University Information Technology Services
User Satisfaction Survey 2021

Indiana University East

Open Text Responses (Edited)

Indiana University Center for Survey Research

This text file includes responses to the following question of the UITS survey:

(At start of the survey): **As you get started, please take a moment to share with us any thoughts, concerns, issues, and/or ideas that you may have. What positive experiences with UITS staff or services have you had? Are there concerns or negative interactions that you want us to know about? Do you have recommendations for new services or improvements to existing ones? (You will have a chance to review, amend, or add to your comments before submitting your responses.)**

(At end of the survey): **If you entered comments at the beginning of the survey, they are displayed below. If you would like to edit your comments, share recommendations for additional services and support resources, or add additional comments or suggestions please enter them below.**

The responses are listed by respondent case number. Case numbers, in which the respondent did not leave any text, are not included.

Identifying references have been removed from this document and replaced with "[IRD]". Responses are grouped by sample: Faculty, Staff, Undergraduate students, and Graduate students.

Faculty responses:

I need more free software.

I like the chat and email options as someone who has a hearing loss. Folks have always been helpful, ask clarifying questions when my initial concern isn't clear, and ensure I'm comfortable with the solution before letting things go.

I wish IT would do scheduled updates of classroom computers so they were ready for teaching. Chrome River should have mileage only as an option for the pre-approved form. That is all I am doing, and selecting other seems silly

IT hands faculty off to CFD for Canvas issues, and that could probably work better

Communicating with UITS staff is always positive in that staff are polite, respectful, and helpful. Sometimes there is a lack of information regarding technologies that interface with Canvas, such as LockDown Browser. Also, my university-owned computer is a Mac laptop. There is a very limited number of individuals who can assist me whenever I need software installed, for example. It can be time-consuming to wait for/locate a person with the correct admin password.

UITS staff have always proved very attentive to questions. I can expect a quick response, which is very much appreciated.

On the IUE campus, I have had very cooperative experiences with our IT staff. I have had need of a way to project handwritten math content on the projector, and they always supplied a document camera and provided help when I was unsure exactly how it interfaced with the computer. They have been prompt and very helpful.

I do not have any issues with the services--all encounters with UITS staff have also been positive. During the recent migration for Exchange, I lost all of my contacts, professional and personal, on my IPhone--apparently all were on the OWA? Since that point in time, I no longer check email on my phone :) My position with the campus does not require me to be available 24/7.

My experience with UITS has always been positive. Staff have always helped with any technology issues I and my students have experienced. Thank you to all who make our digital lives easier.

I have not understood how to use the replacement storage for Box. Messages were not clear, and I was unable to find where to store class presentations (PowerPoints etc).

UITS staff is great. But it is frustrating when platforms and other interfaces keep changing. It feels like we just get used to one particular interface and it is changed/migrated/retired/updated, etc. From a faculty perspective, we just want to use a tool as a means to an end, not spend hours every semester learning a new interface just to accomplish a task that we've been doing all along, if that makes sense. It also seems like really important actions are either not supported or stymied. For example, it would be SO helpful if Kaltura Mediaspace allowed me to do the kind of editing that iMovie allows like, for example, dropping a still into a video or adding text to a video, or splicing in a second video. That would make SUCH a difference to the quality of videos I make for students.

Our IUE UITS is just stellar!

I am most impressed with individuals who help me with IT questions over the phone or email: at our campus IT Helpdesk ([IRD]), CTL office ([IRD]) & classroom IT support ([IRD]); and through Bloomington--instructional development team ([IRD]) and ATAC office ([IRD]). They have helped me overcome all kinds of issues with Canvas and dictation and other issues in order to improve my teaching. [IRD] helped me create an extremely effective, impressive-looking Canvas site this summer for a writing class I will be teaching for years to come.

When it came to getting help especially on my local campus when I encountered disability issues recently and needed a dictation system to help, I found my campus much less helpful-- slow in responding and unable to find programs to help, even as I struggled to complete the semester. I just happened to stumble upon the Otter dictation system on my own recently and am floored that IU would not know about this option when telling me that Dragon Dictation would not work on my Mac.

My other complaint is the amount of changes constantly happening to Canvas, Box, Textbook Orders, Chrome River, classroom clickers, DMAI, etc. It seems we just get used to one technological system and it changes! We do not have time to be learning new teaching platforms, migrating files out of Boxes, all because IU cannot stay focused on one system and improve it rather than jump into another. I speak for many faculty about this frustration with UITS.

I am satisfied with the service from UITS staffs.

Some issues I would like to see resolved:
1. In Canvas speed grader, when go to enter a grade, numbers pop up in the drop down that are out of the range of the assignment. If it is a 20 point assignment, I don't need an easy click option of 50 (or any number higher than 20). Could a parameter be set for the drop down to align with the assignment?
2. I find the mobile IU app to be hard to use. What I most often access on my phone is my Outlook calendar. It takes multiple steps to scroll though and get to the page to get my mail Box and calendar (usually I'm standing in front of a scheduler to make an appointment, and they do not have time to wait).
3. I find BUY.IU exceeding frustrating to use. It does not filter well and does not list cost information. How can I make a decision without knowing the cost? Cost is a primary concern.
4. Having used EDossier system twice, I still find it lacking some logical sessions. This is likely due to differences in campus expectations

Nice quick responses and help to questions

Nothing but positive interactions and help with people and IT help desk, on both my local campus (IUE) and 24/7 chat!

Please consider integrating Outlook and One Drive so that users who use Outlook on the web can save email attachment directly to One Drive as well as attach files from One Drive to the emails. Thanks!

None that come to mind.

In the past, I have sent UITS an email requesting assistance or updates to my work computer for various programs. Sometimes I do not receive a response, especially during the pandemic. In the future, I would like to receive a response, even if it just says that they cannot accommodate my request at this time.

Staff responses:

I have had relatively few interactions with UITS staff ; the few times I have had any issues, our IU East IT staff have been great at quickly helping fix any and all issues.

The UITS staff members at IU East treat me courteously and professionally.

The UITS team on the East campus is great! They're responsive, helpful, and almost always have a solution. If they don't, they will try to find someone from UITS who does. I have never had a negative interaction with UITS.

Service is good--usually quick and in a timely manner. My problems are usually user errors, so good luck with that.

IT at East is always prompt, courteous, and knowledgeable.

Nothing ever negative! They save my life with everyday technology struggles and go above and beyond to help!

I have had very positive experiences with [IRD], [IRD], [IRD], and [IRD] in the IU East office. Recently, [IRD] patiently assisted me with the Outlook migration on my phone, [IRD] went above and beyond to migrate the IU Library and Center for Service Learning files from Box, and [IRD] has made it possible for me to work remotely through COVID, updating the old laptop and even allowing me to deliver and pick up the device from the parking lot. Thank you!

The UITS team is amazing.

Remote connections are repeatedly disrupted when notifications pop on the screen. This makes efficiency and continuity difficult.

Skype for Business is continually delayed.

The staff at East are wonderful. [IRD] is great. [IRD] is fantastic when it comes to trouble shooting and getting us back up and running when something wonky happens with our computer. [IRD] are all great to work with.

Undergraduate responses:

I have had relatively good interactions and experiences with the UTIS service, and have only once utilized the UITS staff, one of which could not fix my problem; however, I believe that he did everything he knew how to do.

Um. I really didn't have any issues.

I feel like during this second semester my Fundamentals of Microsoft Instructor doesn't seem to care that I can't complete some of the tasks because I am using a MacBook instead of a Windows computer. Just some of the emails I got from him were a little unprofessional. The announcement he sent out in the beginning of the semester seemed to target MacBook users to say that people that had a MacBook necessary can't complete the assignments because they are using a MacBook.

I have had not had any issues with the UITS staff. I only needed them one time, and they were very helpful.

Helped me reset my password.

It has been helpful to me in the past. No complaints. Although, the mitigation testing for COVID has been extreme. I have had to go every week since the middle of winter break. Other than that, everything has been great!

I feel that UITS should be more involved with the special requirements for some courses.

Everything always works fine for me. No complaints here.

IT work well in my opinion. It could also be improved by fixing students/workers problems remotely using apps like teamviewer.

It is just a recommendation; they are pretty efficient.

That we need to make sure that all the application work the way they are supposed to.

N/A

I feel that all of my interactions with UITS staff and services have been positive.

I do not have any current concerns or issues.

Everything has been working perfectly for me, and I have not had any problems so far. Keep up the good work; overall I'm very satisfied.

I've only had positive experiences with UITS staff.

I have had to contact them previously, and it was a positive experience. It was a real individual, and they were knowledgeable. They were able to lead me to the needed conclusion. Kaltura can be a pain on some search engines.

I did not have any negative experiences with UITS. I actually have always been well received, and my problems have always been resolved quickly.

N/A

The UITS has always been helpful. I do not have any recommendations.

The majority of the software that IU has available goes unused. It's almost as if all of that software is deliberately hidden whether intentional or not. Even so, I have no use for this software because classes don't implement them, and when they do implement them, they are not implemented well.

The only technical issues I've ever had have been with the Duo verification. That's inconvenient, but not necessarily an error.

When I had a question, they were right there to answer my question and made sure I understood before hanging up.

The response from UITS is great...it's timely and accurate information that answers the questions I ask.

They helped me when I could not figure out how to post a video for one of my classes.

I have not had much interaction. They seem to be nice people, and I have no recommendations.

None

Graduate responses:

IT has always been there to support my tech needs. Issues are resolved quickly, and I am directed to other resources if needed.

I contacted the campus IT to help with transitioning my account to Outlook from Gmail, a requirement as a graduate student. My experience was pleasant, and the IT tech was considerate and helpful. Because I utilize Google Drive for my documents and storage, I preferred my Gmail over the new Outlook format. I continue to use my Google Drive, and realize it's a different service not as compatible with Outlook—but miss the accessibility and usability of Google Drive and a Gmail account.

More than half of my emails force me to open in a separate browser. This is very inconvenient and I often have to use my laptop instead of mobile phone to read emails.
I also hate Duo login. It lags and does not always work. it is also very inconvenient.

I transferred in to Indiana University East from Ball State University ,and UITS staff was fantastic at getting my computer all set up and making sure all of my questions were answered!