

University Information Technology Services User Satisfaction Survey 2021

Indiana University Southeast

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 really appreciate that tying to the centralized system at Bloomington means we have helpdesk 24/7. I have taken advantage of this multiple times. But more often than not, the folks in Bloomington are simply unable to help. I love our local folks. They know what I do and are quick and knowledgeable (more so than I've found those in Bloomington to be). I know resources are very tight and we can centralize some of this service, but we have to continue to have strong local support. They are so important to our work and, if anything, I wish we could devote more resources to staffing locally.

I am an adjunct instructor on the IUS campus. I have had many positive experiences with IUS IT staff since I returned to the campus in the Fall semester, and now the Spring semester, after being away for five years. In the Fall, after completing the ILTE program at IUS, I asked IT personnel to introduce the classroom IT facilities to me in person (socially distanced of course.) Before and during the first week of class, IT personnel were very helpful in person and over the phone. At the start of this semester (Spring) I was having problems with the audio functions in Canvas and on Zoom, which they fixed as well. Today, I had a phone consultation about audio again, which they diagnosed and had me adjust.

I always have positive interactions with all IT staff. They have been so helpful, especially in making sure we have everything we need while teaching online due to the pandemic. [IRD] at IUS is especially helpful and is my go-to person for my Apple laptop. He is responsive, quick and knows his stuff. I am so grateful for him.

I had a very negative experience when getting a new computer for my office. I was talked down to, and the needs I had were ignored. I now have an office computer without a webcam built in (I had to buy my own) and no built-in card reader -- both were explicitly asked for by me. This was not during the 2019-2020 school year, but it still sticks in my craw. Now, during the pandemic, I'm without a key component to online teaching, a webcam.

I have worked at IU Southeast for 20 years, and I have seen improvement of the services from IU for IT needs.

Originally I did not like dealing with IT people from a different setting than where I worked, because I was not savvy with technology. I am still not savvy with technology, but over the last few years/semester I have experienced positive results working with IT in Bloomington for IU Southeast. I especially like the screen sharing device which helps me explain about my tech problem. Good work!

I have called quite a few times and each time I am very impressed with the service I receive. I rarely wait long, get high quality help and solutions to my questions, received follow up information via email in the event that I would pursue my inquiry further, and am treated very professionally. I am VERY happy with the quality of your service.

UITS is almost always very helpful and very easy to work with. I find them to be responsive and patient, especially when I am completely lost. I do wish some of the online tools were a little bit easier to understand and/or to find.

The UITS team at Indiana University is top-notch. They are always willing to help me with my technology needs.

I love our IT department! They are fantastic! Always have time for questions for me, as I am not a techy! They are patient and kind. They keep us sane when bad things happen to our computers!

Whatever you pay them, it needs to be more!

IT has been very responsive and quick when I've needed them. I appreciate that in this super-busy and crazy time when I'm sure they've been called upon much more than usual!

In the past few weeks, I've needed to call IT support a couple of times. Everyone I've spoken with has been respectful and helpful. One time I had to wait a bit on hold but it was just after a large email update so that was understandable. The other couple of times, it was a very quick session and my issue was resolved.

Whenever I was required to get IT support, I have never had any problems. The IT Dept. was always friendly and solved any problems that I may have had. Let it be known however that I always contacted the IU Southeast IT Department, not the IU Bloomington IT Department.

Generally, the IU Southeast UITS staff has been incredible as far as desktop support. They're prompt at reaching out after a ticket has been entered and work hard to resolve issues.

One area of concern I have would be about the nas shares. There doesn't seem to be a formal way to determine if individuals should have access to certain shares. For example, the director of Alumni and other unrelated individuals had access to the Marketing share. While that isn't insanely bad, it does increase the risk of someone removing files from the share without realizing it. That may go unnoticed for years until one day, we actually need the missing file(s). We mostly resolved the issue. I brought it up with [IRD] and we put together a list of people that should have access and asked that we be notified before relinquishing access to that share. I believe that this should be a more common practice for all shares, especially the ones that contain student data.

On another note, web services is lacking and has been for a long time. Everyone seems to have the same story--[IRD] is the hardest worker we know, but she really needs help. Some better delegation and perhaps some more skilled staff would help.

The UITS staff is professional and prompt. Our office is very appreciative of the support from our UITS staff. Always a pleasure and always able to help me.

I am very happy with our IT department at the Southeast campus. They are very responsive and assist in a timely manner.

I have not had to deal with UITS too often. The few times that I have, they have been great.

We have one of the best IT departments there is! They are always willing and able to answer any question or take care of any problems we may have. Technology can be so overwhelming for a layperson, and they always take care of things in a courteous and professional manner.

Keep hiring friendly helpful people.

Always happy with interaction with UITS staff at IU Southeast.

My UITS experiences have all been positive. Issues have been addressed in a timely manner, and they are always quick to let us know if a system is down, and they keep us updated of those situations.

I can't say thank you enough for the hard work our SE team has done for our campus during this last year. They have all been amazing!

Overall, my experience has been positive. My problems have all been solved. I would like to get updates on the status of my ticket a little more often though. Not a big complaint, just a minor thing.

When I needed to turn in several iPads that I have held for quite some time (for use in a IUS/school-based partnership), I needed some help. [IRD]s and [IRD] were quite helpful. They answered other technology questions I had as well. [IRD] took over my machine at home so I could get my h-drive and other technologies working from home. This was priceless during the early pandemic months.

They are both professional, prompt, and VERY HELPFUL.

I have always had a satisfying experience from IT. No complaints.

Found the mitigation testing services online process a challenge to use. I accessed an IU Health screening visit. The visit was well done and professional, the online process to schedule very time consuming.

I have found the IT staff to be very helpful with troubleshooting my IT issues. I really appreciate them and their services.

UITS staff have been fantastic but some university policies concerning technology are so restrictive that it becomes difficult to actually get results that faculty need.

It would be helpful if there was a way to report email phishing attempts from the Outlook Web App. I use the desktop version of Outlook from my campus office but the web app from home and several times have had the experience of not being able to report a suspicious email (or if there was a way to do this it would help to better advertise it).

None

Staff responses:

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Undergraduate responses:

They have been helpful in the past when my computer was messing up.

I haven't worked with them yet.

So far the UITS services and staff work just fine. There are no major problems currently.

No changes.

Their services are pretty solid!

They were swift with responding to any issues had.

I have had many positive experiences with UITS staff while living on campus. The staff has successfully helped me several times with setting up and/or fixing some electronic devices in my dorm room.

Connection to the printers in the library and student computer labs have been extremely inconsistent all three years I have attended IUS. I frequently have to log on to two or more computers before finding one that is connected to the local printer.

No, I have had minimal experiences to reflect on since I have not had any classes on campus.

I have had nothing but positive experiences with UITS services.

I haven't talked with many staff members, but the experience was good when I did.

Everything has been great so far

The service that I have experienced so far for my first year of college has been wonderful.

I had some problems with making an account for a family member that was trying to apply to IU, and we contacted IT, and I believe we had a lady named [IRD]. I was asking silly questions, yes. But she was very rude to us over the online chat.

I personally have not had any experiences with the UITS staff, but anyone I know that has has not had any complaints!

Difficult to get an answer about issues.

I have had only great experiences with the IUTS staff; I had a question and got an email back the same day for help. It was very shocking to see how quickly they responded and were willing to help.

I had positive experiences when I needed help to take an online test in the library. I was able to complete it. No concerns or recommendations.

I have not had any negative experiences with UITS, nor any positive. I have not needed to use them at this point.

The IU website is kinda slow, & it sometimes freezes.

All of my experience thus far has been well. No major flaws or errors.

When I've contacted these guys over email, they've generally been helpful in resolving the few problems that do arise.

None

I am just a freshman so my experience with UITS services is limited, and all my classes so far are 100% online, and I have not been on campus yet, but for the most part, once I figured out how to properly navigate through our website I'd say that it is pretty useful and effective for completing and organizing my work and also just being able to find out Campus events and the like. I will say however, I feel like there are times where servers and other pages can be buggy and slow and not always consistent in the way to navigate through different apps and sometimes I feel like the apps open several different windows on my device that can be overwhelming and a nuisance to stay organized. I would just like a faster, more efficient, and less jumbled up way of accessing certain apps and icons on the home page.

I haven't had many issues with UITS staff or services. I can't think of anything I would say needs changed or that I'm having a hard time with.

I do not.

All positive experiences when I needed help. Kaltura is difficult to use, and IGPS map is always wrong, maybe because I'm a transfer student.

Haven't had many interactions.

Graduate responses:

No concerns.

I have recently just started taking courses toward my masters program. So far everyone I have needed to work with has been wonderful. I don't have any specific thoughts, concerns, issues, and/or ideas at this time.

I've never had anything other than good response times and communication with any of the technology staff at IUS. No concerns or issues.

I have only been able to use on-campus resources for 1 class and part of another.

Canvas and Exchange work well for the most part. It took a bit to understand the software/tool portal. I cannot get my Canvas notifications to send to my personal Gmail account. It's set the same as the IU exchange notifications. Also had issues with a book built into a course.