Canvas is 1000000 times better than blackboard. Thank you for changing to it. [#2810298]

Frequently has issues with notifications and is hard to access from UTKs main webpage [#2810312]

See Canvas comment above. [#2810339]

The students I teach have trouble understanding how Canvas works and I am spending too much class time addressing these issues. [#2810529]

Every instructors canvas page is different it?s hard to navigate [#2810573]

I still find this page hard to navigate even after over a year at UTK. [#2810652]

Potentially offer tutorials for professors on how to organize files on Canvas, I have one professor who uses the Modules section correctly and has all the required reading as well as the lecture for the day together. My other professors will partially use the modules section, but will dump everything else into the files section, and several of the files are not relevant, as they are from previous semesters. I do not know if this professor doesn't know how to get rid of the old files, or if she just is not organized, but it is a mess. [#2810683]

N/A [#2810687]

Finding the portal for email and canvas is difficult in the mobile version. [#2810800]

They have changed the format of it from dashboard to something else and I can no longer see my notifications this happened without my doing [#2810849]

canvas is so not user friendly as a TA / Professor. No one knows how to use it and blackboard is way better. [#2810968]

Teach the teachers how to actually use canvas and it would be better. [#2811164]

I think canvas is operating pretty well. It's quick to update but a little slow when sending notifications to your phone. [#2811182]

Communication sometimes does not come through on canvas [#2811239]

Blackboard was better. Canvas has too many unnecessary features and organizes everything in a very strange manner. I speak as both a student and a TA on this-- Blackboard was better. [#2811286]

There needs to be a better way tutorial wise for people each semester when veterinary students have so many classes to manage. [#2811297]

Canvas is kinda crap, but it is much less crappy than blackboard or d2l. A lot of the crappiness comes from professors who don't utilize it correctly, and that is a much bigger problem to solve. But honestly, when it comes down to it, I prefer professors who simply use email and a course website. [#2811300]

When teachers have grades automatically sent to Canvas through other websites, the grades often do not appear correctly or appear many hours later. I am not sure if this is a Canvas problem or a problem with the other websites. [#2811312]

Make it more user-friendly. [#2811320]

The only thing I can think of that has been periodically problematic is having to reset my password for this every quarter, it sometimes is more of a hassle than others. Not sure how I would improve, just know that it sometimes throws me for a loop. [#2811340]

Can lag often [#2811493]

Has many different options and can be very confusing, especially since all professors use differently [#2811575]

Stop being cheap and use blackboard. [#2811582]

Easy to use [#2811638]

I like canvas, but I don't like the inconsistencies in how teachers use it (or namely, how they DON'T use it) [#2811695]

Standardize what teachers should put on each flap. [#2811696]

Canvas is very user-friendly. I wish that discussion boards had due dates, like assignments due. Lots of my professors choose to post assignments on the discussion board (since students cannot comment on others' work through assignments submission), but Canvas does not remind the user about due dates for discussion board posts. I like the layout of Canvas and the simple color scheme. Very user-friendly. [#2811749]

Canvas does not have many of the capabilities that Blackboard did. It is very frustrating that we have less control over our course as instructors. [#2811803]

The only issue I've had with canvas is professors entering grades weirdly. ie. not weighting them correctly or not entering them at all. [#2811887]

Make every instructor use it the same. It's confusing when professors can put different things in different places. [#2811906]

Teach the teachers how to publish, and how to use each thing available. In addition there needs to be staff meeting with the teachers once a week on different days and times for the first month of school to make sure that all the teachers know how to use canvas. I have had so many teachers that do not know how to use canvas so they do not [#2812029]

Canvas is a good idea, but in practice, it feels like it's a big tool for a little task. For 95% of classes, Canvas is just a glorified "dropbox". Teachers seem to be confused how to use it, and students never know where to look for assignments. Announcements are listed 5 times and cannot be cleared without clicking on EVERY SINGLE ONE. There's a syllabus tab but teachers just upload a file separately, so it's largely redundant. Collaboration is weird, and there's no "communication" option inside a class if you need to send an email --- you have to go to the inbox. Overall, Canvas takes a simple concept and overcomplicates it. [#2812100]

Canvas as a platform has been detrimental to my education due to the fact that many professors do not know how to use it. They also often say they need to delete lectures in order to upload more and that is stressful and makes it harder to keep the lectures organized for final exams (cumulative) [#2814939]

Canvas is not very intuitive. I was thankful around when UT still used Blackboard, and found that to be a much more intuitive and easy-to-use interface for classes. Now that I am also a GTA, I have experienced how annoying Canvas is to use on the teaching side as well and understand now why more of my instructors either don't use Canvas at all or put the bare minimum up on Canvas. I know UT was trying to save money, but I don't think this is worth it. [#2814990]

I have had problems with this website being down or crashing multiple times when I need it the most so minimizing when that happens would be helpful [#2815000]

If there could be a possibility for an automatic GroupMe section that students could opt in or out of that would automatically make a class with the students in the class [#2815041]

I find Canvas difficult to use. Many of my professors do not know how to share things or allow people to edit documents on Canvas. It makes grad level discussion classes very cumbersome. [#2815062]

Let us have multiple colors for calendar notes we put in ourselves. [#2815102]

Each professor has their own way of using Canvas. I would find it more helpful if there was more consistency among classes. [#2815142]

Canvas works super slow. It is not well organized. Submitting grades and comments when you have a lot of students is incredible time consuming. [#2815250]

I wish professors would use it more often. [#2837806]

I miss Blackboard. In addition, it should be made mandatory that teachers use it, because although I to dislike it, it is difficult to have 6/7 classes use Canvas and one not at all. [#2837855]

Make it easier to use with layout [#2837941]

I wish that there were less buttons and more consistency for where the professors can place assignments/ announcements. It may be a good idea to have professors go to a session that teaches them about canvas once a semester or something. Because even though there is a clear tab for assignments, they still can't seem to get it. And its super annoying to keep up with 15-16 hours of junior level classes and having to spend time trying to find my assignments. [#2837971]

Sounds not audible sometimes. Background noise is a major problem. [#2837992]

We should not have the two-step login for canvas! This is such a pain and I think it should be removed. There is nothing so private and confidential that a two-step login feature is necessary. [#2838160]

only used by ~40% of the classes I have taken. used very effectively by some and not at all by others. this really comes down to convenience and style. some professors have used other means of communicating very effectively. [#2838166]

Standardize all the courses. Instruct the professors to use the same layout and go on. [#2838220]

Clearer interactions and notifications between the teacher side and the student side. [#2838286]

Make a way to better organize the ?Pages? section and post reply?s or assignments easier [#2838309]

While not the fault of the OIT, sometimes teachers and professors don't know how to use Canvas or get the most out of it. Learning management systems are clunky and confusing when instructors don't know how to use them. [#2838345]

It's not friendly to TAs or our course instructors. There needs to be an option for TAs to have easier access to multiple sections for students. [#2838404]

I believe that my issues with Canvas are mainly the transition from using Blackboard at my previous university and having professors who do not know how to use Canvas effectively. [#2838432]

sometimes canvas is confusing [#2838468]

Frequently have issues with the site, including the website not working or links not working, or having lots of difficulty finding information [#2838539]

As a TA I am not a fan of Canvas...it very confusing for both students and instructors. I do not think it is user friendly. So many students claim that they do not get class announcements directly. The gradebook allows you to do limited things. For example, you cannot exempt a grade but you can weight a grade. I also do not like that it tries to guess student's grades because it is often wrong and I get angry emails from students saying their grade is lower than it really is. [#2838574]

it would be so much easier and simple if the Canvas sites on discussion boards could just have an "attach" button where we can attach file from our computer and not have to go through the process of putting something onto canvas and then attaching it from within canvas [#2838605]

It's...difficult to understand when a lot of professors have trouble using it. Grades get messed up, assignments can be input wrong, and its confusing and concerning when it's your primary class checklist/assignment board. [#2838609]

Canvas needs to make attendance check in sheets only for the days that class is required. [#2838649]

more workshops for professors so they understand how to effectively use Canvas. A lot of professors struggle with it. [#2838674]

Canvas is not very intuitive and I have had many professors who have had trouble figuring it out. [#2838727]

Good - no complaints [#2838743]

Make sure all the professors know how to use it so that the students do not get blamed for minor misunderstandings or fault in use by the professor. [#2838744]

Canvas is OK. There should be a standard way to use it. Each teacher uses it differently. [#2839001]

LiveOnline@UT (Zoom) virtual classroom environment support

I think it could be improved upon [#2810431]

As stated before all instructors and PhD students should have access to full Zoom experiences, not just 50 minute sessions. [#2810528]

Does not work well with the app. Requires making the rounds to access from different places for use. [#2810665]

N/A [#2810687]

Upgrade. [#2811164]

I think Zoom was a really good improvement. It's reliable and easy to use. [#2811286]

I have very low bandwidth when I'm on campus for some reason, unless it's in the library but that's not helpful when I need to communicate. This will disrupt other students. [#2811297]

Sometimes spotty, but never unreliable [#2811493]

no idea what this is [#2811638]

I'm not sure if we can fix this, but when you are doing Zoom it's hard to hear the person who is primarily speaking because all of the other people have to be muted. It makes it a little more difficult for hearing and communication effectiveness. [#2811644]

The support for Zoom is great. The software itself is not always the greatest. The more people involved in a Zoom class, the more issues that seem possible to arise. [#2811876]

never used [#2811887]

I love zoom but very few people know about it or how to use it [#2812029]

I don't have any experience using Zoom myself, but whenever someone in a club tries to Zoom a speaker in they always have problems. [#2814919]

I only use Zoom for one of my classes currently, but the connect/volume is often patchy. Maybe if the sound could go directly in via a microphone or something it would be more clear. [#2814939]

Zoom has never worked! Even when we used it to talk with a tech person about canvas for a graduate seminar. [#2815096]

Connection is poor, audio is often lost, probably has to do with wifi connection though, zoom is a great resource! [#2838073]

Improve the audio quality. [#2838220]

have it more accessible [#2838330]

If someone in the classroom forget to mute their mic and the instructor doesn't know how to mute all, everyone else will be bothered. Can you make "mute the mic" as a default option for the student? [#2838353]

i dont know what this is [#2838468]

I have not had too much experience with Zoom but every time I have used to either myself, a peer or a teacher has had issues. [#2838500]

There is not a lot of zoom training. [#2838513]

I think my experience with zoom is poor because the classroom I take this class in is in the stadium and the wifi coverage is very poor their. [#2838583]

Zoom was a little confusing to figure out why my utk email address wasnt working to log in? But I think I figured it out after poking around a little. Maybe notify students with an article on how to use the Zoom specific log in to get zoom on their phones and use it on the computers? [#2838968]

Zoom has no issues [#2839000]

Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

Banner and DARS need to be less confusing and easier to navigate! [#2810222]

The new class registration system is hard to navigate [#2810245]

DARS has its moments when it's helpful, but it's layout could use a modern or refreshing overhaul to look easier on the eyes. Currently, it's difficult to read. My friend has an eye disorder and when they need to view their ears, they constantly complain [#2810312]

A better developed user interface would be ideal. Often information is too cluttered or hard to find. [#2810337]

When I am using the course search, I can only look for one course. When I go to look for a second course on MyUTK, it says "your preferences have been changed" and does not show me any further courses unless I completely close the web page [#2810415]

Easy and quick to use and understand [#2810500]

The website is just confusing and not at all user-friendly. [#2810529]

These are healed to use and navigate thru [#2810573]

sometimes it gets confusing to know if your registration has gone through [#2810580]

Improve designed and very organization [#2810665]

N/A [#2810687]

I wish I could tell what times and days my classes were going to be, instead of having to check the schedule that has gotten sent to me over and over again [#2810696]

The class registration system is terrible. After changing the new system, it is really hard to find a course. I like the previous version much better. [#2810712]

I have no idea how to use that stuff so better instructions. [#2810747]

Banner screen is subdivided into too many small sections and it is easy to click on the wrong thing. For example, last fall I accidentally checked a box for a class on Banner as I was trying to scroll through the list of registered classes and it was removed from my schedule, causing me to lose my spot in the full class. The box is too small for the content it contains and navigating the page it is easy to inadvertently click on something with disastrous consequences! [#2810760]

Banner is not very user friendly [#2810817]

I think DARS, Banner, and Gradesfirst are super confusing for most students, and maybe creating a guide for these websites would be productive. MyUTK is pretty straightforward. [#2810947]

Most of these systems are not easy to use or find. Links preferably buttons to them should be on any page that google lists as an option when I type them in instead im getting new student and prospective student info all the time when I just want to register for classes. I dont care that you have so many anvenues I just wiish they had the other info on that page so I dont have to keep searching. [#2810974]

Having an updated UI would be nice [#2810991]

centralize all student information systems into one overarching system; right now switching between platforms is time-consuming and creates confusion Banner is extremely confusing to use with different links and categories that are not intuitive [#2811126]

I feel like sometimes trying to find what I need on the banner self-service or MyUTK is extremely difficult, and I feel like there are not as many options on MyUTK to see how you're doing as a student as there are on other university's main student pages, like DegreeWorks. I loved that at my last university. MyUTK seems very lacking compared to what other schools do. [#2811156]

Sometimes these sites are down. [#2811160]

Class registrtion interface change was more complicated than it used to be or needs to be. [#2811165]

All of this sources, besides MyUTK, are extremely difficult to understand. I will attempt to use them and find myself getting frustrated and annoyed by the layout and operations of the sources. Besides MyUTK, the other sources need to be modified to simpler layouts and words to grasp how to utilize the source. [#2811183]

Banner and Gradesfirst are a little confusing. [#2811215]

This is hard to use and understand at times [#2811239]

I think the student information systems and online class registration platforms could be designed in a more user friendly way so students know exactly where to look for what they need. With the current system it is sometimes hard to locate certain information. [#2811263]

Seem to have lots of errors occur while using these. [#2811283]

It always seems to be down when I need it most and it is not easy to navigate. [#2811297]

Banner is also kinda crappy, but the new updates make registering with classes much much easier. I haven't used any alternatives to banner, but the banner implementation at other institutions (utm, APSU, nashville state) are even worse. It isn't exactly a joy to use, especially the billing sections, but it is very usable with a little practice. [#2811300]

I have not had much use with any of these information systems except for MyUTK which has always worked well for me. I do remember being confused on how to access the details on my fees. [#2811312]

MyUTK's add/drop class program could be made a lot more user-friendly. It is sometimes frustrating to use. Also, I have difficulty finding what I need on MyUTK sometimes. [#2811320]

Websites are very slow, cumbersome to use, and difficult to find information in. [#2811337]

These services should be integrated into one website. Additionally, it should be made to have a better appearance [#2811345]

myUTK is downright onerous to navigate. After 3 years using it, it is STILL hard to find what I want and make it work. For example, I cannot figure out how to change my permanent address on myUTK. I can add a new permanent address, but apparently cannot remove and replace the old one. [#2811376]

Grades First is hard to navigate; my advising wasn't where I expected it to be. [#2811379]

For example, the current system for adding/dropping classes is very clunky. You are carried through multiple tabs, some where you have to adjust the sizes of the fields to see everything in another field. Launching a new search is not smooth. There are a number of problems. I've never seen a university handle the whole course registration thing well, so I guess there isn't any great software out there. If there is, I've never seen anyone use it. [#2811385]

yes i can do those things [#2811440]

The long list of links at the bottom of the MyUk is overwhelming and makes it difficult to find what i need. Many of these links appear to be the same, but are just different enough that choosing the correct one is important. [#2811456]

Lots of different sites/places we have to go it?s hard to know where we need to go for a certain thing. It is nice that it?s all ecessable from MyUTK. [#2811486]

Can be slow sometimes [#2811493]

Make DARS more user-friendly and update the user-interface with the output of the report. [#2811528]

Those websites aren't as easy to use as some of the other UT websites, and could use some modernization as well. [#2811556]

New setup of class registration is not the best. I appreciate changes but new system is quite confusing. I do like the visual aspect though [#2811575]

The DARS system has not been correct since I started attending school here and it would be nice if that kind of technology was fixed in order to understand what is still needed in order to graduate. [#2811631]

VERY CONFUSING AT FIRST! Should consider having advisors train students how to do it and practice or provide online tutorial on Canvas for when students register for classes. [#2811638]

I have no idea what half of these are for. I only use Banner to register for courses and MyUTK. I will say that the MyUTK Dashboard with all the links at the bottom is overwhelming and not user-friendly at all. As a UXA student, I was surprised to find that most of UTK's interfaces are not user-friendly because the user is immediately overloaded with information. [#2811749]

It is all a little unorganized and sometimes I don't know how to find what I am looking for within these systems [#2811808]

I would like to be able to enter the types of classes I want to take, and have the website generate possible schedules. [#2811957]

There needs to be a link on the page to videos that show you how to navigate each thing on my utk [#2812029]

If I am registering for classes the website should NEVER crash, and it does. Every. Single. Semester. [#2812048]

The DARS system is archaic, and it cannot handle so much of what I want from it. I have a second major, and wowee, it can't handle that. I got a petition to substitute one class for another, and it is still not in there. It's been two years! Gradesfirst is one of a thousand platforms to do the same thing. Because professors are in general unwilling or unable to change, adding more platforms to the UTK system is unhelpful, because that just adds another thing to check and another interface to use. Each professor I have has their own unique way of distributing information. I've seen emails, Canvas, Blackboard, websites, etc. Rather than adding in more interfaces, reduce the number. There is this idea that if you just had the perfect platform, everyone would use it, it would be the one thing to check, and world peace would be achieved. Well, that's called Slack, and Slack is just another thing I have to check now, along with various Discord channels, email newsletters, personal websites, canvas pages, archaic departmental websites, and emails from professors. Don't make more shit to check. [#2812066]

MyUTK and Banner are horrible. The categorical structure is incredibly confusing, and users have to click through 8 different webpages just to "load schedule" or something. It's obnoxious. I'm relatively smart when it comes to using new tools and such... but Banner is one thing that, if I need to do something, I just google directions... I don't have the patience to click around for 30 minutes to find something that should be easily accessible. [#2812100]

MyUTK a lot of times gets backed up when too many people are on it, so making it to where it can't get backed up so bad would be good [#2815000]

I think the registration process is harder than it should be. It is also difficult to add/drop from the menu. [#2815062]

Accessing these various systems not efficient or clear. The MyUTK site is difficult to navigate and the organization method is bizarre. Adding something that would allow sorting of the various links, or even just alphabetizing them would be useful. The new course addition system is substantially worse than the previous system. For classes where multiple credit counts can be selected, the method of doing so is far from intuitive. When selecting the course, it would great If I could immediately decide how many credits I want to sign up for. If that is currently an option, it is not a clear option. Also, it seems like every action I want to perform is completely separate from the others (I assume this is due to a large number of differing systems). While I appreciate this where payment and tax information is concerned, it seems unnecessary for the rest of your systems. Streamlining these various systems would be great! [#2837779]

work best for me [#2837790]

Often times when a class is listed as full, you won't be allowed to register and if you waitlist then a spot will open. [#2837806]

myutk is clunky and hard to navigate. [#2837809]

Online class registration is difficult to use and just not user friendly. I have used much more efficient systems at other universities. [#2837872]

The update to how you register for classes prevents students from even being able to view the time tables before having the advising appointment which makes it very difficult to be well prepared for that appointment and there is no reason why we shouldn't be able to view the time tables even tho we can't register yet. [#2837887]

Make it more polished like canvas. [#2837941]

N/A I think they're fine right now [#2837971]

The new registration system will not work on a mobile device. [#2837981]

Crashes, user interface seems really outdated [#2838128]

N/A [#2838195]

Create a system that shows class schedule and various account holds or prerecorded easier [#2838309]

Banner registration system and myUTK often have outdated subpages, and are pains to navigate sometimes. [#2838345]

I spend some time to figure out how to edit credit hours in the 500 (thesis). If we can choose credit hour when we enroll that class, it would be great. [#2838353]

MyUTK is very confusing to navigate. The organization of the entire front page needs to be more user friendly. [#2838385]

As a transfer student, I had no idea what I was doing when I had to register for classes or how to use these systems. I had to make friends and ask for help to understand. [#2838432]

Maybe it's just because I came fresh out of high school, but I spend a lot of the year panicking because there is no place to see my CURRENT grades altogether except near the end of the semester. [#2838443]

have something that calculates your gpa though out the semester [#2838468]

Being able to keep different options for plans! [#2838576]

Banner is a little confusing, just because of the drop-down boxes and having to click through multiple times to get class information. I also wish DARS could look more like a simplified check-sheet than the weird document that it is. I honestly don't even use gradesfirst and am kind of unsure what its used for. [#2838609]

DARS is normally outdated with program updates especially in business. [#2838674]

the system is not users-friendly. And the UI is not good looking. [#2838695]

The new class-registration is a mess compared to the old one. [#2838706]

Registering for classes is much more confusing than it needs to be. There are too many steps and it is difficult to figure out the times that classes are offered. [#2838722]

Unnecessarily complicated. Make it clearer what each section is and what they do. Makes it confusing for new students especially. [#2838727]

DARS specifically can be very finicky to understand. It's not very visually pleasing that it is difficult to understand. And GradesFirst does not routinely work! MANY times, I have tried to make appointments to not only be told there are no times, but there are no advisors available to help and that's not true. [#2838837]

The newly updated class registration website on banner is difficult to navigate. I appreciated the older version that was simpler and less complex. [#2838871]

Make it more clear when classes will interfere with each other. Possibly add an option to not show classes that will interfere when making schedules. [#2838906]

The online system has a slightly outdated appearance, but that is to be expected! Most people with a creative ability to navigate a webpage have no problem getting what they need out of this. [#2838968]

Improved UX space. Current class registration portal is very buggy [#2838975]

My UTK is doing great so far, but it would be nice to have it a bit more user friendly for first-time students. Thanks for all you do! [#2839000]

I found that the entire enrollment process difficult, cumbersome, out dated and not what would have been expected of a University striving to be in the top 25 in the nation. I could go on for days about the mistakes, difficulty, lost mail (who sends anything by snail mail) The lack of security for your personnel information and etc... Registration should all be in one place with step by step process so nothing is missed. No going from one website to another. ALL should be in one place [#2839001]

Additional Questions for UniversityRole In ('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)

7.1872 (n=924)

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

7.0692 (n=925)

Key Findings for University Role In ('', 'Staff')

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:

Positive Perceptions (Adequacy Gap Score > 0)

Having an Internet service that operates reliably.
Adequacy Gap Score = 0.18; N = 1020; P = 0.00

Having an Internet service that provides adequate capacity or speed.
Adequacy Gap Score = 0.26; N = 1006; P = 0.00

Having online services that enhance the teaching and learning experience.
Adequacy Gap Score = 0.31; N = 626; P = 0.00

Having technology services that allow me to collaborate effectively with others.
Adequacy Gap Score = 0.19; N = 873; P = 0.00

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
Adequacy Gap Score = 0.29; N = 608; P = 0.00

Getting timely resolution of technology problems that I am experiencing.
Adequacy Gap Score = 0.28; N = 928; P = 0.00

Technology support staff who have the knowledge to answer my questions.
Adequacy Gap Score = 0.22; N = 911; P = 0.00

Receiving communications regarding technology services that I can understand.
Adequacy Gap Score = 0.30; N = 904; P = 0.00

Getting access to training or other self-help information that increases my effectiveness with technology.
Adequacy Gap Score = 0.30; N = 893; P = 0.00

Official University Email - Office365, Gmail (available to Students only)
Adequacy Gap Score = 0.24; N = 675; P = 0.00

Online@UT (Canvas)
Adequacy Gap Score = 0.38; N = 321; P = 0.00

LiveOnline@UT (Zoom) virtual classroom environment support
Adequacy Gap Score = 0.43; N = 383; P = 0.00

Negative Perceptions (Adequacy Gap Score < 0)

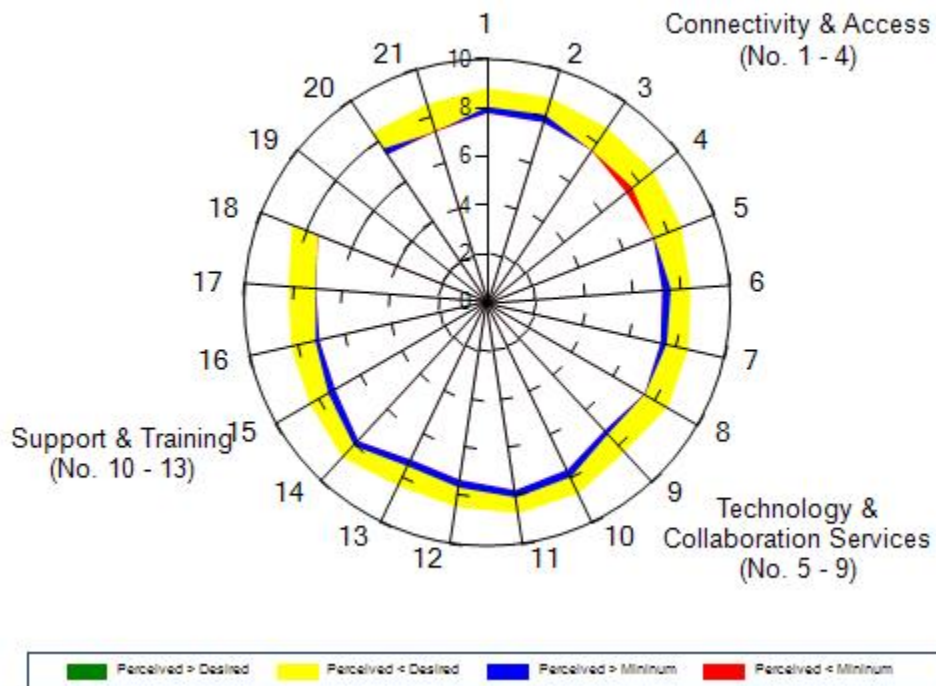
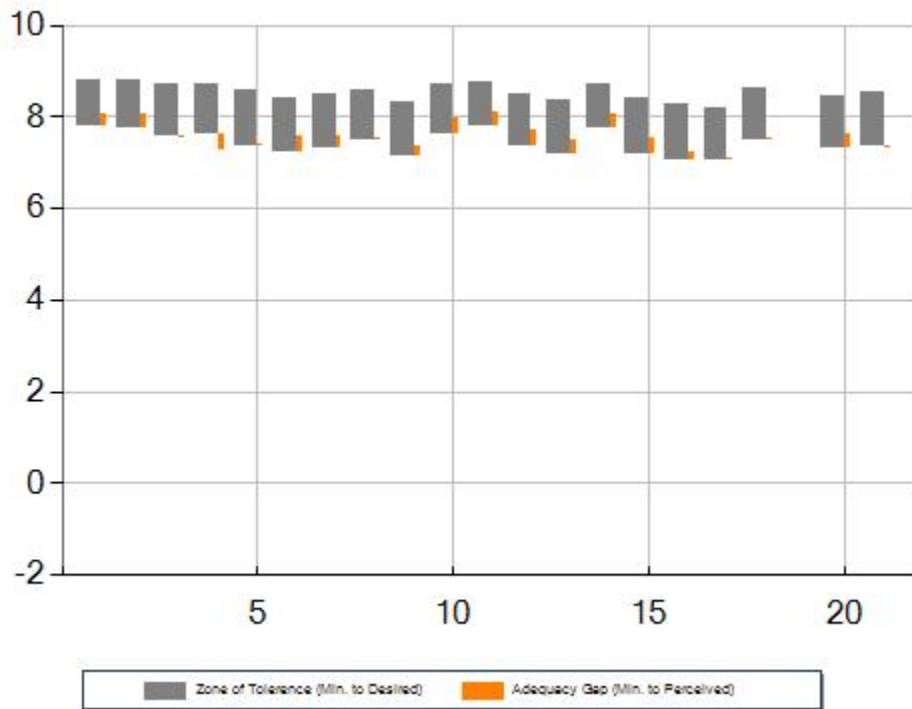
Having an Internet service that provides adequate Wi-Fi coverage.
Adequacy Gap Score = -0.15; N = 978; P = 0.01

Having adequate cellular (or mobile) coverage throughout campus.
Adequacy Gap Score = -0.39; N = 978; P = 0.00

UT System Services - IRIS
Adequacy Gap Score = -0.16; N = 690; P = 0.02

Results for UniversityRole In ("', 'Staff')

Below are the charts for this view of the survey data.



Data Tables for UniversityRole In ("', '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 : 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 your ability to access technology services through the Internet

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	7.75	8.81	7.93	0.18	-0.88	1020	0.00
		Dev	1.36	0.55	1.23	1.41	1.17		
2	Having an Internet service that provides adequate capacity or speed.	Mean	7.70	8.80	7.95	0.26	-0.85	1006	0.00
		Dev	1.34	0.52	1.25	1.47	1.19		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	7.55	8.71	7.40	-0.15	-1.30	978	0.01
		Dev	1.48	0.71	1.52	1.76	1.52		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	7.57	8.70	7.17	-0.39	-1.52	978	0.00
		Dev	1.56	0.78	1.74	1.92	1.76		

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	7.31	8.57	7.28	-0.04	-1.29	965	0.52
		Dev	1.51	0.83	1.44	1.71	1.44		
6	Having online services that enhance the teaching and learning experience.	Mean	7.13	8.37	7.44	0.31	-0.93	626	0.00
		Dev	1.70	1.11	1.43	1.64	1.34		
7	Having technology services that allow me to collaborate effectively with others.	Mean	7.28	8.48	7.47	0.19	-1.01	873	0.00
		Dev	1.55	0.92	1.43	1.65	1.41		
8	Having systems that provide timely access to data that informs decision-making.	Mean	7.45	8.58	7.34	-0.11	-1.24	826	0.06
		Dev	1.45	0.89	1.52	1.66	1.47		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	6.99	8.28	7.29	0.29	-1.00	608	0.00
		Dev	1.76	1.22	1.47	1.83	1.49		

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 with those supporting your use of technology services

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	7.56	8.70	7.84	0.28	-0.86	928	0.00
		Dev	1.40	0.72	1.34	1.56	1.31		
11	Technology support staff who have the knowledge to answer my questions.	Mean	7.74	8.75	7.96	0.22	-0.79	911	0.00
		Dev	1.32	0.67	1.31	1.50	1.25		
12	Receiving communications regarding technology services that I can understand.	Mean	7.28	8.45	7.58	0.30	-0.88	904	0.00
		Dev	1.59	0.98	1.41	1.64	1.35		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	7.10	8.36	7.40	0.30	-0.95	893	0.00
		Dev	1.62	1.06	1.50	1.66	1.42		

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...		Min	Des	Per	Adeq	Supr	N	P
14	Official University Email - Office365, Gmail (available to Students only) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.70	8.70	7.94	0.24	-0.76	675	0.00
		Dev	1.45	0.82	1.30	1.42	1.15		
15	Online@UT (Canvas) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.05	8.31	7.43	0.38	-0.88	321	0.00
		Dev	1.84	1.30	1.53	1.93	1.61		
16	UT System Services - ANDI <i>Self-reported faculty, staff only.</i>	Mean	6.86	8.11	7.16	0.30	-0.94	161	0.08
		Dev	1.98	1.54	1.72	2.21	1.89		
17	UT System Services - Cayuse SP/424 <i>Self-reported faculty, staff only.</i>	Mean	6.95	8.10	6.84	-0.11	-1.25	178	0.55
		Dev	1.92	1.46	2.02	2.36	2.17		
18	UT System Services - IRIS <i>Self-reported faculty, staff only.</i>	Mean	7.45	8.61	7.29	-0.16	-1.32	690	0.02
		Dev	1.46	0.77	1.68	1.82	1.69		
19	Customized help with developing course materials and lectures for online teaching. <i>Self-reported faculty only.</i>	Mean	0.00	0.00	0.00	0.00	0.00	0	1.00
		Dev	0.00	0.00	0.00	0.00	0.00		
20	LiveOnline@UT (Zoom) virtual classroom environment support <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.15	8.38	7.58	0.43	-0.79	383	0.00
		Dev	1.80	1.20	1.45	1.73	1.37		
21	Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.29	8.49	7.21	-0.09	-1.29	394	0.35
		Dev	1.72	1.11	1.62	1.88	1.59		

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 UniversityRole In ("', '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 an Internet service that operates reliably.

Need more wireless connection through campus, particularly with connect.edu [#2810238]

There have been a few outages over the last month or so. I am unsure if it was the Internet or just the local network. [#2810253]

Important! [#2810351]

Too many glitches/goes down/wi-fi goes down. [#2810377]

Remote offices were/are better serviced prior to the expense and effort to install SHIELD... as ONE example, a remote office network port went out within months of install. Local service provider came out within an hour of notification and isolated the problem to whatever was installed beyond their equipment. OIT and Ag IT got notice over the weekend (before we knew it) that it went out but waited to get a call to establish a work order and then took another four days to get anyone to service the equipment even though we're only an hour from campus. In the process, nobody would walk me through the potential of even attempting to troubleshoot the issue and disputed what I was seeing in the SHIELD box. In the meantime, our office network was down a week... ..connectivity was/is more reliable before the centralization effort, faster, and with fewer phishing attempts to boot. Since UT has decided to centralize service, that SERVICE needs to be quick and effective. The above example (among others) speaks to the inability to effectively support the extended network beyond main campus. Remote offices are then stuck with a system they didn't ask for, don't want, and have worse service than what they had before. Give offices options AND support. [#2810405]

My main complaint is coverage in the Student Union building/food court. I would rather not have to leave the building to complete a text message to someone I'm waiting for in the food court. Thanks [#2810443]

Expand band width for faster operation in the afternoons when service is very slow. [#2810543]

wireless is spotty and constantly loses access [#2810618]

My computer does not connect to eduroam ever, which is what I am supposed to use. UT-open works fine, but it would be nice to be able to connect to the preferred network. [#2810631]

Recently, there have been issues in our office with internet connection going in and out. [#2810664]

I'm fairly satisfied with OIT as it is now. I'd like more training and easier-to-parse information, but for the most part, OIT has met the needs of my staff position. [#2810811]

Internet is the most important resource for my job [#2810823]

As you move from building to building on campus, wifi connection will drop and at least on my devices I have to disconnect and reconnect to reestablish a signal. It becomes quite frustrating. [#2810842]

Reliable internet has gotten alot better over the past 8 years however UT should NEVER have internet outages of any kind in my opinion. [#2810876]

WiFi sometimes does not work well outside the building [#2810912]

The wired internet service to my room drops three or four time daily.I get the little red X on the internet access emblem multiple times a day. It is usually just a quick off and on within 2-5 seconds but throws the program back to start page. I have had numerous checks on it by your IT personal and it works for a while but then it starts again. I never know when it will do it and sometimes it goes for days with no problems. So I have learned to live with it. [#2810983]

If not working a alert notice of the system being down would be appreciated and a suggested correction time of resuming services. [#2810989]

It would be nice if more could be done to improve network connectivity. I don't know if it's our building location, but we do seem to suffer from network connectivity issues a few times a year... it's awesome that it's that infrequent, but when it does happen, basically my whole department can't do work, because most of our work is tied to having internet access. [#2811007]

The internet goes down here and there, and I do not feel that is at all acceptable for an organization of UT's size and magnitude. [#2811058]

Yes, also important so you can access information needed in a timely fashion [#2811100]

Excellent [#2811317]

Internet works well on campus when connected via ethernet, but the wifi doesn't always work well. [#2811384]

has been spotty and slow more this year, when reported OIT acts like they are unaware. T-storage has been less reliable. [#2811428]

Its better than it used to be, but still tend to lose signal occasionally on a wireless device [#2811452]

This is crucial to be able to do my job on a daily basis as we use many online based programs. Maintaining reliability and speed is a must. [#2811487]

All fine. [#2811500]

Sometimes the wifi kicks me out and sometimes it can be very slow. [#2811534]

More Wi-fi or cellular boosters in parking garages like the one in Student Union Building. [#2811648]

The internet in A and A has coverage issues and is spotty on the 4Th floor . [#2811835]

In some of the older buildings, service is spotty at best. Again, I have no input how to solve these outages. [#2811871]

It?s certainly more reliable than it was so that?s good. [#2811937]

Same as above [#2812092]

boost internet strength (wifi and hard line) in areas of low signal (ie sub basement of HPER) [#2812126]

Yeah, I wish we had this. [#2815035]

better outdoor coverage. Yes, I know, you're "working on it." Well you've been "working" on it for 6 years and yet I walk out the door and I still get nothing. [#2837789]

Service can be spotty in office. Lose connections occasionally. [#2837797]

When it works, it's fast and reliable. [#2837802]

So important [#2837878]

We are a major institution in the US. This may sound very entitled, but there should never be faulty internet service (except for very severe weather and emergencies, obviously). [#2837902]

alright [#2837949]

N/A [#2837996]

The internet seems to disconnect frequently and I find myself toggling wifi on and off on my devices. I am not sure how to improve this. [#2838241]

I don't think you have any control when it arbitrarily goes out! [#2838367]

Internet/wifi frequently do not work [#2838465]

Excellent [#2838483]

no [#2838632]

This is very important.If the computer freezes up like mine does it makes my job more difficult.I depend on the computer to give me daily e-mails and any work orders that needs to be done. [#2838685]

Having an Internet service that provides adequate capacity or speed.

Again, adequate and important. But always room for improvement! [#2810351]

The internet is awful on campus and goes out. Additionally, it should be supported in and out of buildings. [#2810377]

Sometimes it takes a long time for pages to load. [#2810395]

Local provider extended DSL and then fiber optic cable and provided(s) low cost, high speed connectivity for years... often exceeding Knoxville area services. With the install of SHIELD and centralized service, our network speed are measurably slower. Not sure this can be ameliorated for remote offices within a centralized system framework. [#2810405]

Important [#2810531]

It is frustrating to attend a meeting on campus to provide a demo and experience slow internet speeds. [#2810724]

Internet is the most important resource for my job [#2810823]

Would be nice if speed was a little bit quicker for internet. [#2810876]

Connecting to central programs like CONCUR and IRIS can be very slow at times. I'm sure it has to do with the capacity of people using the system but it is aggravating to see the 'spiny wheel' instead of the screen you are waiting on. [#2810970]

Yes, very important in performing the job at hand. [#2811100]

Again, painfully slow [#2811101]

This is working well. Sometimes it seems slow, but that could be any number of reasons - busy system, professors doing research, or just something with my own computer. [#2811257]

very reliable [#2811317]

constantly have trouble connecting to eurdam and have to use UT open [#2811354]

The library needs a more streamlined and intuitive page, including the log in (where do I accomplish this, it isnt obvious) and the interlibrary loan page is pitiful. [#2811400]

has been spotty and slow more this year, when reported OIT acts like they are unaware. T-storage has been less reliable. [#2811428]

This is crucial to be able to do my job on a daily basis as we use many online based programs. Maintaining reliability and speed is a must. [#2811487]

This is fine. [#2811500]

In some of the older buildings, service is spotty at best. Again, I have no input how to solve these outages. [#2811871]

My computer is sometimes extremely slow. I am not sure if this is my computer or the internet service. [#2811921]

Excel and Word "freeze up". This makes work difficult to do at times. Causes rework or data loss. [#2812092]

Test and upgrade as needed the WIRED internet services in the UT conference center building. [#2814951]

Although the Internet service provided is supposed to be high-speed, in my lab we very often need to wait for pages to load. It would be nice to have a more stable and homogeneous service across the campus. [#2814969]

Yeah, I wish we had this. At best it is slow, if it is working... [#2815035]

The wired network bandwidth/speed in Burchfiel Geography building is inadequate for the amount of data we need to transfer in the internal network. An upgrade to gigabit switches from the current 100 Mbps network is badly needed. The wireless generally works well, but it seems the wired infrastructure has been neglected in its favor which limits our teaching labs and research infrastructure. [#2815092]

I feel we have a good system. there are times that the computer I am using may have something going on that does not allow for the desired speed. [#2837798]

None [#2837839]

Often internet is "not responding" but only lasts a short time (a minute or so) [#2837878]

UT wifi can be slow at times [#2837924]

On days the internet is slow (I rely on Wifi), I have to work from home. [#2837936]

alright [#2837949]

N/A [#2837996]

The speeds are inconsistent in my opinion. They seem very slow on my phone, but I also think my phone has a hardware problem with this. I usually hardwire my computer for stable gaming. [#2838241]

our world consumes more bandwidth every day. It's got to be hard to keep up but it's a noble cause. [#2838728]

Having an Internet service that provides adequate Wi-Fi coverage.

new buildings have terrible wi-fi and cell coverage [#2810217]

There are a few dead zones in our building, which we have reported, but haven't had any updates since we put in the request. Some follow up would make it feel like it's being taken more seriously. Also, the biggest complaint I have is having to continuously re-register devices on the internet. It's quite frustrating. [#2810241]

Some spots in the conference center are hit and miss. It seems wireless drops occasionally. [#2810253]

It blows my mind that I sometimes don't have wi-fi walking from my parking space to my building. I wish that wasn't the case. [#2810299]

Would like to see more outdoor coverage. As I walk around the block on campus my phone streaming jumps for wifi to cellular and back- skips [#2810349]

Important! So important. Can always be improved! [#2810351]

Wi-fi should cover entire campus, in and out of doors, and should be strong and reliable. [#2810377]

Middlebrook Pike's internet wi-fi connection isn't very good [#2810378]

I find that, while there is good Wi-Fi coverage, it will occasionally drop out and then immediately come back. This usually isn't a problem unless I'm on a Zoom meeting or something similar. [#2810380]

dual band with or more band width would help. I have noticed my bluetooth devices (keyboard and track pad) experience interference when other devices in the office compete for that frequency. [#2810391]

Wi-Fi can be spotty at times throughout campus, and there isn't very good service in parts of the Student Union. [#2810395]

Had the same remote campus WiFi coverage with Department funded, over-the-counter equipment prior to SHIELD installed equipment. All the prior equipment was relegated as 'obsolete' in spite of being perfectly functional, cheap, and less than a year old... Give departments and offices more flexibility having equipment add-ons to extend service. [#2810405]

My main complaint is coverage in the Student Union building/food court. I would rather not have to leave the building to complete a text message to someone I'm waiting for in the food court. Thanks [#2810443]

During basketball games hard to use. UT-Open doesn't work. Tried to Eduroam, but doesn't work for me. [#2810451]

Eduroam does have connection problems once in awhile. Especially noticeable when sharing your screen through Zoom [#2810483]

Very important when working remotely. [#2810531]

It seems that multiple users in conference rooms have difficulties. Is there some way to buff the routers' ability to handle the load? [#2810579]

I have been in some rooms where WiFi coverage was very weak (mainly Science and Engineering). A lot of devices have a hard time switching between the access points. It would be nice not to have to turn off WiFi and then turn it back on in order to connect in a different building. I thought it was just my device but I have had this happen with phones, tablets and laptops. [#2810605]

There are places in my building where I cannot connect to wi-fi [#2810631]

Wi-Fi is very weak in most of our sports venues, especially Neyland Stadium [#2810646]

It is frustrating to not always have reliable wi-fi coverage in meeting rooms across campus. [#2810724]

I do marketing, and I'm often struggling to get coverage and or post items to our social media pages. [#2810809]

My wifi is not consistent if you are not inside a building [#2810823]

As you move from building to building on campus, wifi connection will drop and at least on my devices I have to disconnect and reconnect to reestablish a signal. It becomes quite frustrating. [#2810842]

I have not experienced many difficulties with our applications and use. The only recurring issue(s) are with use of laptops and logging into the networks at remote locations and using utk.edu domain or edu-roam domain depending on the need for access and the user log-in. The laptops are shared and it is more of a user issue than domain issue. [#2810847]

THE NEW STUDENT UNION INTERNET IS HORRIBLE. I work in Walters Life Science...the building no one wants to work in and I can be anywhere in this building and have internet either UT open or using my US Cellular service. In the NEW STUDENT UNION...it is ridiculous that in the Bookstore you have to use their phone to call your office on campus cause your PHONE has no internet to use your own phone. You would think with the 21st Century the NEW Billion dollar SU would have incredible connections. And the Walters Life Science built in 1977 would not. [#2810871]

Certain building have NO WiFi coverage. Example, Phi Kappa Pi fraternity house does NOT have WiFi in most of the rooms. I pay alot of money to house my son in this fraternity and UT OIT has failed in providing WiFi. [#2810876]

na [#2810885]

Could be improved in 1st floor of Min Kao [#2810898]

WiFi coverage is sometimes poor once I leave the building (near the stadium) [#2810912]

Depending on the building you are in, wi-fi may be non-existent. [#2810970]

Good and ability to access Wi-Fi on all of UTK's buildings is desired. Open sites and plazas included. [#2810989]

I've found that on mobile devices, the wifi frequently drops me. I am not sure why? This isn't a make or break for me, but something to maybe look into. [#2811036]

Absolutely important to be able to access information needed to perform job duties. [#2811100]

Wi-Fi in painfully slow, or not existent in my building [#2811101]

Wi-Fi is limited in our area of the campus. [#2811125]

Wifi is dropped between buildings and some buildings connect with UT Open and some with Eduroam. It would be nice to have a consistent service that you can use between buildings. [#2811132]

The Hoskins Library building has issues with wifi connectivity back in various staffing areas. If there were a way to increase the signal strength or increase the number of hotspots that would make it more useful for me. [#2811187]

Spotty wi-fi in my building [#2811231]

I work on the 1st Floor of the Conference Center Building. Wi-Fi service in some areas of the floor is non-existent. [#2811244]

This seems to be going well. [#2811257]

Sometimes you cannot get WIFI outside of a building. [#2811274]

do not use Wi Fi. [#2811317]

Wi-Fi coverage is pretty good -- there are only a few spots on campus where I have trouble connecting. [#2811334]

WiFi is improving in my office (basement of Comm/SSB) but isn't perfect [#2811336]

There are certain spots on campus in alleys between buildings or in places like that where internet access is spotty (e.g. behind the Baker Center). [#2811384]

This is an area with frequent disruptions or gaps in availability between locations or areas within buildings. [#2811400]

Eduroam does not always work and i am not always able to access it, particularly from my iPhone. [#2811409]

It depends on where you are if you can utilize Wi-Fi to work on laptops. Even in computer labs sometimes the computers fail and students work gets lost. [#2811428]

This is an issue in classrooms sometimes. [#2811496]

Pretty good, just occasionally spotty. [#2811500]

I find that wifi is lacking in some buildings (sports buildings). It would be nice to see this service improved in those buildings. [#2811501]

My cell phone is really an extension of my office; which goes with me every where I go. Having a strong signal while on campus is important to my role in corporate development. I will say that the wi-fi coverage across campus has been pretty reliable, but still experience low/weak-signal strength from time to time...especially when I host guests over to Thompson Boiling and up in the suites in Neyland. [#2811559]

Refer to comment #3 [#2811563]

More Wi-fi or cellular boosters in parking garages like the one in Student Union Building. [#2811648]

eduroam is not reliable. More often than not I am shifted to ut open. eduroam may need to be enhanced in some way to be reliable. [#2811690]

Wi-fi sometimes is unreliable when outdoors including Ped Walkway when a lot of events that we use wi-fi for are occurring. [#2811721]

The Wi-Fi coverage on campus is spotty. In some buildings, it's great, but in others it's not good. The same goes for if you're trying to connect when you're outside of a building. [#2811725]

Depending on where you are at I have Wi-Fi go out on me all the time. Student Union Clarence Brown Theatre [#2811761]

In this day and age, wi-fi should be strong in all spaces on campus. [#2811793]

There are still areas that have limited to no coverage. I can walk down the hall or into the next room and have no coverage. [#2811800]

There are some locations where the Wi-Fi signal is really bad [#2811821]

In some of the older buildings, service is spotty at best. Again, I have no input how to solve these outages. [#2811871]

If It would be nice to connect to the WiFi anywhere on campus, whether you were outside or inside. [#2811937]

In different places WiFi just disappears....or down to like 1-bar and still inaccessible. I realize that interference plays a part but...seemingly it should still be somewhat better. I know it's got to be expensive too tho! [#2811982]

There are some areas of campus in which I lose Wi-Fi coverage. It is frustrating when I am in an academic building and cannot access the internet with ease. [#2811988]

I think overall, WiFi works well on campus - it can just sometimes be annoying when you're going from one building to another, I always have to restart the WiFi on my phone in order for it to reconnect to the wifi of the building I just entered. [#2811991]

Wifi, same as cell service, is spotty on campus. Getting signal in certain spots is impossible (eg my office in Haslam). To take a phone call on my cell I have to move about 100 feet to the nearest window to get better service. Trying to use internet or phone calls in bigger venues (Neyland Stadium or TBA) is near impossible with Verizon. [#2812017]

Need better coverage in the basement of the music building [#2812052]

Range Does Not Go Campus Wide Nor Does It Work Half The Time [#2812135]

Overhaul all the wireless routers in the ut conference Center. There are many rooms that cannot use online meeting tools like Skype or Canvas wirelessly in the building. [#2814951]

Yeah, I wish we had this. How hard is it to provide adequate coverage in AMB, The Student Union, and HSS/McClung? [#2815035]

It is spotty at times - I am not sure how that can be strengthened so do not have an idea of how to improve, only that it does need some improvement. [#2815079]

Wi-Fi is often weak in classrooms, especially bottom floor of Haslam and in some locations of Ayres. [#2815145]

The wi-fi isn't good when traveling through campus. Probably the number of users at any given time. Sometimes it's easier to just use my data. [#2815155]

The coverage is better, but could be more. [#2837776]

better outdoor coverage. Yes, I know, you're "working on it." Well you've been "working on it" for 6 years and yet I walk out the door and I still get nothing. [#2837789]

When I'm not in my building, it drops a lot. Usually when I'm on my phone. There seems to be no rhyme or reason as to why my phone is suddenly searching for eduroam. [#2837802]

None [#2837839]

I've re-registered my cell phone so many times that I finally gave up on using wifi on my mobile device on campus. I've called to have it fixed numerous times, as well. It's always fixed after a phone call, but this shouldn't be a constant issue. Many of my coworkers have the same problem. [#2837902]

UT wifi can go in and out of service or completely stops working completely for a period of time [#2837924]

Wifi is spotty sometimes in the basement I work in at Hoskins library. And often I have to settle for UT open because Eduroam often kicks me out, makes me re-register, and then tells me I need to call OIT. And often I don't have time to troubleshoot before completing my task. [#2837936]

Eduroam is very functional at UTK, UTC, and UTHSC campuses. I have had difficulty accessing at UTM. [#2837937]

Wi-Fi coverage was improved considerably over recent years. However, there are still some areas that are lacking. [#2837956]

I work for MTAS in Nashville. The wifi here is terrible. Reception is so poor that it will not open basic apps on my phone. For example, If I receive a message on my personal phone with a photo, the poor wifi reception will not open the picture. [#2837963]

N/A [#2837996]

wi-fi is terrible [#2838096]

This is needed in the Library. [#2838150]

I have had issues retrieving email on my phone due to lack of service. [#2838165]

It would be nice to have Wi-Fi coverage outside of the buildings. If you are really close to the building it seems to work sometimes but if you are further away from a building - no Wi-Fi. [#2838205]

I think our coverage is fairly good. I do lose connection walking between buildings even if it says I am connected. But I know this is going to happen and just turn off wifi when walking. [#2838241]

I am fairly new, but not 100% sure about the wifi coverage on the Ag Campus [#2838262]

I am going to use this space to air a grievance about the registration process. It is too time consuming and when we have guests on campus who need wifi to work there always seems to be a problem getting them connected to WiFi. [#2838326]

It would be better if the our Wi-Fi would extend further outside of the building perimeter. [#2838357]

Signal boosters in basement areas would help. JIAMS Basement has a weak signal. [#2838589]

I often have to turn wi-fi off my phone because it just won't give me a signal on many places on campus. Sometimes I can't even use the data signal. I'm not sure why. It's always pretty bad whenever I go to the Student Union. [#2838621]

Overall OIT does a very good job of providing expected levels of WiFi. Improvement could be made in capacity during peak times in peak locations. Continuing to blanket the campus with coverage. [#2838952]

WiFi coverage for laptops can be quite spotty, even when logged onto Eduroam. I would appreciate improvement in the time taken to log on - even on a brand-new machine it can take many minutes - and a decrease in droppage of coverage, which I see fairly often. I operate and update multiple PC and Mac laptops for my department. [#2838955]

Not sure how feasible it is to have Wi-Fi coverage while walking across campus, but that would be the ultimate goal. [#2839019]

Having adequate cellular (or mobile) coverage throughout campus.

new buildings have terrible wi-fi and cell coverage [#2810217]

Sometimes going from building to building I experience service issues and dropped calls. [#2810234]

Basements of buildings have spotty connection but that's expected [#2810238]

Improve cellular coverage in the basements of SERF and Ferris Hall. Wifi calling is not always an option for all users. [#2810240]

We are not on campus. We are in Oak Ridge at the UT Forest Resource, AgResearch and Education Center. In our office building, we have very poor cellular service and, in fact, those of us who use our cell phones for work must often go outside and walk around to get a clear signal. Visitors and guests complain about this often. We are on AT&T service here. It is terrible. If there is anything that could be done, it would be greatly appreciated. [#2810275]

We badly need a wi-fi booster in our building. [#2810308]

Student union phase one has went without adequate cellular coverage for three years. This should have been done on a more timely basis. [#2810318]

Cellular service is hit or miss at times throughout the campus. [#2810321]

The Student Union level G3 has no cell service [#2810349]

Important- we expect cellular service to be just as strong or stronger than even WiFi connectivity. There are thousands of people on campus everyday who expect both WiFi and cellular service without a break in coverage. [#2810351]

Again, cell service is awful. [#2810377]

spotty coverage in many buildings. [#2810384]

Still do not have great service in Haslam. [#2810394]

Eduroam is not easy to set up without going to OIT sometimes. [#2810395]

OIT/IT has done nothing to address cellular coverage at remote locations. Cell phones are not functional in the office and good portions of the remote UT property. Need to install service boosters in facilities. (Of course, allowing a cell tower on UT property at this rural, remote location when approached about 15 years ago would have helped and provided lincome as well.) [#2810405]

Find a way to have adequate cell service in garages. [#2810417]

do not have good sprint service inside some campus buildings, and at sporting events, the stadium is really bad. [#2810435]

My main complaint is coverage in the Student Union building/food court. I would rather not have to leave the building to complete a text message to someone I'm waiting for in the food court. Thanks [#2810443]

Sprint not as strong during basketball games, but fine overall around campus. [#2810451]

The student union is a wireless death trap. [#2810468]

Access to this service is very important for day-to-day usage as well as emergency concerns.

[#2810504]

I had a hard time setting eduroam network in my mobile, but once I did it was great. Maybe clearer instructions would be good. [#2810510]

Important [#2810531]

I work in the bottom floor of a building on the Ag Campus and often have to walk down the hallway or go outside to speak on the phone with clients which is less than ideal. [#2810546]

In Perkins Hall my cellular service is hit or miss. I can be sitting in my chair at my desk and have no service and lose a call. If I move 6 inches one way or another, I am able to gain service. More training on Banner, IRIS, and Argos. Ad Astra is a pain to work with. [#2810591]

No cellular service in our office (SSB) [#2810611]

Cellular coverage is weak in the lower floors of the Student Services building [#2810646]

Student Services Building gets terrible cell reception. [#2810664]

I drop coverage ALL THE TIME when I'm walking across campus [#2810778]

I work in the Student Union, phase I, and there is NO cell service in our building. We have many complaints from customers not being able to have cell service in our stores (VolShop, VolTech, VolBooks, VolSnacks). We would like to do social media promos where customers could get a discount if the "check-in" when visiting our stores, but there's no cell service. Several employees have set up their phones to use "emergency wi-fi calling", when provided by their carrier. [#2810809]

Cell service does not always work properly on P1 or P2 in Andy Holt Tower and calls are dropped frequently. [#2810818]

I struggle with my cell service in certain building [#2810823]

I work in a basement (at the Clarence Brown Theatre) and service is quite spotty. Increasingly I do business that involves texting and other cellphone centric tech s this is becoming a bigger issue (it will also be a problem when and if 2-factor authentication for log-in is required [#2810829]

There is very little reception in BEC. [#2810837]

SEE MY STATEMENT above that the new STUDENT Union NEEDS coverage for all carriers....phone/computer/tablet/ in every spot in the entire new building. It is NOT ok to say oh well....
[#2810871]

Some buildings do not have reliable cell phone service [#2810876]

in some building cell phones do not work [#2810885]

Depending on the building you are in, cell service may be non-existent. [#2810970]

There is no service at the old visitor's center but we still have meetings and classes there occasionally.
[#2810981]

A must for all cell services. [#2810989]

There are still many buildings in which you can not make or receive phone calls. I have specifically encountered this is the Austin Peay building. [#2811030]

Some buildings don't get coverage. [#2811038]

Does not always work in Neyland and Thompson [#2811054]

This is important especially for those of us with children. [#2811100]

I have no signal in my building [#2811101]

As a campus communicator I perform a variety of tasks daily on my mobile device. Having great cellphone service is necessary to ensure the quality of audio, video, & photo that I upload online.
[#2811109]

The only reason why I rated this area lower was because of cellular coverage in the stadium and Thompson Boling during special events. [#2811118]

n/a [#2811119]

Some areas/buildings have connection problems. [#2811132]

I work within the Student Services Building, and lose cell service throughout various parts of the building to where having wifi would help a great deal. [#2811180]

I work on the 1st Floor of the Conference Center Building. Cellular service can be spotty. [#2811244]

The only inadequate places seem to be at Thompson Boling and the Stadium. [#2811245]

This is an area that has improved. But I would hope for more signal strength in our building. In today's world we are rather reliant on the cell phone. In an emergency, having adequate coverage could prevent injury, damage to University property, or even death in the event of a gunman being on the loose.
[#2811257]

Service across campus seems to be fine, but in certain buildings (or parts of buildings) like HBB, there are areas that have no coverage at all. [#2811268]

I often have to walk outside my office to use my mobile phone [#2811336]

There are several areas on campus with little to no coverage. [#2811339]

I'm probably doing it wrong, but I have to get off the Wi-Fi service to receive most notifications or surf on my phone. [#2811372]

There are several buildings on campus where you can't get cell service. There are several staff in the new part of the student union that have to walk out into the hallway to use their cell phones because it won't work in their offices. [#2811468]

Please see HPER Building Cellular Issues. [#2811496]

All fine. [#2811500]

I do not get a cellular signal on my cell phone. This could be a provider problem. I normally do not use my personal cell phone during working hours. [#2811526]

Some areas on campus do not have good service when needed for class. [#2811534]

see above [#2811559]

Loosing cellular connection is not good when having an important conversation. Older buildings can cause this due to the materials included in their construction. Steps should be taken to ensure that reception is strong in all areas and buildings [#2811563]

More Wi-fi or cellular boosters in parking garages like the one in Student Union Building. [#2811648]

I believe the buildings, including the lowest level should be tested. I feel that some buildings because of LEED certification do not allow wireless signals. I think AP's or extenders should be added in those locations. [#2811684]

Cell service is very poor in many buildings, specifically newly constructed buildings and in Presidential Court. [#2811703]

There are a few buildings where cellular coverage is poor on the ground level such as HBB. [#2811721]

I work in a warehouse. The metal structure severely diminishes cellular service. Repeaters indoors could help with service. [#2811750]

Depending on where you are at you can have very spotty cell phone coverage. In some places you get none. I would say it has gotten better. Student Union Clarence Brown [#2811761]

Mobile phone coverage should be in all spaces, including athletics. [#2811793]

There are still areas that have limited to no coverage. This is bordering on dangerous if any emergencies occur in those areas. Makes me feel unsafe. [#2811800]

There are very few areas in Haslam where I can get mobile service. This is an inconvenience as I am largely mobile with my position. I currently have Verizon and do not even get service in my office. [#2811806]

There are some locations where the coverage is really bad [#2811821]

The new University Center does not give good service at all. If I need to make a call or send a text through my service, I have to go outside the building. [#2811847]

Areas in the Student Union (especially the VolShop) are in need of cellular service. [#2811854]

I have no ideas. However, it is disheartening when I must go to the common hallways or outside to gain service. [#2811871]

I have found that cellular coverage is a bit hit and miss in Parking Lot S23 and in McClung Tower. I find more often that I can not get a text or call out from either place. It is not all the time, and actually seems a little better this year than last, but there are still certainly times it does not work. [#2811921]

I can't get service in the basement of my building unless I'm near the window. [#2811937]

Cell service is spotty in JDT bldg. [#2811973]

Coverage will probably need to be upgraded since we are moving to the DuoPush security. In some buildings, people don't receive a signal, and would have to go outside with their phones to receive the DuoPush confirmation. [#2811999]

Wifi, same as cell service, is spotty on campus. Getting signal in certain spots is impossible (eg my office in Haslam). To take a phone call on my cell I have to move about 100 feet to the nearest window to get better service. Trying to use internet or phone calls in bigger venues (Neyland Stadium or TBA) is near impossible with Verizon. [#2812017]

Need better coverage in the music building [#2812052]

sub basement of HPER has poor service and typically requires wifi enabled services [#2812126]

Many Dead Spots On Campus [#2812135]

there are areas around campus and in some buildings that do not have good Verizon coverage. [#2814938]

When cell service is not as good, it has everything to do with where you are and that cannot be changed. For instance, my walls are made of concrete block, so if I lose a bit of the signal, it can't be helped. [#2814963]

we need it bad [#2814972]

There are several areas around campus where mobile coverage is limited or blocked/interfered with by structures. In particular, around TBA and Andy Holt Tower. This may be a carrier issue (Sprint) though and not so much an issue with the UT system. [#2815009]

Cannot comment on coverage with AT&T in many places: in my office, reception is 2/5. in the student union voltech store, no cell reception (a few weeks ago being the last time I was there) [#2815021]

Some locations have more reliable coverage than others. Would love if it was able to be consistent throughout. [#2815023]

Yeah, I wish we had this. [#2815035]

Cell phone service in new residence halls (Stokely, Fred Brown) with common spaces have poor service. In addition, the service is poor in the union. [#2815068]

Verizon had decent cell service at the vet hospital, Sprint had terrible service [#2815076]

I lose coverage by the torch. [#2815087]

Cell service in Student Union is very poor [#2815101]

Cell service in most new buildings is non-existent. I know you're already working on adding more cell towers, but it sucks to have a brand new building only to have no cell service inside. [#2815104]

In particular, the Middlebrook Building has horrible cellular service. [#2815270]

the student union in particular has almost ZERO mobile coverage. [#2837789]

Very spotty in the Student Union. Horrible in Neyland Stadium and Thompson Boling Arena [#2837797]

not great. My phone routinely drops wifi (eduroam). But when it works, it's fast and reliable. [#2837802]

Improve Verizon cellular service in SERF [#2837823]

None [#2837839]

It is frustrating to be trying to answer e-mails while walking between appointments and it just freezes up. [#2837858]

There is no cellular reception on Level G3 of the Student Union, where VolBooks, VolTech, and the administrative offices for the VolShop are located. This causes major issues as the vast majority make use of cellular services, and are not able to do so with any level of consistency. [#2837868]

Cellular doesn't work in the new buildings. This is an issue I have heard reported by numerous staff [#2837899]

There are some buildings on campus (ex. Stokely Residence hall) that has absolutely no cell service [#2837924]

My phone does not always work in the Student Services Bldg. in my office [#2837929]

There are places within the Haslam Business Building that receives no cell reception. [#2837955]

Service in the new Student Union is often non-existent. It's hard to believe one of our newest building often has zero cell phone service. [#2837962]

I don't have cellular service in the student union first phase. [#2837976]

N/A [#2837996]

Cell service in the Haslam College of Business historically has been awful. I used to work in that building and could never get a signal. My grad school program is in that building and it seems to be better, but still not ideal. [#2838057]

adequate [#2838096]

While it is pretty good, I do not use the provided WIFI on campus and having cellular coverage is very important, especially since we now use our phones to access some of UT's services. [#2838124]

Cell coverage is lacking in the Student Union, especially on the lower levels. [#2838149]

There are some rooms in the library where I cannot make or receive a call. Room 309 is one. [#2838150]

Cellular service is bad in a lot of buildings on campus. [#2838165]

Mobile service is not good in our buildings. Many people have to walk outside in order to make or receive a phone call on their cell phone. [#2838205]

A lot of the newer buildings have terrible coverage. I think the buildings were built as accidental Faraday cages and are probably blocking the signals. Not sure if this can be fixed. Wifi calling is a savior but not all carriers support this feature. [#2838241]

The 1st and 2nd floors of the Communications/Student Services Bldg and Andy Holt Tower Bldg Floor P1 have numerous dead zones for cellphone service. Some of these areas have restricted access, so going out from the interior offices and into areas closer to outside, including going outside, to get cell/text service can cause significant issues for staff, students, and faculty with being able to receive/make calls or text. It is also difficult because re-entering these areas are not simple. Most of the time these issues are after 5pm because the class / lab/ or radio station does not stop at 5pm. Maybe installing cell reception repeaters or some such device would accommodate these needs in those areas. [#2838243]

For the most part, cellular service is decent...I have had a couple of dropped calls, though [#2838262]

As an employee in athletics, my biggest struggle is game days when so many people are on campus. I know that is not an easy solution but I would really love for improvements in this area to be made. [#2838326]

I do not have service in the new Student Union. I lose calls and cannot make calls unless I am close to a window in the eating area. [#2838341]

Some of the residence halls and academic buildings do not have any cellular service. Enhancements need to be made ASAP. [#2838465]

I am a T-Mobile customer and my service throughout campus is horrible. [#2838483]

JlAMS needs signal boosting in basement area. [#2838589]

There are still some spots on campus where you cannot get cell services. [#2838606]

all of the new buildings are like prison blocks for cell phones. People running to windows just to make a call or answer one. Wifi calling isn't that helpful all of the time. Need signal boosters. I believe some cell providers will split costs with the college if they are willing to get them installed. We have so many students living away from home in our dorms that can't get calls if they're not near a window. That is unfortunate. [#2838728]

The new buildings have terrible cell service -calls are dropped across the board by people trying to use cell phones inside. [#2838878]

I think this level is less important if WiFi is expanded and extended over campus. If WiFi offers 100% reliability and 100% coverage then cellular becomes less important. That being said have a high speed and excellent coverage offers a great supplement and backup to WiFi. [#2838952]

very important [#2838983]

Having Web sites and online services that are easy to use.

That is critical! I directed students, faculty, and staff to the website on not only a daily basis but a minute by minute basis. I like the new website, but it does have it's limitations on pdf files. I would like to see something better in place for handling that portion. [#2810257]

Part of the major issue with UT websites is due to the branding that is set up. While Wordpress is very easy to use, the template isn't always conducive to making information accessible in a logical fashion. [#2810282]

the UT site doesn't even function in explorer. Let's start with the basics. [#2810315]

Websites have strange layouts, not necessarily logical in terms of where items and information is placed. Can be difficult to navigate from site to site. [#2810351]

The websites across campus are inconsistent and many of them are difficult to navigate because they are put together by people without an understanding of what users need. [#2810377]

sites are inconsistent and some have buried needed information so deep it takes a lot of digging to find it. [#2810391]

IRIS needs to be more user friendly. [#2810393]

Ad-Astra is a joke and is causing me as a staff member time in order to get an event planned. We should be able to reserve a room for an event instead of just a meeting without a fight for more information. Very unhappy with the event part of Ad-Astra. [#2810394]

Our website looks nice, but it can take several clicks to find info and the info can be found multiple places, and doesn't always match. Seems like things aren't uniformly updated. [#2810395]

The search engine has improved. It is still difficult to find information on some of the websites. Why can't all financial forms (that departments use) be located on one page? Currently, some forms are on the Controller's site and other forms on Accounts Payable site and others on Contract Office site, etc. Sponsored Project forms are on different pages too. Suggestion: One page for all financial forms (including purchasing) One page for all Sponsored Program forms One page for all HR forms [#2810422]

Having websites maintained by staff in departments that don't really understand what they are doing does not make for websites that are user friendly. [#2810425]

Bad configuration of site search tool [#2810440]

OIT should go back to focusing on making sure the digital infrastructure is strong and not scatter their efforts on all these other areas, including doing websites, video, etc. for people. OIT can provide the service and training, but should stop at that level. The Office of Communications and Marketing, along with many colleges, can do a good job of working with clients on their communication needs. They can work with them on an overall communications strategy instead of just getting a webpage created because everyone else has one. [#2810474]

Office365 provides a great way to collaborate and is very easy to use. [#2810517]

This is very important to me! I find that the search function often does not produce the results I need. [#2810560]

why is the ag campus still using sharepoint? [#2810618]

My complaint here is with the general campus directory and the Facilities Services Directory. To be blunt they are terrible and nigh unto useless! With names misspelled, names missing, incorrect phone numbers, old positions listed, outdated phone numbers listed etc. They are almost useless. I understand some people don't want to be listed but is it possible to list them as "NO INFO PROVIDED" or some similar term? [#2810782]

Some of the links on UTK.EDU are no longer active, or point to an error page. And, the search bar sometimes can't find the item(s) I'm searching for. [#2810809]

Sometimes department pages are a little click-heavy...takes so much navigation to find what I'm looking for, and search functions aren't always accurate. [#2810833]

Navigating some websites can be difficult. Information is often buried and requires multiple clicks through pages to get to information. This makes referring students to some websites difficult because information is not easily found. I.E. the GPA calculator takes 3-4 clicks to get to from One Stop's website when it should be front and center on some website for students to easily access. [#2810836]

Cayuse is a bad system, Ad Astra basically is user unfriendly. Marketplace is clunky and almost impossible to figure out how to use. The EMS contract system is extremely non user friendly. When i needed it in the past, i could never get access to ANDI. Pinnacle has gotten slightly better but why isn't it linked to IRIS??? Archibus is an average system. Taleo is an AWFUL system, it should be a database to store ALL hiring documents...but we cannot do that because the potential candidates might see other candidate information?? [#2810876]

should utilize usability lab to insure systems are adequate [#2810885]

Ad Astra is not user-friendly (new event services). [#2810927]

Hard to navigate OIT website. The site is not user friendly. [#2810936]

iMedris (IRB) is unnecessarily difficult to use and navigate. Clear and updated instructions would be beneficial, because it is wildly difficult to figure out what to do without accidentally doing things to complicate the process. [#2810953]

I recently encountered very outdated information and totally wrong web links on the UTK travel hotel page. Also, the 'University event order form' that I have used for years to request hotel lodging and meeting rooms disappeared and to my knowledge I did not receive an email regarding that happening. [#2810970]

Very the use of different search engines for specialized web sites such as medical or construction materials uses. [#2810989]

I'm not sure if this is OIT or the departments that design their websites, but information isn't always easy to find. The search of sites is now much better than it used to be though. [#2810997]

Sometimes it's a little hard for me, personally, to navigate some of the new websites. I wish that all departments were more uniform, I guess? Like the same information could be found on each website (re: sometimes I struggle to find contact information for people in certain departments without clicking through many links or searching). Specifically, the Graduate School website is a bit confusing especially with the in text links. I'd prefer they all be laid out in a simple, easy to read list rather than having to explore paragraphs of text in hopes the right link will jump out at me. Of course this is all personal preference, it isn't unbearable by any stretch of the imagination! [#2811036]

Over the years, the UTK website pendulum has now swung too far to the "style" side of the spectrum leaving the "functional" side. One should not have to scroll to the bottom to find the most useful links. It's prettier than ever before, but also less convenient to use since the "fluff" is up top and one must always scroll through it. [#2811037]

The IE compatibility issues are embarrassing and very inconvenient. Windows OS systems come stock with IE, and UT should support this with websites that work for IE. To go to UT's website and not be able to see the page render correctly is shocking to say the least. We are not an under-funded and unprivileged institution, but that is what our online branding looks like. The UT directory seems 'down' a lot. [#2811058]

The email we receive when our registered devices are expiring is ridiculous. There is no link in where to actually classify - you have to search - include the direct classify link! [#2811061]

It would be helpful to send new employees (staff) a list of the websites with information that would help us in our jobs. In other words not have new people have to hunt or "finally" here about a site because someone happens to mention it. My answer strays a bit but if one does not know about sites one does not know if they are easy to use or not. [#2811100]

My departmental assigned default browser is not supported on UT sites, so nothing loads correctly. [#2811101]

The UTK website is difficult and time consuming to navigate. [#2811125]

The main utk.edu page is not the easiest to use. I understand the need for the interesting stories on the main page, but I generally have to take some sort of action to get to a menu to navigate further [#2811171]

It would be nice if there were a way to easily report broken links or the like from the page being currently viewed. [#2811187]

The web sites on campus are generally easy to use. For my departmental service, we are way behind on the design end. [#2811225]

The SharePoint platform used on the ag campus is not sufficient, although I know it will be changing in the future. [#2811334]

Websites should be functional over flashy [#2811354]

Even with the pretty web interface, some websites revert into the system with a ten year old page. Make sure everything is relevant and functional. [#2811400]

Some of the UT sites are not very helpful. i particularly dislike the way the 'People Search' screen looks. [#2811409]

UT web services does not help our department. We had to outsource to get anything accomplished. [#2811428]

It is annoying to have to scroll to the bottom of the UTK webpage to get to the search bar. As a result, I usually bypass the UTK webpage altogether in favor of a google search. It would be better if you put the search bar near the top, or in the sidebar with the campus directory. [#2811452]

I'm not sure if this is where comments for the HR job listing web page should go, but that thing is horrible. It is confusing, and gives random errors such as "That job is no longer open" for no discernible reason (when the job is, in fact, still open). The text boxes for entering information such as job duties are much too small, and cannot be resized to anything useful. I'm surprised we can get any decent applicants with such a frustrating system. [#2811483]

A great deal of services offered: excellent but sometimes confusing. [#2811496]

Websites are fine. [#2811500]

The key words are "Easy to Use". Not everyone is familiar with computer technology, terms and the keyboard, so the easier the instructions on how to navigate a site the better. It may be boring or seem useless to some but to others it's not. Not everyone who works here have degrees! [#2811563]

Web sites seem to focus on selling the university to prospective customers rather than supporting information exchange for current staff, faculty and students. [#2811635]

Search feature on UT sites is lacking. [#2811751]

My expectations of websites are pretty high, maybe unreasonably so. I just believe that UT's overall web presence is disjointed and the navigation is woeful. I'm not sure what, if anything, OIT can do to remedy that or meet my lofty expectation. The fact that someone, upon going to www.utk.edu on a desktop or laptop, has to click or scroll just to get to the initial navigation is one of the most ridiculous things I've ever encountered. Splash pages are for product sales, not for university websites. As a staff member, I don't need to see nice photos or links to stories right off the bat. I need to get something from the site. Couple that with the fact that the search input box is at the bottom of the page and the website fails me immediately. Can't we do better than that? [#2811759]

Web Site is horrible!!!! Never can find what i'm needing. Search bar doesn't help. Wish it was easier I waste so much time. [#2811761]

Some of the sites are hard to navigate and many links are broken. [#2811793]

Sharepoint is horrible. It's of the devil. It is not user friendly, understandable, etc. [#2811800]

We don't have access to a computer in A and A that adequately works to take a portion of our yearly tests [#2811835]

n/a [#2811871]

Too many web pages in the UTK space. Having to use Google to find a Dept/Program that is part of UTK is pathetic. [#2811982]

Some University websites are great, others need some work. It's also really easy to locate outdated information on some websites through the "search" function - it's like, the search finds an old page on a website that that office didn't even know was still online. Maybe providing offices with better web support would help them maintain their websites at a higher level [#2811991]

You took the UTK page and updated it until it was almost unusable. I don't use the search function on the UTK page at all now - because it does not help me find what I want. I use Google and just add 'UTK' to whatever I'm looking for. [#2811999]

Do away with all the "flash" on a website. just have one static picture, kill all the cute "splash" news stories (www.utk.edu is an example of a bad design). I want to find information easily. Make the website look like a "static newspaper front page". If you scroll down the main UTK web page you get to the desired type of layout: the UT logo, and straight forward links to categories and links to news type of stories. At the very bottom, links to departments/groups and a search feature. (search at top of page better??). If I hit the web page from my computer, not really a problem; but from my tablet, phone or even a laptop it is difficult to find what I need. [#2812042]

Not all the web sites are very user friendly. Several need improvement to make it easier to navigate through the site. [#2812092]

The UT Website is not very user friendly. It is quite difficult to navigate and find information at times, though it has gradually improved over time. [#2815009]

Yeah, I wish we had this. Have you tried to find anything on your sites? Frustrating. [#2815035]

Is WordPress through communications the only option? Many features are locked down and space is limited for a department that intends to provide content via webpage. [#2815088]

Many of our websites have links that are broken. At times it can be difficult to find information or specific forms that are needed. You have to go to the IRIS page to find all payroll forms. The payroll website doesn't have 2019 deadlines on it but the IRIS page under HR/Payroll does. [#2815150]

I do like move toward one sign one screen to access Iris, K@TE and other university resources in a simple fashion. [#2815269]

Websites are not always user friendly. Menus are not clear or I have to go through a series of pages before I find what I need. [#2837798]

My complaints about UT websites primarily concern the UT MTAS website that is difficult to search. I have to use google or another search engine to find content on the UT MTAS site that I know is located there. Also, HR policy is not easily searched on the HR page. [#2837820]

The templates for UTK are difficult to navigate and are easily jumbled with data because they are not maintained by departments. Part of the problem is the layout and it's restrictive nature. [#2837834]

sometimes need administrative permission to use certain sites - hard to know who to call and how [#2837878]

We currently use SharePoint Online and Office 365. There needs to be more training provided on the integration of Office 365 and SharePoint Online. Also there needs to be training on OneDrive usage and integration into all Office 365 products. TEAMS and Yammer training would be a good idea. Internet vs Intranet sites concepts are not widely known. Perhaps training on how to use the VPN to safely and securely access resources off campus. There are a lot of people who work remotely and sometime they are on Free Wifi. In today's world of cyber hacking, a VPN should be common knowledge to everyone. Speaking of security, I have often thought that our directory.utk.edu information should be either available only through a login (CAS) or a lot less information provided to the general public and full information available through us logging in. I have often wondered about hackers being able to see that I work in IT, see my email and see my netid. I realize hackers are very resourceful and can most likely obtain this information else where, but I think it would be good to make it even harder for them by limiting more of what is displayed to the public. I personally use the directory.utk.edu a lot, for looking up Faculty and Staff, since I'm in IT. I do like it and I find it very useful. It would be nice if we could more easily update our information, like our Room/Location online. Overall, I think you all do a great job and offer really good services. Thank you for all you do. [#2837879]

they aren't [#2837908]

I like that I don't have to change my password with Duo push. [#2837937]

The University search feature is not well designed. It is hard to find information, particularly in the finance and administration/controllers/treasurers areas. [#2837955]

AD ASTRA is ridiculously difficult to navigate. I have not had success with it, so I don't use it like I'm supposed to. It needs to be rewritten to be user friendly. [#2837996]

Searching web pages can lead far from where the search started and it is difficult to get back. Content overlap and navigation seem less than optimally organized. [#2838091]

adequate [#2838096]

SharePoint is clunky and old fashioned. I have not done research myself on the subject but I am sure there are other platforms out there that are more streamlined and easy to access, update and use. [#2838124]

Internal site searches are awkward and often not helpful. Can take too many tries to find subject you want. [#2838141]

My UTK is clumsy. Paying fees is poorly implemented. [#2838198]

Adastra stinks! It is slow and is not really easy to use. When you make corrections it throws you all the way out of the system back to today's date. Our Outlook calendars are much easier to schedule our events onto. I really wish we didn't have to use this calendaring system. [#2838205]

The move to minimalistic interfaces make finding desired information difficult. I don't have a suggestion because I know that is the trend. The search boxes are helpful, but even they are hard to locate at times. [#2838243]

I don't care for Question Pro [#2838498]

Web sites using the UTK Wordpress templates have an encouraging search bar, but the results only show page names, not exact matches for the key words being searched. [#2838548]

Already talked to the person in charge of the UTIA website and still letting them know the issues multiple customers are having as they let me know. I know that this is already improving. [#2838773]

Some help files, Knowledgebase and FAQ could be expanded to give better detail and the latest version/screen shots. Sometimes new rollouts have less complete information so ramping this up more quickly. [#2838952]

Many of our online apps are not current: IRIS, no software for time cards, reporting, The MYUTK Checklist, confirming enrollment, etc. [#2839007]

Having online services that enhance the teaching and learning experience.

N/A [#2810351]

Need to be able to record in any room on campus. [#2810394]

UT Knoxville needs to offer more online classes! With as few as we have (a single online Bachelor's degree? Our sister schools such as Martin and Chattanooga offer 4 or more online Bachelor's degrees!) means that UT employees and others in the area who must finish their degrees online* are taking their money and their eventual alumni-loyalty, and giving it to someone else. * In the case of UT employees, many would rather get their degrees from the Knoxville campus - the place we already work as well as the best school in the state! - but their bosses will not let them be away from their desks to take in-person classes. Thus, they must get their degrees (and take that fee-waiver money) from other schools that DO offer degrees online. We can do better! [#2810928]

no comment [#2810989]

NA [#2811317]

What we have in place is fine but sometimes it doesn't work well. [#2811500]

Add the feature in Zoom to allow for calling out. [#2811793]

n/a [#2811871]

I have encountered Training modules within Kate that are dated and buggy; a better variety overall would be appreciated and benefit anyone who relies on it for acquiring needed training hours annually. Also, the option to zoom to attend on-site in-services would defray the exclusivity for those who are not feasibly capable of traveling to Knoxville for trainings. [#2812014]

having all computer systems at cvm be the same. each department or doctor will be able to see what each have done. [#2812118]

Support of emerging SAAS technologies. [#2815035]

Canvas is frankly just an poorly organized tool that not a single instructor utilizes in the same way or correctly. There needs to be something done about training and "best practices" because they all use it differently or turn certain features on and off and I practically have to relearn the tool for every course every semester. Notifications and locating stuff is a nightmare in Canvas. The UI needs to be modified to make it more clear where you are. [#2837789]

Having technology services that allow me to collaborate effectively with others.

Good. [#2810351]

Need Slack or similar. [#2810377]

I would love some Atlassian applications to have a wiki, trello boards, etc. to stay organized and share documentation with my department. [#2810426]

No suggestions [#2810471]

Extremely important. [#2810531]

By rating "technology" low in the space I am referring to the loss of QUALTRICS to the university because it is the only survey platform used in collaboration with other 16 universities across the US in which we conduct collaborative research, evaluation, and assessment. The loss of this platform greatly impacts our ability to work collaboratively. [#2810719]

We increasingly need ways to collaborate with people (guest designers, for example) who don't have a net ID with UT and it feels like our options are very limited. [#2810829]

I think the services are there but SO MANY FACULTY AND STAFF don't know how to use them and won't take the time to learn. [#2810833]

I think this is more of a departmental issue than an OIT one. [#2810846]

I'd like to see more information about the collaboration tools we have. I know they're there but unless I spend a lot of time, I have trouble incorporating them into work I'm doing that would benefit from these tools - like Microsoft teams, onedrive, etc. For project management and collaboration, I've found Trello to be a good tool, and it'd be nice to see that offered through UT. [#2810881]

na [#2810885]

Services should not be usable only by those with Windows or Apple computers. Official forms should not require the newest Microsoft browser to work. The VPN should be usable by those with other operating systems than Windows. Linux compatibility. Linux compatibility. [#2810914]

Add individual connections for the ability to do something as "Face Time". [#2810989]

SharePoint is not the best in the world and clunky to use, but that's more of an indictment of Microsoft rather than OIT. [#2811037]

The UTIA IT department can be difficult to work with. There is an air of "I know better, and you don't know anything and you are going to have to justify your request". Before joining UT, I was a Senior IT Business Analyst. I have received little recognition that I know what I am talking about, and I have had to justify common requests, and I have been told that I need to find other solutions (for things that UT has and supports). I have been questioned like I was an idiot about things and this IT superiority complex is completely unjustified with me and I'm sure discouraging with other users. Good analysts and IT professionals listen to their users and craft requirements and solutions that meet the user's needs. This is like a territorial paradigm where the users needs don't matter and I am told no because it is

inconvenient and frustrating for them. Or sometimes, I never even get a response. I have pushed back and implemented solutions (that they said I couldn't do) and for the most part gotten my department's IT needs addressed, but it shouldn't have been an adversarial, belittling journey. The Ag OIT technicians are very helpful and accommodating, the Developers not so much. I have transitioned some things out of Ag OIT, and I am working on transitioning other items, so that they are not a bottleneck to our operations. I understand they are probably operating under limited resources, but the territorial, condescending service is uncalled for, especially when dealing with a knowledgeable IT professional. Whenever I have had to pull in campus OIT, this department has been receptive and accommodating. [#2811058]

I think it's wonderful that you all are sending out this survey! However, even with the explanation of how to complete it, it was rather confusing trying to differentiate between minimum, desired, and current performance. Asking what we expect as the minimum level of service seems odd. We don't really have an option as UT employees, do we? The level of service we receive is what we get. In my experience, however, OIT has always been helpful and very pleasant. You all deal with a lot. Thank you for all you do. We literally couldn't operate without you! [#2811093]

Zoom works effectively. However, I take online courses and the instructors do not always understand its functions. There have been some instances when the class should have been recorded and was not. [#2811132]

I would love to see a project management system or workflow tracking system similar to Asana, Basecamp, Trello, etc. available to staff. All these apps are not allowed for technology requests (so I'm told) and are too expensive for me to foot the bill, and the free versions are missing the best parts of their functionality. [#2811187]

Better understanding of the safety features of cloud based offerings, especially with those working with employee/sensitive data. [#2811242]

would like real-time collaboration tools - not google docs [#2811354]

This is confusing. Canvas is OK for direct interaction with instructors, but NOT easy for student collaboration. They end up using Google drive for shared information, and is even more difficult depending on the email account if someone lacks gmail. Sharepoint? What even is that? [#2811400]

knowing what services, software, etc are available for staff use such as Zoom, Docusign, etc. I know we have these available to use but i don't know how to find what other resources are available for use. [#2811414]

I am absolutely not interested in collaboration via any sort of messaging application, this doesn't fit the style or meet the needs of the group I work with - but I often do want to share documents, either in-progress or complete. Dropbox worked great for this, but we aren't supposed to use it any more. Sharepoint is clunky, difficult to work in (MS office documents never seem to open well), a pain to have to download/upload in order to edit efficiently, and when you do that it does annoying things like lose the date that the document was created (which is something I often search by). I feel much the same way about google docs. I would very much like it if we could use dropbox. [#2811452]

There are so many different systems that don't talk to each other, or you have to do several different processes in order for the different systems to speak to each other. Several times we have advocated for integrated technology that would speak to Banner only to be told that Banner doesn't have that capability, however I know from working at other institutions that it does. [#2811468]

I'd love to see a virtual whiteboard available with Zoom. [#2811489]

I would like to see basic email training. [#2811496]

Also doing good here. [#2811500]

Office 365 has its issues. The only other problem I have is with staff who are unwilling to fully learn how the software works. [#2811502]

Ad Astra is troublesome [#2811698]

We share files daily that are needed to do our jobs. We use dropbox since thats the only system we have, it is not the greatest. Wish we had a file share program that was better. [#2811761]

We need a collaboration software that is widely used and accepted by campus. Our systems should all talk to each other. [#2811793]

n/a [#2811871]

Zoom is great for teaching, but not the best for national workgroup calls. Most are not familiar with Zoom technology and I typically have issues using Zoom for such calls that feature a presentation and open discussion. Web technology like Webex/GoToMeeting is much better for such purposes and is much more familiar to most. Other collaborative software offered at UTK (Google Drive, OneDrive, etc.) works great! [#2811976]

Continue to offer Zoom software. It's great! [#2812137]

Our calendar system for our shows is not the best [#2814938]

Support of emerging collaborative technologies. [#2815035]

Canvas can do this...if an instructor knows how to turn it on/off for a course. You tell us this is cool fancy LMS to enhance learning, then it becomes a hobbled mess of features that instructors don't inform students about or turn off at a whim. [#2837789]

I'm enjoying using Google Drive as a secure collaboration platform, but vault.utk.edu as our main secure file transfer system is awful. It's clunky, cumbersome to try to send multiple files, and I've often found that my emails are not received on the other end or vice versa. There has to be a better, more user friendly way to share secure files. [#2837802]

I would like to say that I think there has been a lot of improvement in this area. [#2837827]

One Note and SharePoint are a complete mystery. I will check on Lynda.com to see if there is an online training program. However, I learn best in a classroom setting where I can ask questions. [#2837875]

Sharepoint and Zoom work, but there is always an amount of troubleshooting that goes into making sure everyone can access the links I sent them. That might be more of a user-training issue than an technology issue though. [#2837936]

Zoom is a wonderful collaboration tool that I use 2-3 time a week. Lately the tool has wanted to shutdown after 30 minutes, if I do not use the computer that I scheduled the zoom on. I have also been in meeting where this has happened to the organizer. My solution is to start the zoom on my computer and join via zoom on the presentation computer. [#2837937]

And again, AD ASTRA is ridiculously difficult to navigate. I haven't had to make an outside reservation yet, but I still have not had success with AD ASTRA, so I don't use it like I'm supposed to. It needs to be rewritten to be user friendly - cannot emphasize that enough! [#2837996]

I work in the Division of Facilities Planning office in the middlebrook building and we have three confrence rooms. 1 of them has no working phone and no A/V, 1 has only a working phone, and the other has both phone and A/V, however the A/V is difficult to use and does not allow audio while using the video so we have to call into confrences we are hosting. [#2838963]

Having systems that provide timely access to data that informs decision-making.

Using so many systems that don't automatically update with each other can cause delays. [#2810395]

My responsibilities include developing and using specific systems to generate information used for decision-making. These specific systems include, but are not limited to UT hardware and supported software... so the more centralized constraints OIT/AgIT services place on these, the harder this becomes. [#2810405]

Extremely important. [#2810531]

I tried for years to get a few reports generated. It finally happened recently. So, I think the reorganization has helped. [#2810593]

Reporting is improving but the request process could be improved. Oftentimes it's easier to explain a request in person but the online requests are the preferred method and it's not easy to get face time? with the reporting staff. [#2810611]

Argos is very slow to produce reports. There are times when it has taken over an hour to generate a report needed. [#2810664]

Again, my low score here relates to the loss of QUALTRICS. Again I must mention that much of the work/research that I do involves other institutions and cooperative IRB accreditation and certification. QUALTRICS is the primary survey platform used by R1 institutions in the United States. The loss of the platform at UT means that our future collaborative work will need to be handled differently. Time will need spent deciding which institution will be able to collect and hold data since UTK will not longer be compatible with QUESTION Pro on all IRBs. at other institutions. This was a problem discussed at an earlier date, over a year ago, but has continued to be ignored, when considering work with other R1 institutions. In other words, what works for UTK IRB does not always work with other institutional IRB. [#2810719]

IRIS is terrible. Data Warehouse is a better tool but I'm not sure I can trust the data is being pulled correctly and I cannot pull some things from those reports. I usually have to mesh together multiple reports from multiple systems. This is a waste of time and effort because no one can seem to agree on reports because we all have to run our own and mesh them together and do it in different ways. [#2810789]

There is a lot more student data that I need quicker and more detailed access to than I currently have [#2810823]

It would be nice if IRIS provided a little better support for the project system, for example, why can IRIS not link up even more with Cayuse? Back up documentation should be required for ALL mass billing departments...such as OIT!! We should not have to login to Pinnacle for back up. Why is Pinnacle not linked to IRIS?? [#2810876]

Being able to access expenses in IRIS when the monthly ledger has not closed yet is very important. I am able to access things more quickly now but would like to see an easier way of looking at current account balances. [#2810970]

The fact that we have multiple systems talking to each other with people managing that process is quite inefficient. The communication process between Taleo and IRIS hampers the ability to make quick

decisions and relies heavily on staff to manually tell the systems what to do/how to operate. A comprehensive program like Workday would cover what is needed from both IRIS and Taleo without constant babysitting by staff. [#2810981]

Why can we not find information about students' minors and minor advisors in ARGOS? We have been begging for access to that information for years. [#2811030]

Many UT websites are out of date, or hard to navigate. A lot of information on them is vague and not very helpful. It would be good to encourage UT offices (e.g. Treasurer's Office, etc.) to provide clearer forms and instructions for many of the things they require. Also, IRIS is horrible to navigate/use. [#2811384]

QuestionPro, YIKES. This was too difficult to manage for a survey administered by multiple admins. The lag for a page to update happens at a glacial pace. Somehow work with QuestionPro to make this easier for collaboration. [#2811400]

faculty often ask for their P-card balances prior to the transaction. There is no way to give them this information currently [#2811428]

The one delay that causes me confusion/problems is that Grades First doesn't update with Banner except overnight. I know they are 2 different systems, but it would be nice if they communicated better. [#2811483]

With the change to SERA last year, it would be helpful to have clearer guidance as to who can provide specialized reports, as well as a clear turn around time. [#2811487]

We really need a dashboard and the capacity for faculty and staff to easily retrieve both raw data and reports. [#2811500]

Again for those who don't use the computer for information, printed material is helpful. [#2811563]

it isn't obvious where to go to find this information [#2811681]

I am hopeful for reports and dashboards currently under development. [#2811792]

The process to request data access or reports from data can take a lot of time and there is a delay in receiving the report. There is also a gap in knowing what data is available and how systems could be used together to produce a more powerful data set. [#2811793]

m/a [#2811871]

have all computer systems at cvm be the same and let each other be able to see what the department or doctor have done. [#2812118]

I have a hard time finding information about UT. Whenever I have a question that I need answered for a report or grant proposal that I am writing, it seems like I have the hardest time figuring out how to get that information. [#2812138]

Need prompt and effective support for Banner integration. [#2815035]

Access to timely data is a consistent challenge. [#2815088]

Limited access to these systems means this is effectively nonexistent for most employees. [#2815092]

I gave a low rating for this question because of IRIS' impressively bad usability and the inability of various departments to send enough data to it to allow straightforward reconciliation processes (for example: reconciling Banner transfers against a department's internal systems; or a listing of IRIS charges from Facilities Services against work orders in Archibus), but I do not believe that these factors should reflect poorly on OIT. IRIS is administered by the UTSA and Archibus by FS' Communications and Information division, and it would be great to close the feedback loop for IRIS by surveying it separately. [#2815097]

We need the ability to see real-time data in IRIS. Waiting a month to see payroll data doesn't provide that ability. [#2815150]

more dashboards for certain campus data would be great. These seem to be hard to built and take forever. It spans many, many interests, from recruitment to campus energy use to research grants and everything in between. [#2837802]

The UT MTAS website contains information and data I must use daily in my job, but it is almost impossible to locate much of the information through the website. The fact users have to use search engines to find documents and information on the site is a true shame. [#2837820]

Data analysts located at the college level should have the ability to query databases in order to provide timely analyses. Surely the "gatekeepers" of said databases can provide an efficient way to enable query access to qualified individuals who are authorized (by dean or associate dean) to access various data for purposes of informing college-level strategic planning and decision making across all mission areas. [#2837823]

Need more reporting options to come out of IRIS [#2837851]

IRIS still leaves something to be desired. I believe it is more with the garbage in and garbage out. It'd be great if things were a little more standardized so there were less human mistakes with the data. Also, the use of more fields and appropriate field names would be helpful. [#2837873]

In academic advising, we need regular real-time access to information about students. We currently have a lengthy wait when requesting reports, and with more than 7,000 students, a four-week wait for data means that information has already changed quite a lot by the time we get it. We can't get access to all the information that we need without filing requests - I would like to discuss the possibility of an automated report that is generated 2-3 times per year that we can sort and review. [#2837881]

I have trouble finding my data in IRIS and extracting data. I am using SmartExporter which has helped with extraction and finding. I am creating my own data dictionary to help others find data. I would love a better way. I would love know how to use Power BI or Tableau. [#2837937]

Cloud-based systems used for research administration, such as Cayuse, could be faster. [#2837966]

Again, AD ASTRA is ridiculously difficult to navigate - and it doesn't update timely either. I have not had success with it, so I don't use it like I'm supposed to. It needs to be rewritten to be user friendly. [#2837996]

adequate [#2838096]

I'm sure the information is there, just need better communication in accessing it and training if needed. [#2838165]

There should be a portal into which authorized administrators can access their college's or department's "dashboard" of information including current students, race, gender, in/out of state, etc. I have to request this type of data set from SERA and it can sometimes take up to 1-2 weeks to get this information. It's maddening! [#2838855]

OIT does a fantastic job on most systems. Some systems seem to escape such as AdAstra for room management. This systems seems to be very data and a silo system that doesn't share information with other systems on campus. [#2838952]

The new executive dashboards are a big step forward and I feel good about the progress we are making here. [#2839007]

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

technology is improving, but hardly anyone knows how to use classroom technology. There needs to be instructions about how to use classroom technology in every classroom and training. also technology in classrooms across campus should be consistent [#2810217]

The technology in some classroom and meeting spaces seem to be more user friendly and easier to use than others. [#2810234]

Many classrooms in need of updating, to enhance the learning process. Cancelling the contact with Smart Board was not helpful- many rooms on campus still use this technology, and will soon have no way to support its use. [#2810351]

Too much inconsistency from one class to another. [#2810377]

Haslam has only a few with full technology. [#2810394]

While I know there are many changes happening around campus regarding new buildings, like The Student Union, the amount of teaching/learning space for both visitor use as well as employee/student us is limited. [#2810456]

Ad Astra is confusing and somewhat difficult to figure out. It seems more difficult for our office to reserve rooms now. They are almost always taken. [#2810471]

Having more reliable, quality technology resources in meeting rooms would enhance team collaboration and productivity. [#2810724]

It would be helpful if all of our public conference rooms had Zoom technology. [#2810772]

Would be nice to have AR/VR labs and equipment available for those outside the wealthier colleges. [#2810777]

Probably 25% of the time the tech does not work as it should when we want to just hop into a room and plug our laptop in... being able to get sound is a roll of the dice! [#2810891]

It is very hard to hear and engage in the large lecture rooms, such as the ones in the Walters Life Science building. [#2811030]

Having courses at the UT center would make it convenient for those of us who work over here to take courses. [#2811100]

There are still some conference rooms with out tech. [#2811132]

NA [#2811317]

On the ag campus, it is often a struggle to get a laptop connected to a screen or Zoom conference. Some equipment is often missing, or was never there in the first place. [#2811334]

It is frustrating when the tech (e.g. drop-down screens) blocks the only whiteboard in the room, so that one can't both show a digital presentation and write on the board at the same time. Also, wall-mounted TV screens in place of projectors don't work very well, since their displays are too small for many people to read. [#2811384]

This is problematic in nearly every instance that it is used. Again, make it intuitive AND provide hardware to connect different computers. I cannot count the times that someone couldnt connect their device and no one could troubleshoot. [#2811400]

Go visit the class rooms. They are dated. [#2811428]

Space is short on campus. There's no easy solution, but more meeting spaces with advanced technology would be great. [#2811500]

NA [#2811568]

Some classrooms still need to be updated to have HDMI inputs. [#2811721]

Not all spaces have technology available. [#2811793]

If I am understanding correctly, if a classroom is used only by a single department, that OIT will not support it as a SMART classroom. We have very specific needs in our department but also do not have large funds so I think we are at a disadvantage in some of our spaces. I would recommend that any classroom be supported by OIT if needed. [#2811921]

Many classrooms in the HPER building need some updating, whereas the technology in other buildings (e.g., Claxton, BEC) is much more up-to-date and useful. [#2811976]

I only teach one class - but it's really hard to figure out the podium/projector situation. I have no idea what I'm doing!!! Maybe a tutorial of "how to hook up your laptop" / "how to use the podium computer for projection" - ESPECIALLY in the case of needing to have audio to play a video in class - just before the beginning of the semester would be helpful. [#2811991]

There needs to be more classrooms with the desired 'movable desks'. [#2811999]

Meeting room with wireless smart device, you don't have to plug in your laptop to the monitor for presentation or zoom meetings. [#2812021]

JDT is a new building and only has one small conference room with distance capabilities. If we could make a couple of the actual classrooms distance capable, it would help the campus as a whole. [#2812061]

It would be nice to have laptops already in conference rooms so we would not need to worry about bringing one with us to present. [#2812092]

Seamless technology that doesn't get in the way of the learning experience. Voice-based commands. [#2815035]

Several rooms in HSS need to have the document cameras able to be raised to a higher level so that one's back is not sore from leaning over to write info on it for two consecutive classes (or more).
[#2815145]

theres okay [#2815154]

There are often shortages in the available classrooms and meeting spaces. However, there is only so much that an organization can do with the space that is available. [#2837868]

There are some projector systems that are hard to use or do not work properly [#2837924]

There are already a lot of spaces available that use technology to enhance the teaching and learning experience. The problem, though, is that a lot of this technology changes or wears down much quicker than it is replaced and so faculty are often left unable to use these spaces as was intended. [#2837956]

The University needs more computer labs in each area so that when our staff that has to take the OSHA training or anything else they have a way of doing it. They also need to bring back classes to teach folks how to use the computer when it comes to their job. [#2838685]

Getting timely resolution of technology problems that I am experiencing.

The communication regarding tickets has gotten much better. [#2810234]

Good experiences so far- could be improved. [#2810351]

A computer in one of the classrooms I teach in has been broken for three weeks. I called OIT and the tech came out, said it would be addressed. He left and closed the ticket... it's still broken. [#2810377]

Not everything can be handled by calling the OIT helpdesk. Sometimes you need someone in person at your workspace. [#2810425]

I work in the library and I wish we had a more formal communication channel with OIT to resolve issues rather than submitting a ticket and waiting a week. [#2810426]

Currently work in Andy Holt Tower and Lori has been great. However, my e-mail got hacked on a Saturday morning. I've called the 24/7 hotline twice and was told both times dispatch would call me that day. I never got a call. I then went to OIT in Sunday at Hodges at 4:00, but waited an hour until someone showed up at 5:00. Would suggest an emergency contact during the weekends to address IT issue like an e-mail hack. [#2810451]

Some problems take time to figure out a solution, and we are OK with that. However, it would be nice to let the user know that you are working on the problem and not lets days or weeks go by without any communications. We do not know if the ticket was received, has been assigned or was lost into the ether. [#2810474]

Use our departmental IT staff, don't use Campus IT [#2810830]

I cannot do my job if my computer does not work efficiently. TIS has done a fantastic job of being quick to respond and provide assistance when my computer and/or monitors have not worked getting my system back up and running to assist students as fast as possible. [#2810836]

Sometimes it is difficult to figure out Who to contact for technical issues. OIT website is REALLY hard to navigate... [#2810876]

na [#2810885]

With hardware or internet issue problem resolution, I'd give it a 9. But with deeper underlying issues I'd give it a 1. For example, there are many application issues in Taleo and our office fields constant phone calls from applicants having trouble completing the basic application. The same problems are listed constantly but not resolved. [#2810981]

Software solution contact has taken longer than expected. [#2811242]

Always receive great service and a knowledgeable person. [#2811363]

Main campus OIT great. College location. boo. [#2811400]

We work long hours and weekends, evening and weekend knowledgeable support is minimum and we often cannot resolve an issue until Monday morning. [#2811428]

Please see the answer above - better processes to connect users with a technician who can help quickly resolve the issue would be greatly appreciated. [#2811487]

Weekend and after hours support would be helpful. [#2811489]

Slow [#2811568]

Our in-department IT staff are great! [#2811614]

When I need help I need it now and often can't wait in a frustrating hold cue. Some individuals are un-responsive to questions. Forms often don't fit the needs of the query. [#2811635]

A couple of issues took longer than anticipated to resolve. It might not be direct to IT however. [#2811684]

I never got follow up on ticket 481711. I still cannot work offsite effectively on a UT owned machine. [#2811751]

Waiting days or sometimes hours is counter productive. [#2811800]

When OIT is contacted about issues via their request form, I find that it takes at least 48 hours before anyone responds. Individuals should be able to reasonably expect that they will get some response within a 24 hour period. [#2811849]

We are having ongoing issues with Outlook in our office, specifically the calendar, for a year or so. We have been working with OIT and they have attempted to identify the issue, but the problem has not been resolved. We are still working with OIT at this time, so hopefully the problem will be identified and resolved soon. I recently found out that others on campus are experiencing issues with the Outlook calendar too, like meetings disappearing. [#2811857]

Improve knowledge and accessibility of Tier 1 Support Associate to achieve one call resolution. In my experience, contacted Tier 1 is to get a ticket number created and issue being pass along to Tier 2 which I have to wait to get a call back from Tier 2 Support Associate. [#2812021]

most problems are taken care of in a timely manner. but certain ongoing problems seem to a reached a stalemate. [#2812118]

I wish I had a dedicated person to help with technology issues. It is such a hassle to deal with OIT when something is going wrong. I also had to ask twice when I was having a problem. I felt like since it was a complicated issue, no one wanted to touch it and someone didn't call me to talk about it until I sent a follow up email. [#2812138]

Y'all (OIT) are pretty great about that. [#2812149]

I waited at least three weeks for a resolution to an issue I was having and no one reached out to me for updates. Upon finally contacting OIT again I was told they could not help and directed me to another help desk that was not able to help. Communication is key and my one experience with OIT was less than adequate. There needs to be an accountability and response system in place. [#2814934]

I am unhappy with the speed and communication I receive from the CEHHS technology support team, and they will not allow us to ask OIT for support. [#2814951]

One call immediate resolution! [#2815035]

The OIT staff is awesome! [#2815068]

? [#2815078]

SEE TECHNOLOGY SUPPORT RESPONSE - the same applies. We need an exceptionally high level of response and service. [#2815269]

The Helpdesk provides adequate help with problem solving and they're always very polite. [#2837776]

I have had great service ? just needed to let you know!!!! [#2837798]

Your OIT Help people are great. [#2837802]

None [#2837839]

Need computer support at UTIA. Help desk always does a good job with some of our issues but UTIA needs to have employees available to help out campus when needed. [#2837851]

Terrific [#2837878]

N/A [#2837996]

I think the division of student life should get their own footprints contact us page. Having to remember to label each IT work order so it gets routed correctly is tiring and if done incorrectly, delays my resolution significantly. [#2838728]

Technology support staff who have the knowledge to answer my questions.

My experience with tech. support has been very good. They are usually responsive and helpful. [#2810228]

Sometimes when referring users to the OIT Helpdesk for a problem they should be able to resolve, the tickets will get pushed back to the COB group to resolve. [#2810234]

OIT overall good, but department staff need significant training, along with more availability. Some areas very lacking in support. [#2810351]

most of the time i can find someone who knows; however, there has been a rare occasion that the issue requires coding or bug fixing and we have had a difficult time finding someone who can help with that. [#2810391]

There are some great staff members! But some don't know how to solve simple problems or make it bigger than it is. [#2810395]

OIT have been very helpful in resolving situations. Even to the point of contacting a day later to see if the problem happened again. [#2810422]

When new technology is implemented, I have noticed, that it is pushed out to users without the local support people fully understanding it. They then can't answer all the users questions because they have not had a chance to fully learn how the technology works. [#2810425]

I always get different responses from the OIT help desk on the second floor of the library depending on who is working. There seems to be a disconnect about what support staff is trained on. [#2810426]

Technology staff seem to have little knowledge or are unwilling to answer questions and often blame the user or say "it's not our problem" when faced with a questions they cannot answer. Also, if a ticket is submitted and they may not understand the issue completely, instead of asking more for more information, the ticket is either passed around, given an answer that is not relevant or closed without being properly answered. [#2810474]

It would be helpful if at the Student Health Center we could get someone from Banner to come and see how the information from Banner effects the Medicat system and there is information from Banner that could be used in Medicat that could make the student's experience at the Student Health Center a little less stressful. [#2810670]

I have called or used the chat option recently (in the past year) and not had a resolution to my question. The person on the other end just read the website to me. I did that before I called. [#2810778]

Our OIT folks here as Facailities Services are awesome! [#2810782]

Again, use our department staff for IT support [#2810830]

na [#2810885]

The staff should be aware of campus wide mailing that that tell people to "fill this out or contact the helpdesk". [#2810914]

Normally this is not an issue, but staff should be required to ask before updating systems on the clients machines. I have experienced an update applied without my consent, and now the machine (printer) requires brand name ink in order to function. This is an added expense that was previously non-existent. [#2810953]

Good wish for tech help in uses of computer to cell services. [#2810989]

Usually the people at the Help desk are knowledgeable. The technicians who've come to my office to help with issues are great. I've had good experiences with OIT online and in-person trainings for different types of software that I need for my job. [#2811225]

Better support for software packages departments use to enhance the user experience - i.e. Access, Excel, Adobe [#2811242]

some do/others dont [#2811293]

Main campus OIT are amazing. Our on site team, not. so. much. Too bad our college insists that we submit work requests to our college IT, many of us bypass them and call the OIT hotline. Maybe training for functional redundancies campus wide [#2811400]

We work long hours and weekends, evening and weekend knowledgeable support is minimum and we often cannot resolve an issue until Monday morning. [#2811428]

This is an area of extreme frustration for me as almost every call to tech support lasts between 1-2 hours as the tech support person tries to research the answer (if they don't already know). A faster transition from general help desk to specialized support would be greatly appreciated. [#2811487]

In-department IT people are great. When I deal with OIT, they sometimes are stumped or have to pass me off to several other people before they can resolve, or attempt to resolve issues. [#2811614]

We have a staff IT person but it seems like alot of issues are hard for him to resolve. [#2811761]

Trying to find the right person to answer a question is difficult. [#2811800]

Limited OIT staff with knowledge on specific programs I use, like SAS and ESRI software. [#2811976]

I used to work in student life and I didn't like having to call OIT then have them transfer me to student life OIT which wasn't the best [#2812002]

If you have not already, provide Tier 1 Support with remote access to better resolving issue. [#2812021]

More services on weekends. [#2812031]

Most of the time I go to our IT person, Jonathan Turnmire, if we have issues because OIT personnel cannot answer some of the issues. [#2812061]

For the most part, y'all (OIT) are great. though recently i engaged the live chat, my question was answered in the affirmative, a ticket created, but when the support staff contacted me it turned out they could not help (it was a personal computer issue). so the person on the other end of the live chat either did not understand my question or did not understand OIT policy in regards to personal lap tops. [#2812149]

One call immediate resolution! [#2815035]

There are people whom I've helped after they've called OIT to request help with a printer not printing. One person was told that Apple didn't have a driver for that printer. I knew that to be incorrect because two of the people have the same computer and printer. One was able to print, the other wasn't. I went to HP's website, the driver for the Apple (correct version of Mac) was there. Downloaded it, and the printer now prints. My co-worker was told she would have to get a new printer by OIT. The person on the phone never even attempted to control her computer, go to the HP website and get the correct version of software for her. I consider and call that absolute laziness! [#2815086]

The most knowledgeable staff can sometimes be more difficult to get to than would be ideal with the helpdesk system. [#2815092]

Many times if I reach out for assistance but have contacted the wrong person, I don't receive emails back even telling me that I should ask someone else. I obviously keep emailing the person because I don't know - any amount of response would be appreciated so I don't wait for a response I'm never going to receive. [#2815155]

We are very specialized in the student health lab area and require an exceptionally high level of immediate service when we have a computer issue because we are providing healthcare to sick patients just like a hospital, we cannot wait for an IT person to maybe show up later or who might fix our problem or who might send a student IT worker who is inexperienced. In my previous work environment of hospital IT and lab support, I was expected to provide immediate assistance. This environment at student health is that same environment of healthcare unlike any other place on campus and we do not typically receive that level of service without many phone calls and pleas to escalate our call priority. [#2815269]

When issues are beyond the Helpdesk staff, this is where things can be a hit or miss. Some issues are resolved quickly and others go unresolved. [#2837776]

Your OIT Help people are great. [#2837802]

David Crosby might be the best IT person I've ever met. The guy is a genius and deserves a raise. [#2837807]

This is a mixed question and answer: calling the help desk has been great - sometimes a "real person" experience is less helpful with jargon and passive aggressive superiority that some computer folks like to put on. But the help desk has never been like that and I am very appreciative of that. [#2837878]

N/A [#2837996]

Overall increase to training as well as an incentive for this. Increasing pay or giving an education subsidy. Not to speak ill of offices but I know peers/coworkers who haven't bothered with actually learning new systems because the incentive and pay off are quite low especially if the new systems

work well and fail less often (Liebert Units and Upgraded PDU's in the datacenter for reference) [#2838043]

It can be difficult to get problems fixed sometimes, but that may be the nature of the problem and not a broad issue. I do not know. [#2838091]

happens often [#2838204]

My only complaints come when a new crop of helpdesk student/staff arrive and when the frontline tech answers and is presented with the service call request, start with "I don't know, I guess you should...blahblahblah". They need to quickly take the info and push it up the line to those that are paid to know. I am not calling my cousin or friend for their opinion. Suggestion is to train them not to give a personal take on the issue but to reference the database for previous similar issues/solutions or advance the call up the chain. [#2838243]

tech staff is not given the support to continue and grow their knowledge as I understand they have been in the past [#2838498]

Most are wonderful - some talk down to you, as if you don't know what you're talking about. [#2838839]

Receiving communications regarding technology services that I can understand.

Do not ever presume any of us understand what jargon is put forth in most IT messages. You might think it is foolproof and a child would understand. It is the same as the medical professionals using medical jargon to explain what is wrong with you. You nod, but have no earthly idea what was just said to you. Some of us learn by adsorbing what is written, others have a hands-on approach. Just a thought. Thank you. [#2810242]

Sometimes information is explained too complexly. [#2810321]

Good. [#2810351]

The communications regarding technology services was very poor for Ad-Astra. [#2810394]

The changes made to the A-Z Index were absolutely horrible. It is like trying to looking up how to spell something in the dictionary - you have to know how to spell it already! It is sooo hard to find anything there it is ridiculous. And maybe I don't have good settings, but it has also been difficult looking people up and can we reverse look up numbers? [#2810420]

Some tech support people talk far over the heads of their users--expecting them to know all the lingo and if the user does not, then they are considered of inferior intellect. [#2810425]

Because I am not the most technology savvy person, it is important that all communication be clear and easy to understand. [#2810560]

Making sure things are clear and concise and on a level that any staff can understand [#2810823]

I generally don't interact directly with OIT any longer but it would be nice if my IT Manager could get answers and not get the runaround. I.E. Oh you need to call so and so etc. [#2810876]

I don't recall receiving much information about this, except when something is changing. [#2810881]

The communication, especially over email like LANMAN is great, but the terms used are unknown sometimes, like hearing that the C4 data cluster will be down or the websites running on some unknown thing will be under maintenance does little when those things are not known. How about a map to find what these things are? [#2810914]

The majority of my work is with Canvas and our tracking database. When these are not working it leaves me in a bad situation. Thankfully that rarely happens and when it does, OIT has been most helpful and always follow-up to make sure I have what I need. [#2811087]

Sometimes tech language is not always easy for the average person to understand and/or implement. [#2811363]

OIT is far removed from faculty and staff. E-mail and newsletter information is broadcasted but doesn't often hit home until it's too late. our opinions are not asked for until something is already implemented. [#2811428]

Knowing that several people I work with never use their email, it would be helpful to distribute printed material occasionally about what is offered. [#2811563]

I can only relate to the office phone system. The manual, help website, and communication does not convey the how's to's properly. [#2811684]

The newsletters from Joel are helpful, but I get overwhelmed with all the information. Many times it isn't relevant to my work. I wish that I could subscribe to only information relevant to my work. [#2811792]

Shorten emails. We don't have time to read long emails. Some of the terms you use are not what a non IT person uses or understands. [#2811800]

n/a [#2811871]

The recent instructions to upgrade to the 12 figure password did not work for me. To complete this, I contacted the Ag campus computer gurus and one came to my office and we accomplished this with her assistance. [#2812087]

it could be a bit better [#2812149]

You have two speeds: technobabble and kindergarten translations. Difficulty grasping a complex technology does not require speaking to me like I?m 5. [#2815035]

It would be nice better inform the general population of new/changing technology, or availability of OIT resources and not just bounce around inside the OIT echo chamber. IT Weekly doesn't cut it. [#2837789]

I could use more communications that let me know more about which systems are not working properly at the time vs calling and finding out that everyone knew that. [#2837873]

this may be because technology is not my area of expertise [#2837878]

changes are made to systems without relaying information to users [#2837908]

Perhaps a newsletter including such things as Quick Tips and Reminder and procedures. [#2837955]

N/A [#2837996]

Language used by OIT professionals sometimes assumes that the person they are conversing with has advanced knowledge of the jargon and this makes communication more challenging. [#2838091]

Sometimes it is hard to understand what OIT wants you to do when fixing a problem. [#2838102]

I absolutely hate the iris timesheet system. Why did they make it so difficult? I never know if I did it right! [#2838150]

Not done in a timely manner. Often rude individuals responding via telephone. [#2838204]

Registering our computers and other devices the department uses. I get these messages to update the registration of various devices the department uses and for the life of me I cannot understand which

device they are talking about half the time. Several times I've had to call OIT to tell me is this my printer, the copy machines, my computer, other devices. And I end up going to the wrong web site before I go to the right web site to do this. I wish there was some way to make this easier to understand and take care of. [#2838205]

Getting access to training or other self-help information that increases my effectiveness with technology.

technology people are not necessarily the best trainers. Lots of instructional developers can do the hardware stuff but they don't have enough curriculum knowledge - you need instructional designers for that. [#2810315]

Need to advertise and increase awareness of this program and service- not known to the general faculty or staff person. Have to dig through lots of information and many tabs on a website to find this info. [#2810351]

It would be nice to have more offerings and some that are on UTIA campus. It would also help to have longer sessions for more practice and in depth teaching about some topics [#2810391]

The information regarding what is already available is lacking. [#2810456]

I think there should be more communication about what training opportunities are available to workers at the university. i know that lynda is around for all of that, but you don't really hear much about it. [#2810517]

Please develop more asynchronous training offerings and increase the availability of requested workshops. [#2810777]

It would be great to have more than the most basic instruction for Adobe CC [#2810778]

Efficient, in-person training needed for IRIS and other systems. Most of the time it is better to do online training than go to a class because the teachers are just reading from notes and are not experienced users of the topic. [#2810789]

I really want a class on using excel (starting with a basic and working up). Same with Adobe. I use both daily and I know there are more things that I could be doing with it that I just don't know how to do. [#2810823]

Specifically the new system Ad Astra. Basically this was rolled out and NO training is being provided to support the terrible system. Ad Astra is NOT user friendly at all however all University departments are Forced to use it. [#2810876]

na [#2810885]

I think that Lynda.com should be included as an available training source. I was recently looking into NVivo training and found several courses in Lynda.com. This was not an option mentioned on the OIT NVivo information page. [#2810907]

There were a couple of instances where I wanted to learn more about Sharepoint and PowerBI. I couldn't find any classes related to those two topics on OIT website [#2810936]

As mentioned, above the IRIS help documentation is not always available due to out dated instruction versions. I have been unable to access several needed lessons because my operating system is not compatible with the old versions. I have followed the instructions provided to make the lessons

compatible but it never works. Please update the lessons so everyone can access the information. [#2810970]

Having training and self help information telling me where I can locate the information would be helpful. [#2811100]

I use Lynda for online training. This is through UT but not a UT service. [#2811132]

My staff is falling behind in technology advances. [#2811428]

"Access" - it's nearly impossible to do any online training at my desk due to location - it is out in the open. I don't know how to address this. Am I supposed to train only on my own time? Or how do I arrange time/location so that I have uninterrupted time for training? Could this be addressed in policy HR128? [#2811483]

I'd like short online courses for Excel training. [#2811489]

Not everyone has access to or the knowledge of how to navigate the computer to find helpful information on classes etc. It would be helpful if printed material was provided/distributed to be able to read about what is available. [#2811563]

advertise available classes [#2811683]

I am a fairly new employee, but did not receive enough communication regarding the training and benefits through IT on campus. [#2811684]

Offer more classes and promote more effectively [#2811800]

Time is probably the biggest factor here, also not knowing what to technically ask for until the technology is needed. [#2811806]

Send out email notification about trainings available for OIT [#2812021]

well, i don't always appreciate the mandatory trainings in the moment, but they are actually helpful. [#2812149]

I would like to see more training courses available for software used for research purposes, like R, SPSS, Matlab. It would also be extremely helpful id the courses available would attend to different degrees of experience people may have. [#2814969]

OIT training workshops could be more in depth, of course there's access to Lynda [#2815021]

The live training is at inconvenient times and the online asynchronous training is never tailored enough to be effective. [#2815035]

This may be a good opportunity to market this resource to the campus community and provide an easy to find link that can guide and inform us - on training and learning more about what our technology offers in addition to all the set up information currently on the site. [#2815079]

Appreciate the availability of training workshops and the Lynda.com access. Keep these. [#2815092]

Post web address of location of websites for tech training. [#2815196]

I wish there was more training for Banner 9 [#2815268]

Make access easier to find on OIT website. [#2837776]

The biggest issue with your training classes is that there is a charge. Some departments will not pay for these classes. I am willing to pay myself because I am investing in myself. But, there is not a mechanism for employees to pay for the class. This leaves the only option for some employees is to take annual time and take a similar class off-campus. Employees should be able to support the company they work for and take these classes on-campus. Besides, I would assume the class would be more geared to a learning institution needs and a similar class off-campus. [#2837858]

Training is important, since we all work with Technology and it is continually changing. The more we elevate people technology skills, the less frustrated they become and are more efficient. [#2837879]

would prefer classes [#2837908]

N/A [#2837996]

the access to Lynda is nice but too hard for my staff to navigate well enough to be able to get use of. [#2838498]

Provide webcast of some of the trainings so that we can go watch them on our own schedule: Photoshop, Dreamweaver, Excel, etc. [#2838499]

I am not sure where to find this information. Would be great to have a monthly calendar of trainings be emailed out or something on a regular basis. [#2838728]

There are some departmental specific programs that I've struggled to learn proficiently because no one in my office is knowledgeable or experienced enough to train me. This isn't an OIT problem, but I might have felt more comfortable even to know there was someone willing to troubleshoot with me. (Or partnering with larger departments like Grad Admissions to offer instruction in specific programs). [#2838943]

I am not informed of training information or other self-help information so that tells me this is not being advertised in the best way. [#2838963]

Official University Email - Office365, Gmail (available to Students only)

As a faculty/staff member, I would rather use Gmail for my email services over Office365. [#2810282]

not yet confident that this still doesn't have some kinks that are going to pop at the most inopportune times. It just seems to stutter a lot. [#2810315]

Platforms ok. [#2810351]

Difficulty coordinating multiple email accounts into Office365. Probably user-ignorance is the issue here, but thought I'd include it in my comments. [#2810443]

Many times the email system will block our own accounts from getting through (e.g. we have had issues of students sending emails and having them show up in quarantine). They have had not words that should cause it to get filtered. Also, to help with SPAM emails, a better filter system should be used. You should not have to block all emails from a specific host to stop getting SPAM (a suggested answer after contacting the help desk). [#2810474]

We should support only one email system for everyone. Put all the features in it. Microsoft Exchange is more than enough capability for faculty, staff, and students. [#2810648]

Google is much more effective and usable for many of us faculty and staff. Please make it available for employees as well as students. [#2810777]

Office 365 is fine -- when I use it. I hate the fact that I have to have a tab open on my browser to access it. And it doesn't sync with Outlook, so there are times when I need to have both Outlook and 365 open. [#2810778]

Email is probably tied for first or second of the most important resource for my job [#2810823]

I spend alot of time scheduling meetings with staff, students and guest designers. It is imperative to have scheduling software that can read calendars across platforms [#2810829]

Make gmail accessible to faculty/staff [#2810837]

na [#2810885]

Password changes (every 6 months) sometimes are not reflected in my gmail account [#2810912]

Does not sync with mobile and desktop devices. A good bit of the time, my desktop reloads emails (as new) that have already been replied to and filed in a folder. Very frustrating. [#2811101]

Why is gmail only available to students? [#2811231]

My email is relatively reliable, but it would be great if the spam and phishing filters were better. I realize this is something that all companies are dealing with these days and it's not unique to UTK, but it's problematic and constant. [#2811268]

Email is reliable [#2811317]

I honestly prefer the gmail platform. Office365 feels very dated. However, we use 365 in my department. It's not friendly to use. [#2811324]

Make Gmail a universal option for all UT faculty/staff. [#2811384]

I'd love to have the gmail option for staff too [#2811447]

Office 365 is difficult to search for past emails. When new versions come out it would be helpful to have a short training video on new features. [#2811489]

Not a big fan of Outlook. [#2811614]

SharePoint is lacking but I hear that is shifting eventually [#2812014]

it ain't perfect, but no email is and i am used to it and it works for me just fine. Lets not change it any time soon. [#2812149]

Better platform integration. [#2815035]

I travel frequently and check university email from my phone. I have to be careful not to loose messages in 365. I find the 365 calendar difficult to use. [#2815080]

Gmail for staff, Gmail for staff, Gmail for staff [#2815092]

Its fine [#2815154]

My department has been experiencing serious calendar issues and having mail just disappear before being sent. [#2837776]

Move faculty and staff over to Gmail. [#2837834]

Search option for Office 365 is not focused to give relavent results. Frustrating. [#2837858]

The outlook app sometimes works and sometimes syncs with all my calendars. But it's a constant battle to get it to work correctly on my mac. [#2837936]

My email is slow to retrieve information. The cloud-based system where the information is not already loaded is annoying. [#2837966]

Difficulty of getting Internet Explorer email links that will open properly when clicked. The link has to be copied & opened with another browser--very inefficient. [#2838119]

The searching capabilities in Office365 have been terrible. [#2838276]

Make Gmail available to faculty and staff [#2838349]

I really want to be able to use Gmail and not Outlook as a teacher. [#2838621]

Online@UT (Canvas)

When I do teach a class (generally once per calendar year) I don't feel like Canvas is particularly intuitive or streamlined. That said, it's pretty comparable in that way to blackboard. [#2810829]

Allow UT Libraries to provide resources through Canvas for faculty to incorporate into their course pages. I think this is a missed opportunity to use Canvas to its fullest ability. Students and faculty need to be able to access information and assistance wherever possible. [#2810904]

We need more online classes. More online Bachelor's degrees. Other schools such as Martin and Chattanooga offer more than we do, and we are embarrassing ourselves by being this far behind. [#2810928]

The main canvas issue is that my professors may not understand how to use Canvas effectively. The professors may indicate that something has been posted and it has not. [#2811132]

Canvas works fine. Most of the people in the Canvas/Zoom office are quite friendly and helpful. [#2811257]

it's ok but it could be better. Older professors are not using it. [#2811428]

Canvas is really pretty good overall. I would like to be able to use canvas platforms to reach out to more students. [#2811500]

Make it easier to understand and navigate. [#2811534]

More in person tutorials in how to use it and design modules within it. [#2811793]

I am staff at UT and also a student in Online classes. I believe professors could possibly benefit from trainings in canvas to help bolster their use of it. An included functionality that would not require students to use Respondus Lockdown Browser OR to pay for monitored testing per class (I have a class that required I pay for a version of respondus this semester that included camera monitoring cost me an additional \$10). This service needs to be rolled up in the technology fee we pay per semester and also included within Canvas for ease of use for both professors and students. [#2812014]

Many of the features that make Canvas highly usable have been turned off and are unavailable. This creates significant deficiencies on what education can be provided to students. If the institution's primary mission is to prepare students to succeed in the world after their graduation, we must take advantage of the features that Canvas offers. Shutting off features to give a "vanilla" experience will not prepare them for work success when they will need to successfully navigate multiple varied environments and technologies. Higher education is supposed to challenge students, otherwise they will not grow or succeed. [#2812071]

I've mentioned it other places in my survey, but Canvas is pain to navigate and is very poorly implemented due to lack of training and best practices for instructors. [#2837789]

Canvas is decent but it does not have many options that Blackboard did (e.g., quizzes - randomizing questions, showing the entire quiz not just the first 25 questions, etc.). [#2838204]

Would like to have the ability to see what students see- when utilizing digital course materials through CANVAS- in order to assist them with issues. [#2838779]

UT System Services - ANDI

The search options "look-ups" is very frustrating in ANDI. It will not recognize key words or phrases in the search field. Comes up with the criteria error constantly if you do not have just the right combination of information. We need to broaden the search field for more efficiency in obtaining information.

[#2810461]

very slow [#2810671]

Getting better but hard to find some information and not sure how updated it is. [#2810927]

The ANDI numbers are supposed to be up-to-date, but sometimes the information that I have is more recent than what the university has on file. Also, ANDI is limited because it only applies to alumni, faculty, and donors, so it doesn't catch a lot of people with whom we interact. [#2811384]

I like having access to ANDI on my cell, but for me it isn't a necessity. Unless I decide to carry around an upgraded version of a laptop phone; my use of ANDI on my cell will remain minimal. [#2811559]

Dated and clunky [#2811568]

It is what services are covered. [#2812071]

I have no idea what ANDI is. [#2837875]

Would love to see more reporting capabilities pushed to individuals on campuses. [#2839019]

UT System Services - Cayuse SP/424

terribly confusing system for applicants and search chairs. [#2810217]

Same, but not as bad. Green buttons to cancel and red to go forward are bad form on the travel reimbursement validation form. [#2810613]

I want the ability to search keywords in proposals and awards [#2810778]

Pretty good system just redundant in some areas and is not 100% user friendly. Seems more complicated than needed due to same terminology being used in multiple places for different things. [#2810789]

Cayuse is clunky and really could use an update to make it more user friendly. [#2810876]

Research support staff that are more responsive. [#2811119]

Cayuse often has bugs and service problems. Performs very slowly. [#2811132]

This system has such a volume of data that information is slower to access than the previous TERA/PAMS system. I avoid using it whenever the information is accessible elsewhere. [#2811141]

not comfortable putting in writing [#2811293]

It's been improved, but it is still difficult to get an answer in the reporting system. [#2811428]

Cayuse can be very slow. [#2811658]

Cayuse sucks. Get another product. [#2811751]

Too many downtime and update emails. [#2811793]

The system is slow when trying to upload files or complete fields. [#2811849]

all good [#2815154]

Not very user-friendly. [#2815270]

The UT Cayuse team are responsive to issues/concerns raised. However, departmental and college-level interface does not provide the same ease of use provided to the central office of sponsored programs. While some improvements have been made over the last four years, search functionality is still severely limited at dept/college level. [#2837823]

hard to use [#2837908]

I use Cayuse daily. I gave it a low score, but I am not sure its problems are within OIT's control. Cayuse is just a terribly designed system. [#2837966]

Cayuse response is slow at times. While not under UTK's purview, Cayuse product needs work.
[#2838141]

UT System Services - IRIS

Iris is a terrible product. It is so challenging to use, and there needs to be better training and support about how to utilize it [#2810217]

I feel the IRIS interface could be more user-friendly. [#2810228]

Better support for mobile. [#2810253]

This system is antiquated and not user-friendly. [#2810282]

IRIS is also very hit or miss regarding which browser will work for which action. For instance, if I want to see my paycheck I have to use Safari, when I used to be able to use Firefox. I used to have to use Safari for ordering, but now that won't work and I have to use Firefox. But, all buttons don't work properly and I have to start to complete an order, then exit so it will become a pending transaction before I can actually complete the order. So inefficient. [#2810299]

Difficult to navigate, not user friendly. A complicated system that looks and feels outdated. [#2810351]

I'm not sure why UT has chosen to force a system (SAP) to meet institutional needs. The system is difficult to navigate, pull reports from and isn't as user friendly as other ERP solutions. [#2810355]

Looks very old and could be more user friendly. [#2810395]

Continually have issues with travel reimbursement payments through IRIS... it has taken multiple attempts and months to have payments process without explanation other than IRIS error. [#2810405]

The newest version for Windows 10 is "draggy" at times. You have to wait when tabbing from field to field. [#2810422]

need update and enhancement to screens and processes more timely [#2810435]

Bad configuration of site search tool [#2810440]

As someone who is fairly new to the University, it would be helpful to have a general place to go in IRIS that would explain where to go for specifics, when you are looking for a certain topic for help. So many items are completely embedded in the system it is difficult to know how to get to the page you are looking for at the start. Or where to go to look. Keying in a key word or topic in a search field to populate that page(s) on the topic would be very helpful. [#2810461]

System by design is outdated and not intuitive for new users. [#2810531]

IRIS help is not readily available, particularly with the interfaces to Banner [#2810611]

Outdated SAP website is hard to navigate and information is hard to find. Duplicate menu items confuse into thinking you have found the needle in the haystack, but do not lead to actionable pages, instead to help pages that are irrelevant and/or outdated. [#2810613]

Since I don't teach, many of these questions seem irrelevant. However, I like the service I receive from OIT on the rare occasions I have to call. [#2810641]

like to see better tracking of leave balances. It is too complicated to reconcile leave balances. [#2810648]

it needs to be updated, I don't believe there has been an updated in years. [#2810670]

There are so many issues for Mac users - this is higher education with many Mac users [#2810761]

TBH, I probably just don't understand how to navigate it successfully or what my permissions are. [#2810778]

IRIS is outdated and not user friendly. We must change this system to a more advanced (IRIS is like 1980s technology) system that makes things more efficient and straight-forward. We need to be able to pull usable, reliable data so we can make good decisions from clean, easily accessible data. [#2810789]

Update the look to be more modern [#2810837]

This system's user interface tends to be quite buggy and the UX is greatly affected by it. [#2810842]

It's not the most intuitive/user friendly platform! [#2810872]

IRIS is OK but it would be nice to have more financial and human resource reports that actually present meaningful data. Back up documentation should be REQUIRED for all mass billing departments..such as OIT both computer and telephone systems. [#2810876]

It's just not user friendly (because of terminology) or visually appealing. [#2810881]

As an occasional user, IRIS is complicated to get to the place where I need to get to approve timesheets... always have to look the instructions. [#2810891]

Sometimes a bit slow (on Safari) [#2810912]

Not a user-friendly system at all. [#2810927]

The IRIS help documentation is not always available due to out dated instruction versions. I have been unable to access several needed lessons because my operating system is not compatible with the old versions. I have followed the instructions provided to make the lessons compatible but it never works. Please update the lessons so everyone can access the information. [#2810970]

John Rich and Lydia Ruth are amazing and always very responsive and helpful. [#2810981]

System seems inflexible and it is difficult to manage remotely (browser version). Helpdesk staff are helpful. the on-line IRIS materials are incomprehensible. [#2810988]

My only interaction with IRIS is with piloting the ESS leave request/time reporting system. I find the system to be unintuitive and clunky, particularly the time reporting aspect of it. One example: the save

button submits your time report to your supervisor. Why can't there be two options, one just to save and one to submit? [#2810997]

It's time to move on. I've seen what other HRIS systems are available. [#2811038]

IRIS's UI feels clunky and not easy to use/navigate [#2811059]

Accessibility to systems such my programs financial status. I run the Volunteer Channel, but I have to ask Jock Mccleran to send over reports of our total funds. [#2811071]

IRIS seems to have issues intermittently and limits my access to my information. [#2811125]

Search functions in the contracts application area could be more intuitive. [#2811131]

IRIS is complicated and hard to use. [#2811132]

Ability to schedule downloads of data into csv/Excel files [#2811171]

IRIS does not work well on a Mac. [#2811232]

The platform is clunky, not user friendly for the occasional user. If I were on the system daily, it would probably be easier, but each time I have to log on to complete budgeting tasks, I feel as though I have to re-teach myself the proper selections. Also, difficult to drill down on information in the ledgers, and it's not particularly Mac friendly. [#2811268]

not comfortable putting in writing [#2811293]

IRIS doesn't work on all browsers, isn't intuitive, and is constantly bouncing me to the system HR website. [#2811336]

Seems like an older system; I hear upgrades are coming, but two systems will have to be used concurrently before the complete system switch over. [#2811372]

IRIS is an incredibly opaque system with all kinds of hidden rules and unclear interfaces. It is not at all user-friendly, and takes months or years to become semi-comfortable using. If there is a typo in, say, a date on a form, it has to be sent back through the entire approval chain, which takes forever, rather than getting fixed in a more logical and timely manner. There are ambiguous rules (e.g. some IRIS entries have to be in all CAPS, and others not), which aren't actually indicated anywhere on the entry form, and there are almost always entry lines that don't actually apply to the transaction being done, so a person just has to know when to enter information in a line, or when to leave it blank. [#2811384]

In my opinion the first step to improve IRIS is to fix the filtering option I've been told for over 2 years was being worked on. [#2811388]

A much friendlier, easier to understand platform is needed. I want to be able to easily look up budget information for grants. [#2811489]

Cookie issues [#2811496]

Dated and not user friendly [#2811568]

recording Work Time is non-intuitive and a bit of a pain. it isn't obvious how to record your time every day without sending it to supervisor [#2811681]

Many of the questions are not answered, the "?" gives a general description sometimes but doesn't give instructions that are needed or a description of the individual areas. Wording is obscure in many areas. There is no way to search for a form/function within the system. [#2811800]

IRIS self service site is hard to use and is not really intuitive for time reporting. I don't know how to improve it other than scrapping the thing and starting over. Other aspects of IRIS self service are easy to use and understand (W-2, pay stub.). [#2811831]

Don't know enough to use it. [#2811839]

It?s a pretty ugly website and not intuitive. It?s very Microsofty. [#2811937]

IRIS isn't always that intuitive to use. The interface is difficult to navigate and all of the features are not readily made aware to users. For example, I did not know that there was a desktop version. Furthermore, when I attempted to download it, I had much difficulty and using the application is even more difficult than the web version. [#2811988]

Still clunky and clumsy but works well enough I suppose [#2812014]

It would be useful to have an IRIS helpdesk like OIT has a helpdesk. There are times when an IRIS issue occurs, especially when you are in the middle of an IRIS transaction and you need assistance. I always try to use the training and IRIS help instructions although not every instructional lesson or tutorial is up to date or details your need. To keep emailing back and forth when it is an involved issue or you are in an IRIS transaction can be a frustrating experience. On these occasions, it would be helpful to actually speak with a member of the IRIS team. On rare occasions, I have requested that someone call me back and I only get another email. So, all in all, it would be great to have the option to speak with an IRIS team member than just have email as the only form of communication. [#2812019]

Online format does not work as well as the desktop software. [#2812031]

IRIS is not user-friendly and not aesthetically pleasing, it seems archaic. It's not very detailed and seems limited in capability in terms of giving information. [#2812114]

once i figured it out, its great [#2812149]

User interface is clunky and old; "transactions" are confusing and not organized; very hard to understand data [#2812162]

eform development has taken over 10 years [#2815013]

Just want my information to update in real time. [#2815035]

This system is extremely conditional and complicated. [#2815068]

This is not an easy system to use and I would like to see a class offered that is specific to what an HR person needs to access. A hands-on session and some step-by-step instructions would be helpful. If this exists, I do not know where to find it. [#2815079]

IRIS is clunky and doesn't work well when mobile. This provides challenges when travelling. [#2815088]

I know this is well-known at UT but it bears repeating- The usability of the SAP R3 ERP is just awful. The user interfaces, whether "fat" desktop clients or web apps, are byzantine in their complexity and almost never intuitive; key features are missing like the ability to locate an asset by its UT Tag number instead of either the Asset Number or the IRIS ID of the person controlling the account to which the asset belongs; it takes far too many clicks to locate an employee's status or job change information; etc. [#2815097]

Iris web where we enter our work time is very clunky to use and not intuitive. I wish it could be better, but I don't know how to make it easier to use other than make the functions clearer on what buttons do what function. [#2815104]

We need the ability to attach documents in payroll transactions. We need the ability to see and process travel transactions for employees/students that we are paying for but are not in our department/college - much like we can do with payroll transactions. We need the ability to see real-time data. Waiting a month to see payroll data doesn't provide the ability to have real-time data. [#2815150]

Many of the help pages are outdated and do not actually provide the answers I am seeking out. Iris is truly difficult to use and hard to understand without extensive training. The training options might be good, but they are so far spaced out that workflow gets stuck with no way to address challenges in a timely manner. [#2815155]

Iris seems to be a "catch-all" system that has too many functions that include anything from online ordering and purchasing, to employee paychecks and self service, to hiring and job postings. It seems to me to be old and outdated and like it has been adapted to be used for many uses that maybe it was not originally intended for. [#2815269]

Not very user-friendly. [#2815270]

The vendor page on purchasing could use some upgrades [#2837807]

Either have a better system for accounting or improve IRIS to be more user friendly [#2837815]

IRIS is not at all intuitive in it's functionality. There are so many work arounds and inside codes/fields that you have to be aware of to make it work correctly. There must be simpler, easier to use and understand platforms for these functions. I think UT continues to use IRIS only because they paid so much for the technology, so we are stuck with it. [#2837820]

I am never sure who to contact when I have questions about IRIS. Perhaps having a point of contact on the OIT webpage would be helpful. [#2837875]

usually fine but not intuitive. [#2837878]

stinks! [#2837908]

the online process is difficult to use. I log into SAP [#2837929]

This interface is outdated and the menus are buried and the logging off process with the separate window is outdated. [#2837936]

N/A [#2837996]

Not User friendly. The IRIS team has done great work improving it, but the base system is simply not compatible with being user friendly. [#2838042]

Fix the issue where documents cannot be opened on mobile browsing and a gateway error occurs when trying to view it in Firefox or Chrome Desktop Mode [#2838043]

IRIS seems to reject everything that I enter, but I suspect that's an operator error and not the system itself. [#2838057]

IRIS is a beast to fully understand and use. [#2838102]

IRIS itself is slow and clunky. It often times out when I am trying to pull data out of it. It should not take me a whole day or more to pull out a months worth of information. [#2838116]

Again...I hate the IRIS timesheet system! [#2838150]

I find IRIS difficult to understand. Fortunately, I don't have to use it very often. If it were a large part of my job, it would drive me crazy. [#2838205]

Many IRIS functions do not work on Firefox which is the primary browser I use. For instance, this morning I had to switch to Chrome in order to view my online pay statement. Have also had trouble with online Employee Self-Service functions. This also happens on some web sites used often for paying for department services. [#2838416]

Need an IRIS hotline number to call for help [#2838662]

I have had many problems with IRIS Help tutorials because they would not load in Internet Explorer and that is the default for IRIS Help. [#2838844]

Get rid of it. It is horrible. I've used Concur Expense in the past and it was great. Also, we need an electronic time card system and an online performance review system. [#2839007]

LiveOnline@UT (Zoom) virtual classroom environment support

Needs work- Zoom often messes with camera and recording abilities on personal computers. Can be difficult to navigate and change if needing to switch to another application or program that also requires camera equipment. [#2810351]

Need longer than 40 minute sessions. This isn't practical for meetings, workshops, and webinars, all of which I use Zoom for (but can't because of 40 minute duration). [#2810377]

online professors should be required to have Zoom training... [#2810671]

Zoom has been fantastic! Because most of the people that I research with are at institutions across the US I use Zoom daily. With the loss of QUALTRICS we anticipate having to use Zoom more to "share screens" as we will not longer be able to be "collaborators" on surveys. This will make our research and publications suffer greatly as we will not longer have access to the QUALTRICS survey data. We will have to rely on our collaborators at other institutions to collect and share the data and then send it to us. Where we were once able to participate in the data collection we will be outside of that process now and need to rely on Zoom even more to work cooperatively. [#2810719]

Need an industry accepted package like Webex for conferencing [#2810898]

Please give students ability to have longer than 45 minute sessions [#2811132]

students complain [#2811428]

I'm sometimes unsure when I should be agreeing to update plug-ins for Zoom. [#2811489]

I like Zoom. It's easy to use and effective. No suggestions. [#2811500]

We use Zoom quite often and it has been pretty good. But we have no support for it because it is in a space used only by our department. [#2811921]

ZOOM could be offered for more if not all in-person in services so as to defray the sense of exclusivity that is inherent in the registrant size per class. This would allow those who are not able to travel to attend to glean the benefits as well. [#2812014]

I don't love zoom. I think that it is difficult to work. I've noticed that I always compare it to GoTo Meeting and it is never a good comparison. [#2812138]

Zoom is great, glad I rarely need support. Technology that doesn't require me to contact the ?Help Desk? should be a goal. [#2815035]

training instructors to utilize it better would be beneficial to students [#2837789]

Heard fellow staff member say that Zoom did not work well. [#2837797]

As a staff member, I'm still only allotted the 40 minutes per Zoom meeting with more than three people in it. This is frustrating. And every time I've called to get it upgraded, it says it's already upgraded enough for my status. [#2837936]

Zoom is a wonderful collaboration tool that I use 2-3 time a week. Lately the tool has wanted to shutdown after 30 minutes, if I do not use the computer that I scheduled the zoom on. I have also been in meeting where this has happened to the organizer. Recently presenter have been kicked out of the program after 30 minutes, because the user is not logged into primary machine. My solution is to start the zoom on my computer and join via zoom on the presentation computer. [#2837937]

I work from home often and have tried to Zoom into meetings. I have found that the microphones are not set up very well in the conference rooms. I have resorted to just calling in on my cell phone and not using the video interface. [#2837966]

I have trouble with the sound quality over the Zoom sometimes. Often it is chopped off. Then I use iPhone to hear. The sound quality in the meeting room is not optimal. [#2838499]

I and my team have had connectivity issues with Zoom, which makes it an unreliable platform to use for our virtual meetings with important clients. Perhaps more in-person training/tips can be offered for staff who want to use this service. [#2838548]

It took me a long time to figure out about the basic/pro account thing. I imagine we pay more for pro accounts or are limited to how many we have. I think people teaching a class (regardless of their primary classification at UT as faculty or staff) should automatically get pro accounts or get an email at the beginning of the semester asking if that is what they want. [#2838728]

Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

I would like for GradesFirst interface with Banner to provide students' grades and term GPA. [#2810228]

Banner 9 is frustrating and non user friendly. I times out too soon as well. [#2810266]

Banner, for staff, is just awful and the big update was clearly made without being tested by the end users. There are still constant errors that we have to deal with, and it's hit or miss on what browser will work on any given day. It's very inefficient. And, why is it impossible to do a batch add for a course? It's crazy. [#2810299]

Banner is screwy at times, and will freeze randomly [#2810321]

DARS is difficult to understand and the printed format is not user-friendly. Don't know if formatting can be changed, but other products, such as DegreeWorks from Banner are much easier to understand. The other tools in the category are great. [#2810355]

Banner seems old and outdated and there is sometimes confusion over what is in banner vs what is in MyUTK. [#2810384]

Needs to be more user friendly. [#2810394]

Not very efficient to find and maneuver when registering... [#2810405]

Gradesfirst could be a bit more user friendly. [#2810471]

Gradesfirst is difficult to navigate and not used consistently enough. [#2810618]

Get rid of Banner, please. It's better with updates, but still so NOT user-friendly. I also don't feel there is any kind of help or support for Banner. [#2810631]

Banner 9 has a tendency to lock up and requires you to exit out of everything and restart to get past the issue. Also, there is an issue with trying to enter data in Firefox browser in SAAADMS. I have been unable to enter data in fields in Banner 9 while in that browser. I'm only able to get around it by using Chrome. [#2810664]

Banner, MyUTK very complicated, not user-friendly. Interface is very confusing [#2810671]

It would be most helpful to have student id photos in Grades First or Banner. Banner 9 Administrative has the capacity to show ID photos (I had it at another university). Also, it would be helpful to students and staff if the class timetable should all sections and seats of a class available without having to click on each class. For example: Status Title Subj Crs# Sec# Crn Hrs Days Location Capacity Actual Remaining IN?PROGRESS Human Cultural Diver C, SO ANTH 102 1 50001 3 MWF ADMN 216 35 34 1 CLOSED Human Cultural Diver C, SO ANTH 102 2 50002 3 MWF ADMN 204A 35 35 0 IN?PROGRESS Human Cultural Diver C, SO ANTH 102 3 50003 3 TR ADMN 202 35 34 1 (this sample is taking from the Class Schedule for Pacific Lutheran University: banweb.plu.edu then click on Class Schedule). [#2810705]

I think myUTK needs reorganizing. It is often hard for students (and staff) to find what they need since it is not arranged logically. [#2810823]

I feel like online class registration user friendliness/UX really decreased with the new platform. It's got a lot of detail thrown onto the screen all at once. The old system was cleaner and more intuitive. Maybe some UX testing would help? [#2810872]

na [#2810885]

Gradesfirst does not recognize both the 000 student id number and the TN ID number that is now on the mag strip of the students' id card. Instead of swiping their ID card to enter an advising kiosk, students must enter their 000 SID. [#2810970]

GradesFirst is an abysmal system and it is difficult to get support from them. This is not the fault of OIT. I love the new DARS, it is so much clearer to read. [#2811030]

The new registration system is harder to use. [#2811132]

More training would be helpful regarding the financial administration side of Banner. [#2811195]

I have really enjoyed the new Banner. The old Banner IMB was awful. [#2811225]

Banner is just unwieldy. It would be nice to be able to add an entire class to a CRN by upload or by entering UTID's like we could in SAMS. [#2811257]

I wish some of these systems talked to each other a bit better. [#2811268]

MyUTK can always be improved [#2811336]

there are too many systems that don't talk to each other. Great example, new GRA, IRIS, Student account, and student health services - none of them talk to each other until we've initiated the work 5 times to each group. [#2811428]

Some software I use has little to no online help. Banner and Grades First are prime examples. IRIS has gotten better, but it's still not very good. Lynda and K@te are helpful resources, but are very intimidating and confusing to people who don't use computers often (especially my husband). Not sure how to go about improving web services, but making them easier to learn would be wonderful. [#2811483]

Revisiting the access structure so non-advising staff can have appropriate access to items needed to complete job requirements [#2811487]

I scored this lower only because I think with better systems we could access and use data more easily. Also, grades first is very limiting in many ways. It would be nice to have a platform that allowed us to modify notifications, for example. [#2811500]

when searching for classes, it seems that I have to re-load the page every time I go back from from course descriptions [#2811681]

Banner is cumbersome and hard to use. Gradesfirst should be able to show a graduation date if the student has graduated. Out of all of these, Gradesfirst is the most useful and user-friendly. [#2811793]

Need more orientation classes to teach the system to employees. Too much "winging it", guessing, etc. [#2811800]

I am an advisor and should be able to see the registration system just like the student does, how else can I help them? I also wish my advisee list was available on my banner under faculty services as a link and that it actually matched the names in Grades First. I like Grades First but wish scheduling appointments were an easier process, but I don't want to learn a new software. Just upgrade what we have, please. [#2811949]

Give advisors access to the student registration system! A significant part of my job is helping students plan their schedules and register for classes - it's really difficult when I can't explain to a student how to find or do something because I don't have the ability to even look at the registration system. Perhaps UT needs to look into automating certain things, such as uploading transfer credits to DARS and academic histories. [#2811991]

Gradesfirst is a very cumbersome system not easy to easily review student notes. I would prefer students don't see the notes [#2812143]

Consolidate gradesfirst tags and categories. Load of content causes slower service. [#2815049]

While I use Banner minimally, I don't find it to be intuitive. [#2815068]

I can really appreciate having a web version of Banner IMB. What I don't understand is why I cannot add holds to several student's accounts at once, instead of one by one. I know that the Bursar's Office can do such a thing. I think this should be something for all departments who enter holds. [#2815086]

its fine [#2815154]

Banner is fine, I wish we had a better system for Utrack and DARS, MyUTK is fine. I completely hate Gradesfirst. I wish there was a better program that synced with my google and outlook calendar. [#2815268]

Keeping Banner updated and in alignment with browser updates for uninterrupted functionality. [#2837776]

Do not love the new Banner and I understand we are no longer going to have Gradesfirst. I hope the next scheduling system is more compatible for offices to use. [#2837815]

Having smart technology in classrooms is important because we are a teaching institution. However since I do not teach, I don't feel I can evaluate these items. [#2837858]

I work in Graduate Admissions and frequently receive questions from students that involve their MyUTK, which I cannot see in Banner 9 Administrative. I think adding this feature for staff that deal directly with students would be very helpful. [#2837875]

These online systems can lag or need to be reloaded multiple times [#2837924]

N/A [#2837996]

I am on staff at UT, but also in grad school. Every time I try to register for classes, something goes wrong and I can't register for one of the classes I need. I have spoken to the Program Director about it and she doesn't know why it keeps happening. Thankfully, I'm almost finished with my degree, so it won't be an issue much longer! [#2838057]

The new Banner 9 is not the greatest when it comes to changing degrees, curriculum, adding minors and so on. The old system was better because you could see on the first page what degree and curriculum a person had. Now you have to go down to that block and click on it before it opens up and you can see what people have. This is in SZACURA. SZAAREG could also use some work. If you try to add something and there was a prereq or some other block you did not know about before you tried to register the student for that class. You don't know that until you try to save it and then it gives you the error message. Sometimes you can DD it and go back to SFASRPO and fix it but other times your screen freezes and you can't get out. Nothing to do but pull the plug on the program and log back in later. Frustrating. I like MyUTK. It's great to have one place to go to for the links you need. [#2838205]

Banner 9 was extremely difficult to learn how to navigate and even to initially orient and make sense of. More accessible training or introductory resources of any kind would have been helpful. [#2838943]

Additional Questions for UniversityRole In ('', '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)

7.5057 (n=969)

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

6.8588 (n=970)
