

upgrade **k-state**  
tell us what you need



June 2008  
[www.upgradek-state.edu](http://www.upgradek-state.edu)

Compiled by the Campus IT Needs Assessment Working Group and  
the Office of Educational Innovation and Evaluation

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## I. Introduction:

In Fall 2007, the Provost appointed the Campus IT Needs Assessment Working Group to engage the campus community in a dialogue regarding major campus IT needs and recommend a first set of steps to better align enterprise IT services with campus needs<sup>1</sup>. In January 2008, the Interim Vice Provost of Information and Technology Services and Chair of the Working Group contracted with the Office of Educational Innovation and Evaluation (OEIE) to conduct a series of focus groups and open forums. The focus groups and open forums were designed to accomplish the following: 1) gather specific concerns and ideas from faculty, administrators, staff, and students regarding major campus information technology (IT) needs; 2) identify the strengths and weaknesses of IT services provided centrally in supporting campus needs; and 3) identify possible first steps to better align central IT services with campus technology needs.

During February, March, and April 2008, 16 targeted focus groups and 7 open forums were held for stakeholder groups across Kansas State University (K-State). Individuals across campus, including students, faculty and staff, were invited to participate in the targeted focus groups and open forums to provide insight on campus IT needs. Targeted focus group attendance totaled 134 participants and open forum attendance totaled 105 participants, for an overall attendance of 239 participants. The representation of participants was inclusive of every academic college at K-State. The schedule of the targeted focus groups and open forums is included in Appendix A. In addition, over 100 email comments were received from the campus community through the Upgrade K-State: Tell Us What You Need website (<http://upgrade.k-state.edu>).

The results of targeted focus groups, open forums, and Upgrade K-State comments have been compiled in this report to be shared with the campus community on the Upgrade K-State website. Taken together, these results offer a broad scan of the current state of K-State's information technology services and future needs as perceived by a variety of stakeholder groups. The report will be used by the Campus IT Needs Assessment Working Group to develop recommendations for the Provost and the Computing Executive Committee regarding next steps to better align central IT services with critical campus needs. In addition, central IT leadership will review the documentation for "quick win" action items to improve central IT services.

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<sup>1</sup> Working Group members include Lynn Carlin, Interim Vice Provost for Information Technology Services (ITS) and Chair; Fred Fairchild, Vice President/President-Elect of Faculty-Senate; James Lyall, Associate Vice Provost for ITS; Ralph Richardson, Dean of Veterinary Medicine; Tweed Ross, Chair, Faculty Senate Committee on Technology; Charlie Thomas, Athletics Department; and Zach McMahon, student representative.

## II. Focus Groups and Open Forums Goals:

The specific goals of the targeted focus groups and open forums were to:

Begin to build a shared understanding of major campus IT needs across stakeholder groups.

Provide stakeholders an opportunity to join in a dialogue with colleagues about IT services and needs on campus. It also provide participants with an opportunity to share with central IT and university leadership their thoughts and ideas about the challenges they face as they integrate technology into their work and the types of services that would help overcome those challenges.

Test the use of focus groups and open forums as a means to enhance campus dialogue between stakeholders and central IT regarding campus IT needs.

Gather information as a basis for assessing the current situation regarding major campus IT needs, the strengths and weaknesses of IT provided centrally, and possible first steps to align enterprise IT providers with the most pressing campus IT needs.

## III. Methodology:

The method of conducting the targeted focus groups and open forums to accomplish the goal of engaging the campus in a dialogue on information technology was based on the Information Technology Study Report conducted by Iowa State University in 2004. This methodology included targeted focus groups for identified segments of the campus community and open forums for faculty, staff, and students who were not invited to participate in a targeted focus group.

In line with this methodology, the K-State Campus IT Needs Assessment Working Group assisted OEIE in identifying faculty, staff, and students to be invited to participate in the targeted focus groups. Efforts were made to accommodate schedules to maximize participation, including two make-up sessions. The targeted focus groups are listed below in chronological order:

- Biosecurity and Food Safety
- Student Organizations
- Business and Finance
- Academic Administrators
- Classified Senate
- Teaching with Technology
- Engagement, Extension, and Outreach
- Research Faculty and Staff
- Affiliated Organizations
- Graduate Teaching Assistants and Graduate Research Assistants
- Student Affairs and Student Life
- New Faculty
- Medical and Clinical Services
- Faculty Senate

Two make-up focus groups were held for invitees who were unable to attend their specific targeted focus group. Open forums were held for Faculty (2), Students (2), Central IT Staff, Campus IT Staff, and the Salina campus.

The targeted focus groups were scheduled for a two hour interval of time, while the open forums spanned a 90 minute time period. The average attendance in the targeted focus groups was eight participants, while the open forum attendance ranged from zero to fifty participants.

Through out the targeted focus groups and open forums all ideas, suggestions, and recommendations were documented and are

included in Section V. Results from Focus Groups, Open Forums, and Upgrade K-State of this report. Participants were encouraged to question each other about ideas and suggestions presented during the discussion for clarification and understanding. Participants were informed that the session would be recorded with their consent and the ideas from these sessions would be shared on a publicly available website when the targeted focus groups and open forums were concluded. Participants were also informed that all ideas were confidential and individual responses from specific groups would not be made public. Participants were also told that the documentation from the targeted focus groups and open forums would be used by the Campus IT Needs Assessment Working Group to develop recommendations for the Provost and the Computing Executive Committee regarding next steps for better alignment of central IT services with campus needs. In addition, central IT leadership would review the documentation for “quick win” action items to improve central IT services.

## IV. Guiding Questions:

The following questions framed the discussion for both the targeted focus groups and open forums conducted for K-State. These same questions formed the basis for the request for comments through the Upgrade K-State website. As mentioned above, these questions were based on the Information Technology Study Report conducted by Iowa State University in 2004.

1. Related to K-State information technology services, what works well for you? (In other words, if changes are made to technology services, what should be left alone?)
2. What are your major concerns with information technology services at K-State? What is getting in your way of doing your job?
3. If you could make two immediate changes to IT services at K-State over the next two years to better meet your needs, what would they be?
4. Looking past two years, if you had two wishes for IT services at K-State, what would they be?

## V. Results from Focus Groups, Open Forums, and Upgrade K-State

### V.I. Strengths and Concerns

**Related to K-State information technology services, what works well for you? (In other words, if changes are made to technology services, what should be left alone?) What are your major concerns with information technology services at K-State? What is getting in your way of doing your job?**

#### Campus Technology Environment

- All services are working well, but could it be better?
- Is technology effective? Are all items effective?
- Nothing should be left alone
- Audit what we have continually
- Nothing should be left alone, everything should be audited
- Don't leave anything alone
- Everything can be improved
- Everything can be improved, everything changes all the time.
- Everything needs to be changing, evolving (ex. iSIS process)
- Everything in IT is changing, nothing should be left alone

- Existing programs could be better, could be worse.
- Not a lot works well.
- Need to constantly evaluate technology
- Everything could be improved
- What works well is relative to what we have/know now. Openness to change is positive and difficult.
- Trickle down - implementation of new hardware uses trickle down effect, which causes difficulty economically feasible vs. morale standpoint (Salina)
- 'Haves' build up their shops, 'have nots' must use generic/central services (vanilla vs. Neapolitan)
- As a university, we fail to recognize what faculty work is now, and the basic tools required to do this work.
- Equity for hardware is not consistent across all departments. Haves and have nots.
- Haves and have nots - need equity across all departments
- Need to have a foundation of technology services across campus in order to do our jobs
- Depending on position in college (Arts and Science) you may not be provided with basic IT hardware necessary to function, but instead be required to purchase it yourself.
- Technology is inconsistent as well as IT support is inconsistent
- Other universities are doing so much more than KSU, but KSU lacks the resources to make these changes/updates related to IT
- Have other staff coming that are limited by what the university allows
- Don't want to be behind peers
- Technology moves so fast, so if you move slowly enough you are left behind. We need to move faster to keep up.
- Apply to the overall enterprise (entire mission of the institute, e.g. service learning, research, etc.)
- How do we get more people to use technology that is available
- Need education/training to be able to access IT services-need to give all staff basic technical competencies. Bridge gap between tech people and non-tech people
- IT is bigger than Manhattan and impact is larger (statewide, regional)
- University claims of being wired meets undergraduate student needs, but doesn't meet needs above this for faculty, research, etc.
- University needs to keep joining new initiatives (such as post I2, I3 initiatives)
- Would like to be able to use technology to better market organization
- Need institutional strategies around which we leverage to achieve results for healthcare entities on campus.
- We have been crisis driven
- Technology deadlines drives timelines across campus rather than readiness
- Change from reactive to proactive
- Need better communication and consistent technology - technology can be inconsistent
- Would like to see IT continue to look to future and not the past (student access, support, technology)
- IT should be the tool - information component
- Need to develop risk tolerance levels for new technologies.

## Teaching with Technology

### General

- Teachers should be required to post grades online.
- If professor uses KSOL it is great. IF they don't its not
- As an instructor need more instruction using KSOL as a teaching tool.
- Professors don't want to use new technology. Prefer 'toting around projectors'
- Professors using KSOL is good.
- Dislike online classes & system/pedagogy. Need to do away with
- Increased technology can negatively impact teaching ex. Student online during teaching, etc.
- No quality control for online courses
- Tools and technical support to support new ways of teaching (audio, visual) Generally the ability to experiment with different

technology is supported

- Need to get into online games like 2nd Life. Feel like we are falling behind. Need to build an expertise using virtual world in instructional technology
- Current generation attuned to iPhones. The hardest part is using that technology. Must be forward thinking
- Would like to see more of beaming delivered to the desktop and iPod, etc.
- Need to support laptop culture (i.e. seats with electrical outlets under seats ) and the electronic portable device culture (iPods, blackberries, etc)
- Need to provide students with computer technology that they need will make them competitive in grad school and as a professional
- Faculty not getting credit for teaching interdisciplinary courses is a problem. This happens because of accounting system.
- Online courses aren't accessible for students with disabilities
- Accessibility needs to continue to be considered and aid to faculty
- Accessibility - higher administration is supportive and forward-thinking
- Working with DCE, their facilitation center is inconsistent (really good or really bad) will they be able to keep up with distance learning needs in the future?
- K-state is well-prepared for distributed education (internationally on-campus) - ag econ
- Less prepared when a distance education students is not at university

## Technology Classrooms

- Space (different types of spaces for teaching with technology)
- Different IT classrooms for teaching
- Need technology light classroom, make ubiquitous
- Some of the high tech classrooms work very well
- Technology classrooms work well
- Smart classroom: fixed vs. portable, need stability and reliability
- Behind in technology in classrooms in department
- In regard to It classrooms, faculty are sharing their issues but its not getting better
- Faculty needs are not considered when classrooms are designed (layout and technology provided)
- Other universities have better classrooms and IT equipment than KSU
- Classroom setting: likes consistency with technology classrooms and platforms
- Is there any consistency across the technology classrooms? Ex. Vet med
- Instructional support and technology is not standardized across campus classrooms so instructors don't know what they are getting.
- Would like to have a turn-key system in the classroom
- Need uniformity in IT classrooms
- Standardized computer set-up is need
- Need to push high technology solutions. Need to invest in classrooms.
- Wide disparity across campus with classrooms (Waters, Cardwell) (i.e., ghettoization)
- Infrastructure is cracking. IT classrooms are no longer high-tech. Inflexible policies, old equipment replacement cycles not sufficient.
- Classrooms need up-to-date software and hardware
- Some classrooms aren't as technology friendly (using old equipment). Need more technology classrooms and technology in the classrooms.
- Variability in types of high tech classrooms, would like to see all classrooms as high tech as others
- Studio classrooms should not be classified as general use technology classrooms.
- System of creating and maintaining IT classrooms is good
- Not enough technology in classrooms at Salina campus.
- Faculty want to use more technology in classroom, but need more training and support in doing this
- Can we have tech anything? (computers and LCDs for classrooms that GTAs teach in)
- Need recording technology capabilities in classrooms for distance learning classes (i.e. Bluemont 122)

## Computer Labs, Commons, Learning Centers

- No centralized location for general computer use for students. Need one.
- For security, have card access for general computer labs. Instead of labs being unavailable.
- Plotting and printing system is outdated. Would like to see system improved and automated and easier to use.
- Needs to be a list of general labs and what software packages are available in each lab (SPSS, other programs)
- Coles Hall online registration for core labs is helpful
- Computer lab is isolated - would be nice to interface with eID systems in geography
- Printing is an issue when using own laptop. It would be nice to be able to access printers in the library or anywhere.

## Remote Access

- Need to be able to work anywhere - where you are
- Need access to email, files, etc. Anything on campus when you are off campus
- Able to be anywhere. Remote access via webmail is working well
- Rumor that remote access will be blocked in Residence Halls.
- Like that every PC in residence Halls has own IP address for remote access.
- Want to access files on the departmental server from off campus
- It is difficult to get support in meeting needs of 'working mobility' (cell phones, wireless) for when out of the office, town, etc.
- Able to access desktop remotely. This is good.
- VPN = don't have one that works on campus and can't get one to work.
- Like to have easy access to your files (roaming folders) where ever you log in on campus and off campus.
- Need to have remote access system that works well
- Remote access is problematic
- Remote access works well-accessing files ability to work from anywhere - in Physics
- Need to have remote access system that works well
- Like the ability to have remote access from home
- Remote access is problematic but have firewalls for security is good

## Remote Collaboration

- Equipment location not convenient (Polycom, videoconferencing)
- For international collaboration, we need better tools (i.e. live videoconferencing courses and meetings using PowerPoint slides)
- If we can't collaborate effectively, we won't be able to bring people to KSU
- Collaboration - multi-campus is difficult for virtual meetings. Needs to be more sophisticated.
- There are other systems that make collaboration easier (i.e. Blackboard)
- Collaboration with K-12 schools using KSOL is difficult, can't get K-12 access to KSOL
- Have problems connecting with committee members (external to the university)
- KSU is 10 years behind in thinking about virtual collaboration needs.
- Need a shared drive to better conduct their work, collaborate, shared files, etc.
- Limits on conference call participation (not enough people are allowed to participate) from office phone is problematic
- There isn't an easy way to integrate non-KSU people with eID system for collaboration
- Online collaboration- environment
- Online collaboration environment
- Videoconferencing capabilities works well (specifically SIRT meeting)
- Need more locations and better videoconferencing between Salina and Manhattan
- Manhattan campus needs to consider videoconferencing opportunities when scheduling meetings with Salina faculty and staff
- Not enough videoconferencing capabilities at Salina and Manhattan (ex. Room availability- SIRT)
- Had to buy own polycom system for videoconferencing
- Need to identify/collaborate with peer departments/institutions external to K-State

- Were able to collaborate with other universities on a proposal due to new fiber availability

## Integration/Interoperability

- K-State is not functioning in a cross-platform world
- Need technology that is cross-platform and seamlessly supported
- KSU not taking advantage of implementing iSIS crisis – tie it in with other services (e.g., HR data)
- Need cohesiveness of electronic communication across campus
- VPN and Outlook work great but don't sync with Oracle
- Have Microsoft Outlook difficulties with remote access
- Difficulties in general with Outlook, email programs, and Oracle– compatibility
- Need Syncing systems with Oracle
- Improve online/software compatibility
- Constant changing within systems. Difficult for students to change systems. Pick one for consistency. KSOL, CATS, ISIS
- Difficult to navigate among multiple systems.
- Need application systems to interconnect better; less manual interaction needed
- Have a lot of new tools, but we haven't begun integrating them
- OSAS online is too limited. Need new interface to have custom features need to interface with KSOL
- Each department has different systems.
- Single sign-on wanted. Why don't we have it?
- Need a single sign-in to get email, calendar, iSIS, etc.
- Due to confidentiality issues of shared data a single login would not work across campus. But our single access works well for out work in foundation
- Multiple systems makes data integration difficult
- Need to have comprehensive seamless access/integration
- No enterprise system (email) Need enterprise solution to everything.
- Integrate DCE systems with other systems
- Integrate continuing education students with other students and process.

## Information Management and Access

- Applicant flow, comprehensive data – need this
- Current systems not allowing and makes it difficult for compliance for reporting (linked to process of data collection)
- Compensation compliance – cannot push a button and do it
- No data warehouse or decision support (need tools to use it in a meaningful way)
- Getting access to data points is very difficult
- The current-ness of data at K-State is a problem.
- Need students' address to change in one location so all systems are synced with access to local and permanent address
- Need to be able to ask students once for information and it works
- Electronic management needs to be reliable, accurate and current
- Accessing databases from library electronically works well
- Would like easier remote access to online journals K-State subscribes to. Ability to jump from article to article without going through library website
- Using technology (remote access) to access library materials and services works well.
- Access to library resources works well
- Need to break down silos

## Process Improvements/E-Business

- Would like to see things done more electronically (e.g., electronic signatures)
- Too much of university communication is still through paper (business that needs to be done).
- Need to move towards electronic/paperless university & electronic work flow. Needs to be Green.
- KATS – claim to have electronic signatures as an option, but no one knows how to use it.
- Do not have electronic signature capabilities (for course approval process)
- We need electronic signatures with the KATS system to make it easier to use.
- Need electronic paperwork systems. Eliminate need to courier paperwork to offices across campus
- Like to see campus have a work flow system – electronic business process (electronic signatures)
- Going paperless – what are the resources, what office to contact?
- Like to see eID electronic signature feature
- Students are just as frustrated as administration and faculty and they use their own processes
- KSU is ahead of Purdue in implementing electronic enrollment
- “Designated people” system hinders the process rather than helps (regarding course sign-up, etc)
- Course approval process notification and feedback is problematic
- Don’t have electronic course approval process that can then feed into course listings (catalog/iSIS)
- Need a secure system to allow for electronic review of SOAP notes, records and documentation (currently paper based at Campus Creek)
- Would be nice to have a private and secure way for students to make appointments online
- IT has not supported the business process

## K-State Web Presence

- Needs to consider external audiences in structure of website and information available. Not friendly to external users
- Don’t like the design of the university website (ex. President Bush’s visit wasn’t on the front page). Need more up to date events on the front page.
- Website is 1995 – vintage – and we get 3,000 hits a day
- University website needs an overhaul
- There is a lot of information on the website that people do not know about. Need to educate.
- K-State website engine needs work – ancient, insecure, modern design is hard – no blogging, PHP, ability to do what I need to do
- Webpages very limited in what we can do on K-State webserver – big limitation
- Website updates need to happen more regularly & websites need to be more user friendly. Ex) grad students, sports clubs, diversity office, FSHS
- No guarantee that websites are current
- No easy way for faculty to adjust their bio on department website. Untrained people updating department website
- No funding to have webmasters for continual website updates.
- Would be nice to have website continuity across campus/college
- Needs to be a standard for individual department, college, etc. (websites.)
- Web presence – need standards across university web page. No branding across campus or continuity with websites
- Need a coherent web strategy (presentation applications, content management, etc)
- Need Campus-wide web content management system
- Need to strengthen the K-State brand on the web
- Would like Central IT to offer a stack of services (PHP, MYSQL) to support web design
- Need central web development services – available on demand
- Google search works better than K-State search – would like to see IT use the Google
- K-State search needs work (search function)
- The search engine on the K-State website doesn’t always pull up when they need.
- People search function works well

- Search function on ksu.edu isn't helpful/logical - especially departmental organization information
- Search function on website not helpful
- K-State directories search for names is difficult and problematic (ex: hyphenated last names, specifically)
- Library website is good, wealth of information.
- "Consider K-State" website very easy to use, very easy to find things. Why can't KSU website be better?
- Student affairs webpage is more user friendly
- Need more flexibility with student blogs on department websites, etc. Updated
- Likes accessibility of (K-State/Vet-Med) websites and information provided on websites.
- Make better use of websites for marketing and recruitment
- Process for requesting URL within KSU website works well

## IT Communication and Collaboration

### Campus (General)

- Need communication for all users
- Good communication needs to continue
- Need ongoing dialogue to identify shared technology opportunities
- Need to develop strategies and implementation to exchange information fluidly. Ongoing dialogue
- Communication between IT folks and Non-IT folks needs common dialogue
- Find out about changes by accident. No centralized way to communicate changes in advance.
- Need to improve communication regarding IT changes so the right hand knows the changes the left hand has made
- Changes are made with out asking all of the people who will be impacted.
- Manage expectations - planned outages
- Lack of knowledge about what we (NISTAC) do and what we need to do. Inability to be flexible with other entities. (ex. Exchange of secure information)
- Need marketing plan for [IT] external communication
- IT services should be invisible
- Takes forever to navigate central IT systems (password, webmail, etc.) from front web-page.
- Can't find the pass code to work wirelessly, needs to be on the main page

### InfoTech Tuesday

- Need more communication than InfoTech Tuesday
- Likes Tuesday newsletter - tech tips, information
- Info Tech newsletter - good information and works well
- Why doesn't IT Tuesday come ready to read? Too many clicks to get there. Clunky format.
- InfoTech Tuesday is very informative and helpful
- InfoTech Tuesday newsletter is good

### Roles and Services

- Don't know what services IT can offer
- Not sure what Information Technology Services does/cover
- Which office to go to for what IT services?
- Where does central IT begin and end?
- Would like to know what IT organizational chart looks like - doesn't understand system
- Too decentralized with IT services, hard to figure out who to go to
- IT services organizational structure is not transparent, is frustrating
- Lack of transparency (where to go)
- IT seems to be continually reorganized and is problematic (no one knows where to go)

- Roles are not well defined; don't know who to seek help from.
- It is hard to find out who to talk to for various IT services.
- Navigating who to contact (for what services) is a challenge.
- Clearly define who does what, and that at least somebody does it. IE: when a group on campus wants a collaboration website is that OME or WEB or does EST do it, because nobody else will
- Better understanding of IT unit functions across campus to support IT needs.
- Unfamiliar with IT units/departments. Need more information/better understanding of IT units.
- Don't know about some of the services (survey system, enrollment, other IT). Wish they knew about it sooner.
- Communication about what is new, what is available, and how to use it across campus (ex. Had to ask to be included in iSIS, Oracle. Need to be added at the beginning of change.
- Central IT needs to identify services they provide, based on resources available
- Initially it was difficult to figure out who to contact when setting up a new center, but once that was established it was a smooth process
- Communication - making sure everyone is aware of training, assistance services, and what is going on?
- One-stop shop for expertise on specific subject areas. Specifically, don't know where to go to get a specific service
- Need on-line catalog for tech services
- Would like IT services to provide information about hardware and software available across campus. Currently don't know who is using what.
- Nice to know what IT resources are out there (ex: Axio Survey System)

## Central and Departmental IT

- Need communication between IT groups across campus
- KATS group could be better - interaction with central IT group
- Need general IT listserv
- Need unified instant messaging platform. Many IT groups use separate and sometimes incompatible systems. Unification would help collaboration across different teams
- Inter-operability between campus IT groups for improved service and communication
- Extension IT - communication on upcoming changes and policies (equal compatibility with Oznet)
- Have quarterly or bi-yearly meetings for sharing updates (centrally and across departments)
- Would like to see collaboration between departments, so not to "recreate the wheel" and share expertise
- Promote informal IT collaboration and sharing ideas
- Need consolidated communication - too many Listservs.
- Internal communication is bad
- Need a standardized portal for IT so we know what's out there
- Need internal collaboration for improvement
- Need clearly defined interdepartmental communication conduits
- Need regular IT group meetings with worker-bees not just unit directors
- Leave alone - needs to foster X - department collaboration
- Need better communication between IT departments, standardized and effective change management process, and enterprise project management
- Need knowledge exchange via on-demand resource or communities of practice

## Technology Support and Training

### General

- Need more IT visibility, centralized IT location for students to access
- IT support.
- Would like more IT help centers around campus.

- Need a one stop shop (point of contact) to coordinate teleconferencing, etc. like downlinks. Use technology to broaden the reach off campus
- Technical support at this university is at an all time low.
- Cost differentiation for "after hours" IT support vs. daytime IT support (server repairs) - unaware of this...
- Installations, time lags, reduce efficiency. Hard to approach vendor regarding problems/questions months after purchase.
- Correct hardware purchased, but 8 months later not a proper usage of equipment (timeliness is a problem)
- Need more hardware support
- IT in general, specifically higher administration in IT, is unresponsive - failure to return calls, respond to needs, etc
- During the Jardine renovation (phone systems), forgot to reconnect childhood development center. Have since gotten wireless and have gotten good support.
- Support on and off campus - remote issues
- K-State IT services tech staff has been very helpful for Lafene (e.g. firewall set-up, tech support)
- Get great assistance with firewalls, software, etc.
- Get K-State IT assistance when needed for private network.
- IT was "right there" (responsive) with server issues
- People in IT services are very cooperative and easy to work with (GIS)
- Online survey system personnel are extremely helpful to novice users
- [Need] Redundancy and Back-up (IT support)
- K-State online help tech desk not good for high end applications (expertise)
- IT support for KSOL has worked well (e.g. satisfied with support for securing breach)
- KSOL help was appalling
- KSOL and IT Help Desk helps international students learn to use systems
- Don't like to call help desk - specifically related to KSOL, time consuming, a hassle regarding permissions involved.

## Help Desk/iTAC

- Make sure there is backup to Help Desk with expertise
- Student Help Desk is working
- Help Desk process works well
- IT Help Desk is working well
- Help desk is not always helpful. Sometimes thought of as "helpless"
- People at help desk are helpful - campus or department level.
- iTAC does not offer expertise. Not comfortable sending people there.
- Good to have tech support, but expertise varies
- Difficulty in communicating needs with IT help, i.e., we don't speak same language
- IT help desk - trouble with responsiveness, getting back
- IT help desk has been helpful and tolerant
- Help desk always tries to be helpful - always polite
- iTAC contacts are mostly students - know more than them about departmental IT issues
- Don't know who to go to when the Help Desk can't help
- Would like to see more one on one service - not as much multi-tasking by IT help desk support staff
- Like having iTAC in building/department (i.e., proximity and e.g. Library)
- iTAC needs to be more of a clearing house.
- Help (lower level) from iTAC very good, helpful (ex. Password reset, computer repair). High level of customer service
- IT Help Desk is helpful most of the time (50%+, not 100%) depending on the issue
- IT support services always try to help, even if the answer is not immediately available.
- There is a tendency for students at IT Help Desk to jump to conclusions or make assumptions in questions and user's ability when responding to questions.
- The problem with employees in iTAC and Computer support is that they all want to do what they want, when they want, and they think their way is the only way. There is no firm leadership saying this is what is going to happen and be done, so do it.
- The employees assume that all of us know as much about computers as they do. They forget they are to be there to support us and talk to us in a way that we can understand. Getting voice mail at the help desk is not an answer. When you have a

question, it needs to be solved now.

- IT help desk has been positive, responsive, courteous, and professional for facilities
- Have had student IT support that is neither attentive nor helpful, routinely is referred elsewhere.
- Some iTAC services work well
- Tech support with equipment, passwords, etc is good and responsive.
- iTAC – tech support. Appreciate the customer service and [there is] no dumb question
- Help Desk doesn't know where to send people – need to find out who to talk to instead
- Help Desk works well. Very responsive and effective
- Help Desk works well
- iTAC Desktop support works well
- Lack of comprehensive desktop support system forces anyone related to tech to fill these roles (Trio phone example)
- Use iTAC for server services – response time sometimes slow
- Media center ITAC group does a good job of what they do.
- Media development center is a great resource
- Media Development Center Lab is useful
- Salina is often seen as an oversight (ex. Media Center, can't access it)
- Media Center is crucial, no place for Salina faculty and students to digitize and convert
- Media Development Center is better than it was in the past (i.e., equipment check-out)
- Ability to check-out media equipment (computers, camcorder) [works well]
- Equipment rental in Hale Library works well
- Tech support in IT classrooms is excellent
- IT classroom management is getting better
- Electronic dissertations and theses – problems are anticipated with this.
- Bring in own equipment to IT Help Desk – good thing
- Computer repair is working well, ease of contacting them

## Distributed Technology Support

- One stop shop is not necessarily better – competing entities are a good thing. Navigation is important.
- There is no one-stop shopping for tech support at KSU
- 'We all have jobs to do and don't want to become tech nerds.
- Support – Is it available with diversified computing? Do IT staffs' preferences drive support available?
- General support is very good. Support staff willing to help – both departmental and central IT staff
- Don't want to change decentralized system tech support (e.g., Catalyst – keep it)
- Departmental and central tech support does not work well for us
- Designated IT person in departments or on-site (are good)
- IET unit – working well: accessibility, responsiveness (extension)
- Extension's IET tech support & responsiveness to training needs is good
- Need IT support who provide support and not just software. Needed to outsource to meet tech needs.
- Have to contract out for IT support (Desk top support) from another unit interdisciplinary/multidisciplinary programs don't fit with college IT
- IT support should not be building specific. 'It doesn't fit anymore.'
- Departmental building/school level IT support works well
- College support is better than campus support level
- Small departments (3 or 4 people) don't have funding, specifically need website maintenance
- Engineering has their own IT that is not very good because there is only on person. University IT staff can't help within department.
- Faculty member has been assigned to act as department IT support, but is only knowledgeable in one platform; this is limiting
- Dependent on COE staff for IT needs (who is responsible for email issues?)
- Physics is in an island of IT – wants to be part of central IT for email
- Vet Med has tech staff to support tech needs and web support
- IT customer service (within in KSU Research and Extension) is first rate

- Need support for International work (research and Instruction) in regard to IT services (phone, software, etc)
- IT services college of Arts and Sciences varies across the board but it is expected and won't change.
- IT support services vary from college to college
- University publications department has been a huge help in providing website support (huge output for Rec Services website)
- Need for tech expertise for all IT needs in various departments for back-up.
- Difficult to argue expertise when we don't have the climate
- Vet Med has resources and staff expertise to support Intranet.
- Need resources and expertise available to assist in developing Intranet.

## Training

- Decentralized training support is needed
- Need more standardized training for all employees who use IT technology
- Need to be more proactive in meeting faculty training needs and interest
- Need one-stop shop for IT round tables, tech bytes, etc, (i.e. clearinghouse)
- Training sessions (KSOL) and newsletter (ex. Tech tips) are both very good
- Like techbytes series and the ability to access them better
- Webinar on style sheets for Word was timely and excellent
- Like the in person training; IDT roundtable, tech-bytes, etc
- Need advanced notice for trainings on campus or a way to offer training to individuals with inflexible schedules. Need flexible training.
- One hour information session on new instructional technology, by Office of Mediated Education, was helpful.
- Need to know if IT round tables are applicable, do we go?
- Confusion about have to forward emails between email accounts. Missed emails coming to eID@ksu.edu. Need in house training.
- Would be beneficial for new staff to have training on listservs, basic software (tools and services training). Ex. KSOL, OSAS, campus features
- Departments need training for upgraded software. Ex. Some are still using WordPerfect and don't have time to learn Microsoft Word
- Need training to use IT tools (KSOL, Software packages, AXIO)
- Need FAQs or simple steps on how to use IT tools available (on desktop or online)
- Need protocol for software updates
- Disconnect between implementation and training. Training and communication is a problem
- Lack of training for end user for basic knowledge
- Basic (mandatory) training is good: how to use WebMail, security, passwords - how to create, incorporate this in new hire orientation
- Communication about spam, blocking, etc. is good
- Need update of email etiquette
- Central IT or someone else needs to provide faculty with coaching on how to manage email lives within teaching, research, etc (expectations are increasing)
- Training for technology - shared training for applications across campus - training has gotten away from basic desktop applications
- Need training and system of assessment for what programs faculty staff need.
- Would like training for new staff on how to access and use various programs and systems
- More stepwise training needed, on an as needed basis and what is available

# IT Infrastructure

## General

- Entities that are separate from and yet tied to the university need to have separate IP infrastructure
- Simple technology systems work well. (phone, voice mail, electricity)
- We have lied to ourselves and others about the quality of technology infrastructure.
- University states it has cutting edge technology when it does not.
- There is a high utilization rate of IT equipment at K-State. This is good.
- Lack of robust infrastructure limits ability to bid/host conferences. Need conference space.
- Access to library systems/network grid at night, 27-7. Access grid computing.
- Bytes are regarded as very precious, unnecessarily
- K-State doesn't offer a modern tool set for users (e.g. forums, wikis, podcast capabilities) This forces faculty to go outside the university to get these
- Need campus-wide blogging, key platform, content management system

## Wireless

- Dickens, McCain doesn't have wireless. Not strong connection.
- Wireless is terrible in Weber. Inconsistent, availability in limited number of rooms
- Wireless networking works well in Call Hall
- Do not have wireless coverage everywhere.
- Wireless networks need to be evaluated
- Wireless bandwidth outside technology classrooms is too thin; needs to be fatter
- Prospective students are surprised campus is wireless.
- Wireless is good in some buildings
- Availability of service is good at Hale, Residence Halls, and Old Stadium.
- Need to accommodate large number of wireless users.
- Pockets without wireless connection
- Love wireless Internet access - accessible virtually anywhere on campus
- Need more network reliability. Wireless access doesn't extend outside of buildings
- Wireless is not accessible everywhere. We need it to be accessible.
- Wireless networks doesn't completely cover needed area/buildings (Vet-Med, Campus Creek, Lafene)
- Every wireless system that he has used or is aware of works well.
- Wireless access across campus is good
- KSU wiring is out-of-date, server is not fast enough (ex: 30 students' work cannot be supported during class on wireless network)
- Don't have wireless in Edwards - want wireless in all buildings
- Wireless internet access works well
- Wireless coverage is not a universal resource for everyone across campus

## Wiring and Connectivity

- Upgrade from CAT3 cable to allow faster connection
- Need faster network (wired and wireless) all across campus
- Seamless connectivity across campus is problematic.
- Networking connectivity (basic IT structure) need to improve to support research - bandwidth at least 1G connection
- Infrastructure is a crisis in Cardwell - network is antiquated
- Network infrastructure is crumbling in Cardwell (thin net)
- Enhance electrical support and wiring in Waters Hall
- Infrastructure in Waters Hall does not work well. Departments have to pay for infrastructure upgrades, which is a problem.
- Need secure, clean, environmentally safe, controlled access network closets

- Campus computer networks have some bottlenecks. (General computing cluster) building links to campus infrastructure woefully inadequate.
- Sufficient bandwidth now – in future will be insufficient
- Broadband connectivity – need bigger bandwidth
- Internet 2 connection works well.
- Internet has been very reliable lately
- Need more accessibility for video and audio for educational purposes
- Issues with connectivity in Hemisphere room – need reliable connectivity
- Any downtime is a huge problem
- Down time is a problem
- Need for redundancies – outages are a huge problem for proposal submission
- Internet pipeline to Salina is working well
- Critical Need-Connectivity. Get us as much bandwidth as possible for research. Videoconferencing is research.
- Need support for computational research – bioformatics, climate models, computational chemistry, etc.
- Internet access and bandwidth is positive
- Need more bandwidth for online gaming (ex. Second life)
- Network is a bit unstable at times. We don't have everyone utilizing the same system which poses problems. Issues with integrated systems.
- Generally K-State runs an open network. Not a lot of restrictions. This is good.
- Need fast and reliable network for all faculty.
- Internet – fast, not a lot of downtime (reliable)
- Backbone cannot handle needs and wants for radiology, imagining, high resolution images.
- Processing payments is difficult when there are outages
- Internet needs supersede campus network abilities. Do we need to look at outside vendors to meet these needs or can K-State do this?
- Need a redundant network to cover downtime.
- Sometimes web outages are problematic
- Web downtimes negatively impacts patient care (e.g. pharmacy billing)
- Speed of the network is a times slow (e.g. searches)
- Webmail & KSOL access is too slow during academic year (at Campus Creek)
- Networking tracking patterns. CTS didn't plan with departments on networking
- It is nice when everyone's network is on the same platform (same server). Need a unified network (ex. For roaming files)

## Server Environment

- Some PHP support.
- Servers that department websites are on are not compatible (PHP, MySQL)
- Need more standardized flexibility in server environment (PHP, MYSQL)
- Historically a lack of flexibility with web servers
- Reliable servers should not be touched
- Like shared servers
- Don't have access to servers or the ability to create your own web applications that impact your work. Have to use things outside the KSU network
- Limited in what I can do because of limited server capacity
- Need to consolidate resources to allow for more efficient web development, i.e., Web designers need access and control of servers to test on
- Perception that the library server change over is taking a long time; takes a long time to reboot – message is searching for servers (active directory)
- LDAP is not specific/granular enough

## Storage Space

- Storage space - need more
- Need to provide central data storage for all K-State users that can be easily shared among users, e.g., for research grants

## Telephone Service

- Like the ability to forward phone calls
- Caller ID takes too much time to get set up
- Phone equipment is old. Can't see numbers on screen for caller ID.
- Like ability to check voicemail remotely
- Voicemail is difficult to access the messages
- Voicemail system is inefficient and cumbersome. Takes too long to get to messages
- Paging and cell phone systems don't go where we need to go (for example, pages won't go through in hospital). This becomes cost prohibitive for departmental cell phones.
- Phone service (excluding voice mail) has the least amount of problems

## Departmental Infrastructure

- Engineering provides flowcharts as a visual rep of DARS. Major and personal charts. This is good.
- Logon to Engineering system. The time to connect is inconsistent (30s - 5min)
- Need more IP addresses in department
- College of Engineering maintains software and hardware updates well
- Engineering Department is well provided for (software, computers, all up to date and great)
- Need to update from a central location in department so all software is compatible
- Department has lab with specific software (GIS). This lab is also used for classrooms so there is limited time for general access.
- Getting the College of Education on the same page as the other colleges. They use MACS, equipment and software are outdated.

## Application Services

### General

- Software doesn't do everything we want.
- Most of the systems provided work very well, reliable
- History of legacy system. We buy our own rather than buy off the shelf (resources driven)
- When you build off legacy systems, new systems look like the old
- Business process needs to drive the technology
- IT tools need to support the way we work.
- Need to make timing of updates to be more convenient (ex) iSIS). Transitions are at awkward times in the semester.
- Leave alone applications developers working hand in hand with end users to understand functional processes and issues to design the best technical solutions
- As a new organization (child development center) don't have access to all programs available on campus but webmail and Oracle work well
- Microsoft office applications should be left alone. No need for continual upgrades
- I would like to see one universal scheduling system for both Salina and Manhattan.
- We need the provision of software that would allow for the scheduling of rooms.
- Would like to seem more browser independence (web applications)
- Electronic theses and dissertations - team development approach was very helpful

- Electronic catalog is problematic (task force is being created to identify issues)
- Increased decentralization, re: ACALOG is a problem (specifically within the last 2 months)
- The program that put the catalog online messed up the entire format, so we can't just make corrections, the entire thing has to be done. Why couldn't have it been put online like the graduate catalog?
- Work order system (MWOS) used by housing is problematic
- Info about student status, works well. DARS, can track hours, bills, etc.
- KATS is transparent - easy to use (DARS, section permission, student advising)
- SIS and KSOL are great conveniences and work well - from student standpoint
- [SIS] SRDI screen - like the current system, all information in one place.
- Need an [SIS] SRDI screen for clerks - seems systems is more responsive (aimed) at faculty than clerks
- Love HRIS
- Operational standards. Need a holding place. Ex. students completing online applications should be able to store information and complete application later if necessary
- Need more real-time interaction with campus databases.
- System based on SSNs is problematic (per K-State policy & security)
- What happens when the main frame goes away?
- Need to make free research software available to all faculty
- Like to see user groups for new and existing software and applications

## Email Services

- Use of webmail - compatibility is not serving purpose
- Email patchwork on campus, doesn't talk well with each other
- Reliability of email causes professors and grad students to leave. Computer science expectations.
- Webmail outages are unacceptable.
- Reliability is good. webmail.
- Slow response on Webmail is problematic (i.e., lose an hour a day in work or more)
- Webmail html support is outdated. Takes too long to create. 40 hours vs. 10.
- Attachment stripping on webmail is a problem.
- Leave GroupWise under Novell - It works well (at Vet Med)
- Eliminate webmail and replace it with something else
- Salina's email is great
- Email needs to be reliable
- Outlook works well (calendar, email, scheduling)
- Like Webmail how it is. Simple and easy to use.
- Faculty/Staff Webmail (Salina) is difficult to use (accessing, deleting, etc.)
- Frustrating that can't access Salina Webmail from home. Can't access new emails in subfolders and can't delete them
- Cannot use Salina Webmail @ Manhattan campus
- Salina Webmail could be better from off campus
- Email is a problem when semester starts (speed, timing)
- Delays in receiving emails are a problem (inconsistencies)
- Submitting/sending large documents are a problem (bandwidth)
- Across the board, submitting large files is problematic
- Timing of exchange of documents in office is a problem
- Keeping email central
- Salina campus email system works well
- Like that webmail is a web portal, but needs to be more user-friendly
- Inbox too big due to spam limits important email messages
- Email attachments limitations on size is a big problem
- Email, as a whole, is not working well with any client
- Email inbox is not big enough regardless of program
- Would like an automatic 'out of office' reply function for email

- Inbox limitations are too small
- Novell GroupWise is okay, but traceability can be problematic
- Using email as a filing system for paperless world. Needs to allow remote access to stored files from a distance
- Confused over the boundaries between K-State line and Vet Med
- Email is horrible (in comparison to other universities) and Webmail is cumbersome
- First place in 20+ years that does not offer email auto-reply. This makes communication difficult.
- Warn me about the inbox limitation, but don't reject emails
- Need user-friendly email options – automatic address additions when email is sent
- Webmail does not work well
- Email is not fast enough
- Webmail and wireless works well
- Course and curriculum changes across university requires multiple emails because of attachment size (too large)
- Need one consistent email system across campus
- Centralized robust Outlook-compatible groupware product
- Don't care for how email is being used for communication. Too much information.
- Difficult to use two email systems in regards to downloading and electronic filing.
- Like webmail and remote access, but spam is a problem (webmail does not filter junk mail)
- Email inbox 'too full' warning, occurs too frequently because of junk mail. Need frequent clean ups.
- Webmail is nice to have to access to email when off campus
- Webmail does not work at all
- All of the general services (email, calendar, etc) not useful. Instead use free services outside of KSU to meet needs
- Emails get lost in the ether
- Email is clunky – gets in my way every day
- Email alias requests work well
- Graphics in emails do not translate well in WebMail
- Alumni don't know they can keep KSU email – lose contact with graduates
- Out-of-office automatic email response
- Some delay in receiving email
- Email is a mode of business transactions and needs to be supported.
- Email at KSU is not very good. Too little storage space, limitations on attachment size
- Allowed size of attachments is too limiting
- Size limits on email are incredibly small
- It is good that we have flexible email. To take email wherever you want to, not restricted.
- Don't like webmail. Don't like the layout, ease of use could be improved. Too old fashioned.
- Like webmail
- Webmail attachment issues. Can't see attachments or images sent
- Spam filter does not work as I would like it to work.
- Spam is a problem
- Spam filter high settings filter spam, but also filters ksu.edu emails
- Spam filtering process is much better than it was one year ago
- Appreciate the ability to check email from a distance (webmail)
- Sometimes junk filter works too well and filters emails that aren't junk
- Too much junk mail even from within university. All email systems.
- Email access is better than a phone call. Good communication tool
- Emails that are not junk mail are being sent to junk mail. Ex. Third party vendors, and other constituents should not go to junk mail
- Email gets in the way of doing work. Makes you too accessible. Too much junk mail
- Would like to be able to configure junk folder to accurately filter emails.
- Have to pay to mass email students (e-notes). Might be another way to address the concern of overwhelming students. ex. Family day
- Webmail – mail in junk folder really is junk mail. Excellent filter
- Spam filter is too limiting, can't over-ride certain defenses (i.e. NSF proposal, wanted emails)
- Spam filter works too well, and also does not work well enough

- Spam in getting in the way of doing work
- Junk mail filter works well. 99% is junk
- Don't understand how the junk folder works. Got something in junk folder that is usually delivered to in box. Inconsistent filtering.
- No way to allow messages from a specific third party vendor - to keep them out of junk mail ex. Students not being able to schedule an interview - missing interview opportunity because message went to junk mail

## Calendar Services

- Would like one calendaring system (Oracle-Manhattan, Webmail-Salina)
- Need one calendar system
- Interactive dynamic calendar system is need to sync with mobile devices
- Need a centralized calendar system that syncs with email and everyone uses that system
- Web calendar is not comprehensive of all events
- No problems accessing email anywhere, but calendar is a problem
- Too many calendars, too many systems, too many point people
- University-wide email system w/ integrated calendar. It should include a customizable address book that can contain all students, faculty, and staff, but can be limited to show only desired groups as well.
- K-state calendar is useful. Like access from home
- Need one consistent calendar across campus
- Calendaring program (we use Outlook) for university doesn't work for us
- Would like to be able to make info about personal/private events on calendar only visible to self on Oracle.
- University calendar on KSU website is not centralized. Multiple calendars exist on multiple (departmental) websites. Need centralized calendar.
- Miss meetings scheduled via Oracle because they don't use Oracle

## Listservs

- Need tools to manage listservs. Want a reply to option to take people off listservs. Difficult to get off.
- Listserv are not consistently set up. No standards established.
- Listserv management is old/outdated.
- Challenging to get off of listserv lists. Takes months to do so.
- Managing, signing on and off listservs is difficult.
- Get 2-3 probes from listservs. Too many probes.
- Training - need to offer with changes (listservs)
- Listserv support folks are outstanding.
- Listserv management is awkward and cumbersome
- Use of listservs is helpful for communication. Ex. Accessing, creating,
- Probes for listservs are too much - listserv management, getting off, messages, etc.
- Listservs, being signed up for lists without knowledge/permission is a potential problem
- What are probes and why am I receiving them/so many?
- Managing listservs is difficult, but like the tool
- Listservs are working well

## Integrated Student Information System (iSIS)

- Finally fixing SIS with iSIS, this is good
- Have the needs of international students been taken into consideration? In their data needs?
- Are all parties' special needs and considerations been considered in iSIS?
- iSIS implementation without input from users - not user-focused
- iSIS internal team needs to listed to faculty and users

- Server capability is not working well (iSIS and SIS)
- iSIS has functional problems
- Basic searches on iSIS takes a long time
- iSIS is a problem for advisors, getting information that is not confined to current advisees
- No way to print out advising portfolio - it is counter to paperless format
- Not ready to advise in a paperless format
- No ability to do a batch print, or a batch raising of flags
- iSIS routes back to KATS, can be confusing.
- Faculty are having difficulty with iSIS
- Need training to implement iSIS
- Need more trainers for iSIS
- Like iSIS but needs to be more training to help people use it right
- Need people trained at all levels to support system (readiness)
- follow-up and on-going training for iSIS is needed
- Faculty difficulties/issues with iSIS
- iSIS does not appear to be intuitive
- Prior to iSIS it took a very long time to confirm pre-requisite completion
- Student information services program is better (SIS vs. iSIS)
- iSIS is opaque, dump it
- iSIS menus - headings and sub-headings do not add additional information (ex: enrollment and advising)
- iSIS terminology isn't consistent with other systems we used
- iSIS use in general is not intuitive
- iSIS has some real limitations relative to KATS and SIS
- Help Desk have given inaccurate information that was accurate under KATS but not iSIS.
- Role of help desk needs to be defined in transition phase of iSIS
- Whoever chose the iSIS program along with the catalog update really messed things up. There have been numerous problems with iSIS. We are told to call the Help Desk, but only students work there and not one has known what to do about the problem. Enrollment Center won't talk to you about anything.

## K-State Online

- KSOL is good
- Like KSOL
- Need to provide flexibility with KSOL
- KSOL also needs some improvement - need versatility - need to look at other systems to see what is possible
- KSOL works pretty well - prefer over Blackboard
- KSOL course management system is good (great example of response to faculty/staff)
- KSOL has good faculty input
- Expand KSOL services to improve interactivity - improve upload activity for students
- Just because application works well now, doesn't mean they can't be improved and upgraded (e.g.: KSOL)
- Pleased with KSOL
- Ability to customize K-state online outside of the traditional classroom
- Tech support work well (i.e. KSOL)
- KSOL works well in implementation and tech support
- K-state online works well but there could be improvement
- Use K-State Online- like it for creating communities and courses
- Good experience with KSOL (international students and faculty has access for semester.)
- Email, KSOL, online grade submission work well
- KSOL works well enough, but it might be better.
- Presently all needs are met, but would like cursor to automatically hit window to type search terms.
- Using KSOL, can't access all of a student's grades by pulling a student's name. Such as online quiz scores/results.
- KSOL, like layout and it works well. Different than Blackboard, message boards are better.

- Professors don't know how to setup GTA/student access to KSOL, so students/ TAs have to figure out how to identify students as instructors which is difficult to do.
- Rules on KSOL would be very helpful.
- Need to add a function on KSOL to be able to enter new scores into old grade book entry.
- Like that student groups can use KSOL for communication and collaboration
- Like to share data via KSOL with specific people. Ex. Post graduation data.
- Appreciate KSOL, localized approach.
- KSOL is really good for posting homework, grade book, email addresses
- Students have difficulty accessing documents posted because their page layout is different than professor layout (interface and instruction)
- KSOL is awkward in VetMed (e.g., for collaboration, peer review process)
- KSOL and organizer work well
- KSOL and organizer - would like to see consistency in how it is utilized by instructors
- KSOL - daily notices need to be sorted by Salina or specific to college
- KSOL should allow for collaboration and communication beyond faculty and students
- Like responsiveness of OME and KSOL staff
- Satisfied with KSOL
- KSOL limits material sharing between classes. Would like space for public access to some files.
- In KSOL staff need to know faculty student needs, what happened in class
- Staff would like same access students via KSOL that faculty have for communication, etc.
- Axio System is superb
- Axio is not transparent
- Ability to give input regarding Axio

### Scantron

- Scantron machine is garbage. Need new technology.
- Scantron: can't upload individual scantrons. When uploading late scantrons originals are lost.
- Scantron system works well - library staff are helpful

### Survey System

- Offer survey system to organizations
- Likes Axio survey system
- Survey system is useful and reliable

### Tegrity

- Replace Tegrity
- Support for Tegrity system was not timely
- Lectures: Not only streaming but captured immediately. Flash video, virtually accessible anywhere. Want the functionality of Tegrity but not the challenges
- Tegrity system doesn't work well with Vista or java updates. There is an additional step for Macs
- Tegrity problem with distance education courses - java crashes and students want their money back
- Not enough Tegrity staff to fix issues and work with IT Help Desk in understanding problem
- Drop down menu with copywrite iPod tegrity interface is misadvertised.

## White Pages

- Campus white pages lists eID email address rather than org. email (ex @found...
- Some units do not link email to ksu.edu (ex: use math.ksu.edu) but people directory lists ksu.edu addresses. This is problematic for new staff and students.
- Can't control info on white pages its "all or nothing" (impacts student data and what is sent out)

## Wimba

- Wimba is good: 2 way audio leads to great discussions
- Consistency with Wimba is problematic
- High end support - need to increase resources ex. Wimba, archives not functional with distance education. Always tested on campus.

## IT Organization and Management

### General

- Diversified computing is good news and bad news
- Fragmented and disconnected computing is a bad thing
- Advantage of diversified computing is user choice (PC vs. Mac)
- With diversified computing, no control over data = increased security risks due to diversified computing
- Decentralization works well
- Centralizing the operating system works well
- Like option of being decentralized if we want to
- Needs of Extension and Outreach are not prioritized among on-campus needs in a centralized system, decentralized better meets needs
- Centralized IT needs to be more centralized and cohesive - no single point of entry
- Central IT facilitates all
- Seems to be a disconnect between IT and the rest of the university (customers vs. partners)
- Cumbersome to deal with central IT
- Centrally, IT has been very good about providing IT services at a low price - bang for the buck
- Great attitude- even with a small budget a lot still happens, re: IT changes and services - good use of resources
- Quality of IT people is great, but we don't have coordination that among IT staff works
- Poor match between high-tech department and central IT
- Need to have continuity of programs, services, "hand shake" agreements made with earlier central IT leadership
- Don't use central IT except for webmail, remote access and sports
- There is duplication of IT processes; replication of work.
- Nobody owns IT; without a shared vision and structure, we can't move forward.
- What works - great ITS staff need permanent VPITS/CIO
- Appreciate collaborative approach from IT - as opposed to competition
- Senior Admin for IT come from a philosophical background that is not academic
- Lot of reorganization in IT admin, but it didn't help do anything.
- IT services integrated so that they could focus on teaching and learning
- Combine ISO with the rest of central IT
- It is nice that we have been centralizing end user supported groups
- Need for less duplication of services within (between) IT departments
- Need better coherence between IT units
- A common identity and goal that all the units recognize and whatever we do always point towards that identity and goal

## Computing and Telecommunications Services (CTS)

- Trying to deal with CTS departments-need to work together.
- Telecom and computer networking need to work better
- Telecom services not up to par = dropping services. Better services offered elsewhere. Cheaper, more reliable.
- Need to re-evaluate telecom services.
- Telecom takes forever in Salina
- Telecom: response time is unacceptable (sometimes months)
- Difficult time with telecom to support needs. 6-8 weeks for response.
- Response time and availability of Telecom to address thin net issues are problematic
- With reorganization, Central IT culture was closed (esp. CTS), would like to see it opened up

## Office of Mediated Education (OME)

- IT (OME, KSOL) tends to oversell - promise things to faculty that they think they can do but they can't. Advertise services a year before they can deliver.
- Education support (OME) very responsive and eager to help
- OME is helpful and cheerful
- Satisfied with tech support within OME

## Information Systems Office (ISO)

- ISO not good about asking users about the most important change (prioritizing)
- ISO is slow with work orders for things that need to be changed

## Planning and Prioritization

- IT should be prepared for needs 5 years from now, and on.
- Attitude of administration is great - including affiliated organization in decision making.
- Technology needs need to be driven by users and not what technology is available
- Need to identify the end user to meet their needs.
- Clarify our needs and goals before implementing systems
- Affiliated groups need to be included in planning and decision-making regarding new systems
- There was a great deal of output with very little input from users.
- Need to look at structure/Big Picture Approach
- Be prepared/flexible continually
- Need integrated plan to implement new technology (new technology = more staff) plan for ongoing support staff
- Need to prioritize IT needs as a whole
- For big project, seems to be in a queue with IT services (not clear about prioritization)
- Ownership for decision-making with departments and colleges IT staff is good
- Lack of coherent road map
- Need a long term strategic plan
- Need to update roadmap, architecture, etc. on regular basis
- Need priorities to keep urgent (but not important) tasks from interfering with important tasks
- Priority setting
- Ongoing standard process for strategic planning and budgeting
- Need an organized and effective process to define and prioritize IT projects, ensure resources are allocated, and project management practices are applied to complete projects on time, on budget, and with high quality
- Need a method to strategically prioritize all these needs
- Need plan for migrating to Windows Vista (or a clear statement that we aren't - and how we'll deal with the consequence of "staying behind")

## Other Management Processes

- Need for an internal IT auditing office to verify projects, policy, and procedures
- Need a methodology for managing all IT projects (i.e., project portfolio management)
- Collaboration between department on PM
- Use project management only for projects
- It does seem that we spend a huge amount of time getting things (IT upgrade) done. Specifically the design portion of the project.
- Need unified ticket/issue tracking system
- Enterprise ticketing/knowledge base system
- Need all IT departments using the same trouble ticketing system to expedite problem solving
- Need more resources for issue ticket handling. It's taking too much time in the work day to solve issues that are very urgent. Keeps me from getting "work" done which causes me to work from home after hours.
- Effective change management across IT
- Need shared documentation tool
- Need better documentation standards

## Buy or Build Strategies

- Mindset of building it here can be problematic
- K-State needs to make an effort to open-source
- Needs services to be integrated with the outside world. Proprietary to KSU instead of looking to outside products.
- Need to know who to go to when working with private 3rd party vendors (Central IT)
- Need to outsource commodity services - so we can concentrate on innovation

## Innovation

- Need creative team that promotes and implements creative solutions to current problems. "Open to doing things different". Better training opportunities
- Need a creative center to help create tools 'ahead of the curve'
- Need visionaries to create new technology to get ahead
- Innovative IT group to create and dream IT
- Need the flexibility to explore new ideas and technology
- Need dedicated, regular time to research current and emerging technologies

## Architectures, Standards, and Policies

### Needs

- Establish baseline standards for anything IT - campus wide
- IT architecture [needed]
- Need architectural guidelines documented would be a benefit
- Need to define standards for technology and leverage resources
- Campus wide standard for security and hardware
- Campus wide standards for software
- Need software consistency across campus
- Need software consistency across campus - share costs - Microsoft license and other software
- No basic minimum standards (software, hardware, etc) - need standards to accommodate affiliated organizations that work across campus
- Provide incentives for promoting standards
- No consistency for standards in technical infrastructure across campus

- Need technology software standards across campus and colleges
- Loss of Corel products and substitution of Microsoft is a problem
- Need to be cautious in university world – universal platform is not always good (doesn't have to be the same)
- Should have universal required hardware and software across campus (i.e., standards)
- Needs to be some base default standards across campus
- Decision to not support a particular software application is problematic and communication is poor
- Need central standards for web-sites
- Need a set of guidelines for security standards. Difficult to find current guidelines. Ex. Dealing with third party vendors
- Need guidelines/standards for levels of security
- Guidance and enforcement of accessibility policy needs to occur
- There needs to be a shared standards for accessibility
- Decentralizations is good but needs to be more guidelines, especially for websites
- Would like a standard format for document exchange (ex. ISO, ratified ODF in 2006)
- Standard procedures for project planning across all units
- Oracle Calendar use should be mandatory. When you book a meeting it is difficult when some people use the technology and some don't
- Need for information usage and manage policy
- Information policy needs to support the way we work.
- Need new information policies to support the way we work.
- Need baseline standards and policies for information management across campus

### Policy-Making Process

- Need the right players to set the IT policy
- Technology is driving the policy rather than the needs and desires of campus
- Campus wide IT policy making has not been efficient or effective
- Impact on users must be considered when decisions are made
- The role and responsibilities for IT policy making is unclear or in the wrong place
- Governance structure of allowing choice in system set-up can be good but also create challenges.
- Thin line [policies] between being helpful and a hindrance ex. website guideline
- Policies have not been barriers – good things

### Security, Disaster Recovery, Business Continuity

- Security will be an issue on campus
- Network security, information security, and personnel security are important
- Security is a big issue regarding bio-security and food safety
- Nuclear engineering is an example of the need for security
- Security works fairly well
- Tech people are using security as a barriers to not go electronic
- Listserv information about computers on campus being blocked (network access – due to spam, etc) could be good to know – not sure if personal information is necessary (SIRT)
- Virus software is difficult to upload. Need easier system.
- Security is a problem (data)
- Security needs to be thought about (the system of data that is there)
- Concerns related to security of sensitive data (SS#s, credit card info, etc.)
- Need to be able to send via email confidential documents without security risk (students and personnel)
- IT people are saying sending documents via email is not secure
- Configuration security issue with accessing other emails (in Hale Library)
- Fire-wall works well at KSU Salina, but be prepared

- Disaster recovery – need secure backups for university-wide/department
- Whole university has a lack of back-up for research, no formal system for back-up, archiving, research and teaching.
- University needs to supply a secure back up data center.
- Disaster recovery resources redundant data center

## Identity Management

### Service/Systems Access

- More seamless way for guests and visitors to access the wireless network.
- People at KSU should be able to hold multiple roles and relationships with campus
- Needs to be a way for Kansas residents to easily access K-State's land grant services
- Need to create a flexible identity management system to allow access to IT services individuals need
- Local staff (off campus, not considered K-State employees) cannot access the system – they get purged from the system and directories
- Faster we can get people on track and doing their jobs, the better off the university is
- Maintaining integrity regarding who has access. Funnel and filter access to specific roles (ex. FIN=Foundation Information Network)
- Access to different systems on campus – have to go to each individual unit to get access. Want to fill out one form
- Need a centralized way to get access to all programs
- New employees want to hit the ground running – access to email and the KEAS system takes too long, several days at best
- Can't get into emergency notification system. Doesn't show up as an option on eID screen for affiliated employees.
- Moving away from SSNs to WId, PDB need more resources to support for true quality
- Decentralized IT units would like to incorporate centralized authentication (access to KEAS)
- Would like authorization, a mechanism for eID in addition to authentication

### Passwords

- Don't want to have to change password so often
- Do not want to update passwords every semester.
- Not comfortable with storage of past passwords.
- Remove password character limit.
- Feels updating passwords is okay, justified for security.
- Password changes working good
- Do not like having multiple passwords (webmail, local, and other systems)
- Hate having to change password every semester for multiple programs (webmail and system login)
- Have staff members that don't use eID very often and have to change their password to keep it active
- Need no limit on length of KEAS password
- Don't like changing passwords or having to have multiple passwords
- Instead of making users change password add more conditions to make it more secure so they don't have to change it as often.
- Password changes are too frequent
- Diminishing returns for password security
- Don't know which password to use between VetMed and KSU passwords
- Password restrictions on eID are too much – feedback from students
- No (descriptions) resources for how to develop a password... need examples at different levels (very basic on up). Modify instructions to meet all user's needs

## EIDs

- Integrate EID for organizations' protected websites.
- Like eID, works for everything
- Changing eID is very difficult (have to climb a mountain to do it). Maybe offer one opportunity to change it without \$50 charge.
- Never use eID, not necessary to access own systems
- Need to separate eID from email for security reasons.
- Like that pass-through authentication with third party vendor so students can use eID. OME was helpful.
- Different levels of customer support. Ex. students with difficulty authenticating their status and getting an eID especially during freshman enrollment.
- Need to examine eIDs and continued interaction with alumni and affiliates
- Nice to be able to access almost everything with eID
- eID transfer for SSN to eID have received a lot of help in this process, but it takes time
- eIDs are difficult for special, transitional, and non-traditional students

## Purchasing/Licensing

- Aggregate purchasing of software – need to leverage resources
- Aggregate purchasing for hardware and software is needed to reduce costs
- Need tracking or inventory of software
- Need an inventory of software across campus and how to get it – who has it, cost, and possibility for aggregate purchasing.
- Need communication about software purchases
- Pull together for aggregate purchasing of software
- Increasing inflexibility in purchasing. Fight with accounting over minor tech purchases such as flash drives.
- State contracting system for computing equipment is terrible. Don't get value for money
- Imaging system, cost of client is expensive, need a site license/contract to provide cross-campus service (transcripts, international student visas, etc.)
- University site licenses – what software is provided? Opportunities to purchase software at low cost?
- Another way to manage licensing
- Improve software/license management
- There needs to be a basic startup package for all new faculty to cover IT needs (hardware and support from Dean)
- Need to accommodate updates and maintenance so everyone has the same level of IT (current)
- Need replacement strategy for the number of old computers on campus. Are departments buying their own?
- Need a rotating plan for IT for upgrades purposes (hardware and software)
- Planned upgrading is needed

## Resources

### Funding

- High performance computing. More money put in this.
- Need to collaborate across campus to find resources to meet unmet needs
- Campus needs to get products for investment
- Software and hardware costs, upgrades and enhancements are a problem
- Costs for any IT services is being passed on to researchers
- Cost for improving IT infrastructure should not be passed on to researchers
- Cost is exorbitant compared to commercial providers
- Cost for maintaining wiring infrastructure is being passed on to departments is not appropriate
- Department had to pay to have wireless installed. This isn't the case everywhere on campus – inconsistent access

- No dedicated technology monies impacts department budgets (on the ground)
- Spend too much money on departmental IT than would like to
- IT limited budget is problematic
- No budget to support strong recommendations made, re: IT department of Arts and Sciences
- Costs \$2,600 from research grants to be under firewall. This is too much money.
- Very decentralized system – services offered depends on resources department has (pool of SRO)
- Some departments and colleges have better resources – should not lose that
- Students pay the same tuition get different services based on department
- Content is being driven by the need to raise money for technology
- Need to add new money for IT needs (technology and personnel)
- University is under funded for central IT services
- Improve budgets
- Money (hardware, software implementation in teaching)
- Investment is too small for IT needs
- IT funding is not formalized as a line item – need separate IT budget
- IT funding competes directly with departmental budgets
- Need central funding for upgrades (hardware, software, etc)
- Need funding for IT (new licenses for hardware and software updates, etc.)
- Need central IT funding for everything – computers, software, licenses, etc.
- Budgets for hardware, software, IT equip.
- Need support beyond the startup package.
- Stop decentralizing IT funds to leverage resources
- Budget based on strategic plan and needs of university
- What works? Local control over budgets for departments
- A clearly defined budget is needed across IT, preferably an open budget
- A clearly defined budget is needed for repair or supply needs to support IT environment
- We need a budgeting system that is fair and does not create a system of haves and have nots – some units in IT seem to have the funds to get the tools they need when they need them and others are left to beg for funds
- Need more resources in many departments: people, money, IT infrastructure, buildings
- Vision of administration – how they decide to give resources
- Need available funding for resources for HR systems

## Space

- Physical location of other IT groups
- Lack of physical space to expand department

## Staffing

- Wish IT people were dedicated to one IT job
- Like that IT people are available and close (proximity), but they have other positions
- People in IT care about their job/service
- IT personnel (mid and upper level) are very friendly and knowledgeable
- IT people great
- Very capable IT people could be restructured
- There are a lot of very capable IT people on campus who need to be retained
- Severe personnel gaps (2-3 people not in positions) i.e., networking, security
- Lack of personnel impacts response rate of staff
- Need more staff
- Need a staffing plan that meets our needs
- Competitive salaries to hire best candidates
- Adjust salaries to more closely match the industry

- Need mentoring/recruiting program to bring capable students into central IT units
- Need technical and non-technical career paths
- Need a central IT recruiter
- K-state needs more in-house instructional designers
- Lack or absence of training for staff and faculty – becoming tech support person

## V.2. Requested Changes

**If you could make two immediate changes over the next two years to better meet your needs, what would you change? Looking past two years, if you had two wishes for IT services what would they be?**

### Campus Technology Environment

- Have information/evidence that our IT services are equal to or better than our competition
- I wish to have our campus on the cutting edge of technology, rather than following the lead of other universities, putting K-State on the top for perspective students
- Create a modern, transparent, responsive, and reliable campus-wide computing environment
- I wish that KSU would be known for the following: A university that, while IT-savvy, is still devoted to scholarship and scholarly reflection, and a university where incoming students learn how to properly manage email and IT for the rest of their lives
- Secure anytime, anywhere computing/IT for all users
- IT systems that grow/evolve “morph” with us!
- Technology is understood as essential to the teaching, research, and service mission of the university- and funded accordingly (not as an add-on)
- Research computing support as first-class IT mission (= \$)
- Support of laptop culture
- Best of the best- change from most wired to great computing/technology
- That K-State be perceived as a model progressive IT environment, by both internal and external constituents
- Have IT be a true area of emphasis of K-State Administration
- Achieving an environment where students and staff reach their potential for learning and research (technology usage focused on the users and not for technologies sake, or for technologist’s sake.)
- I would like all Kansans to have eID-level access to their land-grant university’s resources
- More integrated IT with rest of campus, better relationships to work together for the good of K-State
- The infrastructure and collaboration between affiliated units should continue to serve all, allow for the affiliated unit to have control, but at the same time ease our circuits support campus users
- I wish there could be a seamless integration among all the technology-modes around campus. Web- connections more than linear or hierarchical
- Long term I would like to see a culture where central IT supports college and department level IT growth without constraints
- I would like to see the university move into a culture where IT system change happens much quicker
- More equitable IT resources for the entire campus
- Decisions are made on whether to have a virtual university or a residential institution. We often try to apply residential solutions to our distance clientele and vice versa without much success. If a hybrid is to be made we do so with clear understanding of our “VMSOA”
- Continuing to recognize the differences and handling the difference between on-campus students and off-campus distance students

# Teaching with Technology

## General

- KSOL mandatory for all professors.
- Use of KSOL and updating mandatory by ALL faculty.
- I would like KSU's faculty and staff to be trained and fluent in IT-based services to improve students' educational experience
- True support for those who want to use technology to promote learning but have neither the time nor inclination to learn "how to" on their own
- IT to offer more help (even doing it for them) to faculty to use technology in course delivery. I feel many faculty want to but do not know how and do not want to know how. Maybe each college/dept can have their own IT folks instead of some having them and some not. Maybe this would be a negotiating point for having both centralization and decentralization.
- There are likely other faculty like me that are so busy they haven't had time to find out what they are missing. To make an analogy: I'm too busy to learn how to drive so I walk everywhere! So I'm proposing that one great service IT could do is to find a way to make it easy and unobtrusive to help some of us in this situation.
- I would REALLY appreciate a forum or list-serve, or threaded discussion or ANYTHING where other online instructors can share ideas for how to engage students online and deal with some of the issues that come up in this special environment.
- I want an easy way to co-teach classes with faculty at other institutions
- In the future, students have cell phones/ mobile communications devices that are dependable and run on an open shared platform. All students have them so they can be integrated into the learning strategy
- I would wish that every student at KSU would have their own compatible hardware and software and we could provide the optimal educational environment to use that technology effectively- "in and out of class
- Require laptops for students and provide financial aid
- All KSU students required to have laptop computers appropriate to discipline college (In my case= MAC or MAC connectivity)
- I would like to see and hear students watching me (similar to the way Yahoo Live works)
- In/out broadcast ability (over web) in all classrooms with push of a button
- I want to be able to push a "video-capture" button in my classroom that will instantly broadcast my lecture and save it into multiple formats. It should automatically upload to any video-sharing service I specify and allow me to choose my distribution license (creative commons, etc.)
- Bring virtual reality gaming into classroom/laboratory environment, especially interested in gaming related to economic activities
- Infrastructure and expertise to develop more virtual world teaching
- Structure a system of analysis and approval of course content based on accessibility that courses from all departments and colleges must pass in order to be listed for enrollment
- For example, have funds available for purchasing iClicker systems.
- KSU would immediately start developing web 2.0 learning environments
- I would wish that we had the resources to truly be cutting edge in our teaching technologies- be the developers of innovative software and hardware- rather than just end users
- What I see is a continuation of the dominance of what is done and how things are done by technology parameters. I believe that should never even need to enter the discussion of teaching and learning- that the infrastructure should be invisible. I think this point will not be heard or understood. Put another way, the mere manipulation of information is not education; it is merely some level of skill. I think it has potentially disastrous consequences for society.
- Virtual classrooms as discussed would be nice: Ability to record in all classes, ability to view missed classes, ability to participate in my class virtually.
- The ability to shut off other peoples tech if it is interfering with learning (this is a pet peeve and probably violates laws/policies). Example- turn off cell signals during class
- Social learning networks with a logical avatar structure
- iTunes U.
- I think would be awesome if we could start podcasts with teachers during class, landon lectures or special events/lectures on campus. There are several universities that have this in the "itunes u" section of the itunes store including 3 of the big 12 schools. i think it's really awesome and keeps those schools on the cutting edge of technology. Also it would be good publicity for prospective students and the reputation of kstate on an extremely popular media.
- Text message capabilities from teachers to students regarding cancellations of class, classroom changes, etc.

## Distance Education

- IT ability to work with multiple universities on course, programs, certificates
- IT enables K-State to have major distance education programs
- A team to focus on innovative technology for distance education. Specifically- field questions with tech support, improve Tegrity or Wimba tech support and to add outsider users
- Intuitive, interactive web-based distance learning system for both students/employees and the general public, especially for extension educational programming
- For distance education, IT delivers our "education" to the student when this fails so does the ability of our distance students to complete their education and to be successful

## Technology Classrooms

- More overall tech use for students in the classroom – technology is the way of the world...we need it in our curriculum desperately!! More computer module rooms to teach through tech avenue (Dickens Hall facilities)
- Our department provides instruction in public speaking/presentation to over 2500 students a year, but we do not have access to LCDs projectors or presentation software so students can learn to properly integrate tech/Powerpoint into their presentations - this is now a \*standard\* expectation in most careers, and we are seriously shortchanging students when we can't teach it.
- Add computers and LCD projectors to tech-poor classrooms- we try to teach students to make 21st century presentations without access to presentation technology
- Cutting-edge educational technology in the classroom (physical and virtual)
- More high tech. classrooms
- Make every classroom on campus a "tech classroom"
- More tech classrooms across campus- especially smaller ones
- ALL classrooms are "high-tech"!
- Renovate high tech classrooms
- All classrooms should become technology equipped
- Improved classroom technology. Specifically, computer, Elmo, DVD, etc. in every classroom.
- All general use classrooms be wireless and have technology capability
- Smart Classrooms- I wish for "smart" classroom technology (and/or conversion of current classrooms) to exist in every lecture and lab room I enter
- All classrooms (including seminar rooms) up to date high tech
- Better classroom technology- not just the ability to show PowerPoint, etc. but to be able to interact with students (who may be "loaned" computers for class use). Physics does some of that but should be available across campus. Our "high tech" classrooms are quickly becoming "old-tech"!
- K-State should convert all classrooms to tech classrooms (and, no, I don't think chalkboards qualify as technology)
- Provide all classrooms with at least a minimum amount of technology. There seems to be a large disparity in which departments have access and which do not
- Equal equipment (hardware & software) in technology classrooms
- Better classroom equipment like sound recording to put lectures out to KSOL
- I wish we can have a network drive for hi-tech classrooms. It seems that for whatever reason the files on the instructor drive in hi-tech rooms are wiped out frequently during a semester.
- More chalk and blackboards, please.
- Also, please, more rooms with digital projectors and greater access to laptops for poor and small departments.
- Have recording capable technology, classrooms like those on main campus.
- Work w/ Salina Multimedia Services (David Swisher) to develop and fund a recording-capable distance-enabled technology classroom (like Bluemont 122, Willard, Leasure 13, etc have). Manhattan has multiple such rooms which were well funded; Salina was left out but desperately needs one.
- Transparent process for gathering requests for IT classroom needs
- I recommend we centralize our KSU Priority for classroom technology equity. Define what are the basic tech. classroom has today and consider a classroom for 5 YRS in the future

## Computer Labs, Commons, and Learning Centers

- Create workspaces and computer labs that are for work only. (places for researching, writing papers- no facebook or gaming, place for playing and not researching)
- There are no university computer labs north of Hale. So, all of the students who live in the apartments around McCain Lane, Jardine, as well as the area behind pizza shuttle must walk across campus to get to a computer. This is the opposite of the situation on the south side where there are a plethora of labs in buildings such as Nichols, Seaton, the Union, etc.
- Increased public computer access in all buildings across campus
- Centralizing more computer space from UCL's to the 24 hour library. Space could be for desktops or designed for student laptop and areas that students could do group projects on PCs.
- Expand the 24 hr study room because when all floors are closed there isn't enough room to study for everyone. Imagine 10,000 + students in K-state how are they going to fit in a small room to study and access on the net. I need some more quiet since some students in the library have no respect while others are studying, lower the prices of products in the vending machines and the coffee shop too expensive. College students including myself have too much to spend and here the food and coffee prices are way too high. Plus printing should be free its just too much price maybe lower it to .05 cents.
- Another immediate change that I would make is to have more computers! More free access to students needing specific software; access 24/7
- Provide a general access computer lab that has extended hours (possibly 24 hours); central location. Shared system; have campus made access to my files (being able to log in anywhere on campus and save and upload personal documents)
- I like the suggestion of general labs with high volume programs such as Microsoft Suite, Dreamweaver, SPSS, etc. So I would wish that this becomes a reality
- Condor and VMWARE on all computer lab computers; training on use
- I wish that there could be easy access to any computer on campus (not personal data)- just access to resources, particularly software
- Update technology within College of Education. Having a general access lab (20+ computers) within the College of Education that is available after hours through card access by College of Education students.
- If software is required for a course they have it provided on campus computing labs (ex: marketing plan pro is required for marketing management classes and is not available on any campus computers)
- We need more Apple computers in the labs.
- We need better places to use our laptops. Why not more lounging space? It would also be really nice to be able to use my free printing from my laptop.
- Increased printing privileges credit for K-Staters
- More access to photocopying machines around campus; better machines
- We need more digital media labs available for students to use. The iTAC media center in Hale library is a good start, but I believe the demand for this technology will continue to grow as faculty continue to develop assignments and projects that require it.
- Salina could use a digital media lab open to students. I envision it would have similar capabilities as the iTAC media center. Students who wish to edit video currently must use their own equipment to do so.
- I would implement a media center similar to that of iTAC in Hale Library to better serve the students on the Salina campus. Our students need access to these tools in order to learn 21st century communication skills.
- Creation of Media Center on Salina Campus
- Media Center in Salina
- Beyond 2 years IT services wish for larger, better equipped media development center-well received by the library community.
- On a personal level, I would use a mobile lab in Willard Hall and I'm sure other buildings could use them as well. Right now, I utilize ITAC but I can't really present instruction in that environment.

## Remote Access

- Work wherever you are
- Off campus access to files
- Have off campus access to on campus computer, email, folders, etc.

- Simple and fast remote access
- Improved remote access management system
- Have wireless access everywhere
- Easier/seamless access to desktop from other location (access to personal files, not just network files); better/easier reporting
- Off campus access to ksu.edu services- perhaps a campus-wide subscription to a service like T Mobile Hotspots
- Remote access to department server files
- Implement network access that allows for roaming profiles (i.e. when I sign into a computer in my office, the library or anywhere on campus, the same serve folders are mapped)
- Ability to access an individual's files from off campus locations
- Ability to easily and readily access K-State web-mail, iSIS, and other technology based system anywhere in the US and the world
- Remote desktop access for users from their home
- I'd like to have access to my Y drive from off campus. Oklahoma State provides access to student drives from their website, also I could store files online and access them from anywhere

## Remote Collaboration

- I want an easy way to collaborate with colleagues at other institutions: the ability to share and edit files, etc.
- Effective IVC to sites and desktops with scheduling collaborations for collaborative courses and degrees
- Easy conferencing with computer/video for staff meetings/ training office to office, university to university
- Better ability to have "virtual" meetings- conference phone call meetings don't work well
- Enhanced video conferencing and support
- Improved conferencing system
- Total- state wide connectivity for enhanced video conferencing; convergence with various handheld devices
- More bandwidth; wireless to facilitate videoconference
- Immediate, simple, long-distance face-to-face communications
- Enhance conferencing
- Video conferences capabilities with convenient location, good quality, the possibility of seeing people, slides and white board well
- Video conferencing capability in every building
- Better/universal teleconferences support
- A "laptop-equipped" conference room (very high bandwidth connections, power at every seat, etc.)
- Video conferencing available at my desktop
- I wish there were a much stronger, interactive (voice and video) networking system so as to more effectively and efficiently communicate via distance. As easy as phone service
- Have tools available to all of campus to allow ad-hoc and serendipitous collaboration. For an example of such a system and its broad appeal, see Google apps. I want such tools offered by my employer, and supported for all
- Multipoint conferencing (e.g. Access Grid but not necessarily AG) facility in each department
- I would build several medium-sized access grid (multi-point video, audio, and computer teleconferencing) collaboration rooms at various spots across campus to enable inter-department and inter-campus research and educational teleconferences.
- The University needs to have more rooms capable of video-conferencing between Salina and Manhattan
- Video conferencing enhancements/ capacity throughout Salina campus.
- A web camera/Polycom compatibility in every faculty and staff desktop computer (equipment included)
- Excellent video conferencing capabilities between Salina and Manhattan campuses to reduce windshield time

## Integration/Interoperability

- K-State Olathe Innovation Campus connected seamlessly to Manhattan
- Have all persons have the same programs for ability to use institutional initiatives
- Software interoperability
- Single Sign In
- Single logon for multiple systems
- I fully support the creation of a portal for students, faculty, and staff. The portal would allow customization of content (i.e. announcements, key applications, access to information with limited clicks) and a single sign in
- K-State needs a portal with one sign-in to access all services, such as KATS, iSIS, webmail, KSOL, etc.
- Implementation of single sign-on
- KSU would finally develop a "real" university usable portal presence
- University-wide portal, this includes all types of roles of KSU affiliated contacts to have access to information sharing. This information should be delivered based on databases already in place. (i.e. prospective students interested in Ag get Ag information on a portal. If they are a senior and haven't applied remind to apply)
- Portal- further develop to enhance single sign-on services
- A real portal
- Single sign on for all applications that require authentication – HRIS, Alumni, Foundation, KATA, KSOL, Email, etc...
- Make the 'Connect to K-State' (portal) page actually work. Right now, you have to sign in to half of the options again after signing once. Also, the channels fail to render more often than not. Make it work correctly and fully, or don't have it at all.
- Implementation of a completely integrated information exchange systems to include email communication, telecom issues, 2 way radio communications, etc.
- I hope to see (soon) a total integration of IT services (calendar, email, education)
- One long-in ID and password to integrated network of KATS, webmail, and K-State Online
- OSAS Online integration with KSU Online, along with much better customization and event management.
- iSIS, KSOL, Talisma, Email, Calendar, Tickets, Payments, Fin Aid – EVERYTHING run on the same-redundant
- Consolidate systems- better data integration
- All systems integrated to work together
- Seamless structure: common data base structure
- iSIS, HR, Library and K-State Online would be integrated into one site
- I would like to see better integration of the various systems in use- e.g. course and curriculum changes, feed into electronic catalog
- iSIS, Acalog, and possibly other systems need to be able to have sync capabilities.
- Larger system integration with units
- Blend technologies between Vet Med and main campus better (i.e. meld passwords, software, email)
- Find a way to minimize the number of ways to access a faculty member. As Vet Med faculty, I carry a pager, cell phone and am also required to check email and desk voicemail. I would like a way to combine cell phone, pager, and voicemail.
- Design systems that are intuitive and seamlessly work together, e.g. Why do we need to be trained to use tech classrooms? I never received training on how to use the chalk board!
- Better centralized services so each unit doesn't have to reinvent. Everybody makes a campus map, an events calendar. Every office keeps their own databases
- I work for a K-State Extension Office, and we have continual incompatibility problems with our old Adobe 5 program because others associated with KSU send us things in Adobe 8, and we don't have that program.. Can't we all have Adobe 8?
- It would be incredibly helpful if the compatibility file from Microsoft for Office 2007 was installed onto all of the campus computers. Currently, if students forget to save their files as 2003 files, they can not open them on the campus computers.
- Integrated data systems – allowing comprehensive data searches
- Easier flow of communication between the campuses of necessary information (documentary, forms, lists, etc) via the internet and other technology tools and software for both campuses.

## Information Management and Access

- Data warehouse with robust decision support/query/report feature
- Data warehouse with effective reporting tools
- Develop central data warehouse for use by all dept/units on and off campus
- Data warehouse
- Better reporting capability
- Comprehensive, across the board, consistent student data collection and reporting- data driven decision-making!
- Better access to data in all systems - to complete reports
- Easy access to data and integration of services
- Data access through a web report writer crossing iSIS- Talisma- other systems. Include a web interface dashboard
- Exchange of health related data as needed
- Single entry of data across campus
- Would like a centralized place where individuals could make changes to data that would feed to all data bases; instead of having to change in several data bases, i.e. address change, student vs. student employer. Have the data interface between systems
- Have the ability for anyone (prospective students, students, parents, faculty, alumni, friends) to opt-in/sign up to receive information and update information (email, address, phone number) all in one place that's easily accessible and short
- Instead of having pockets of data kept by different offices, thus having duplicate data to maintain, a central repository would be very helpful. This would also assist in maintaining better definitions for all data elements which are kept by the university.
- Data Integration/Information Management: A scenario where data/information flows freely across systems. A campus-wide CMS will inter-operate with individual CMS's
- Somehow making student level data more easily accessible to & integrated with departmental systems would be EXTREMELY helpful. Currently the only option to get data is to request a data dump that then gets imported into the departmental system. They then end up duplicating much of their work as any changes to student records are made both in their own system and also in the University system.
- Link the Perkins loan information to the university's student records so that when information like addresses and phone numbers are changed then the loan system is updated automatically. I thought this was a no brainer until I found out that an old student loan went into default because the loan system was behind the records system 2 address changes. You can imagine some words I said.
- Maintain free access to as much information/knowledge as possible
- Inexpensive system (capability) for alumni to access library resources online
- Library system that suggests students use interlibrary loan instead of recalling books from other patrons. If no interlibrary loan could be found then the desired book could be recalled.
- Increase access to and subscriptions to electronic journals. Many Vet Med journals are not subscribed to by KSU
- In the longer term I hope that we will be able to have electronic journals accessible- including all back issues of journals
- In 5-10 years I will be retired. I hope that I will continue to be able to access files, calendars, etc. at KSU Physics and e-journals at the KSU libraries
- Access to old files from old classes, like a courses history
- I would like to know if online students can access the courses they completed after graduation. I am in the financial planning masters program and this would be a great help when I am preparing for the CFP exam. There are many classes with excellent test questions that would be of great benefit.

## Process Improvements/E-Business

- Electronic documents, signatures. Links to electronic backup documentation. Less paper!
- Electronic proposal routing and approval process
- Electronic routing of documents requiring signatures
- Go Paperless with forms used university wide (requires electronic signatures)
- Look into electronic signatures accepted as official for transcript requests and other uses.
- Reduce to the minimum the time spent on paper work and bureaucracy

- Elimination of all “paper transactions” at KSU (grades, add/drop, progress reports, SPA approval, etc.)
- I wish the campus would get electronic business processes (work flow system) for all Personnel related activities and for all financial (submitting expenses, APV Interfund Vouchers etc) activities. This would include the ability to do electronic signatures, it should be a system the entire campus would use
- Electronic signature capability
- People administer software for applicant flow data collection and online applications for jobs
- Comprehensive- electronic medical record (human and vet); student portal for scheduling at all delivery
- Develop an easy, secure way to collect student eligibility from the university
- Secure electronic system for clinic documents that would be accessible by staff and graduate students
- Ability (financial or system) to convert to total electronic health record system
- Electronic system for all clinic records and paperwork
- Greater reliance on electronic documents- Why are we still sending paper memo’s across campus?
- Integrate iSIS, Electronic catalog, and course and curriculum approval process to avoid double-entry of information, paper shuffling, and to give instant confirmation of transactions
- Electronic course approval process needs to be a full circle process- mainly at the back end. At present, the final approval by faculty senate is never electronically communicated. The course catalog should be automatically updated with the changes that have been approved, rather than the department head/ administrative assistants/ deans re-submit the changes to the system
- Better integrated system of course approval that is interactive with iSIS and ACALOG. The system would allow faculty to monitor the status of course and curriculum changes and would automatically update course catalog information
- New focus to support processes, rather than forcing processes to fit current infrastructure (flexible attitudes)
- Restart the business process group that was active about 3 years ago

## K-State Web Presence

- Make K-State’s website (including all dept sites) dynamic, interactive, and consistently designed
- A more professional looking website and uniform appearance throughout the various colleges and departments. In this age of technology, a lot of people ( students, faculty, independent researchers, and organizations alike ) form many of their opinions of a school on web sites.
- Update and enhance the appearance and function of the university’s website. Have university units (colleges, etc.) have consistency with the way their sites look and function. Website should be externally focused and used to promote the university
- University website [that is] is the most attractive in the country, is easy to navigate, is interactive, with video, streaming video, etc.
- Better coordination website with emphasis on marketing to our external audience- with important campus constituencies involved in developing a centralized vision, team, etc. and effort should not be led by IT, though they should be part of the team
- Improve the K-State website to be more friendly and efficient for external audience’s as much as internal audiences. New standards would put into effect across the academy for now and what to communicate/navigate
- Make the search function more effective on K-State website
- Venture with Google for search capabilities
- A more specific searcher with details to find something
- Changing the K-State search engine to something that functions more efficiently, such as Google’s Search Application.
- Better search capabilities for all software/internet/email, etc.
- Move the K-State search to using the Google engine
- Improved search engine. Google Search Appliance.
- Better search engine
- A better looking Results page from the K-State Search Engine found on the K-State Homepage
- Ongoing web team with standards for various campus kingdoms. Not just run by IT, addressing university priorities.
- Better improvement in web pages- so they are consistent and easier to find information more user friendly
- Create a centralized web development team to standardize all K-State web pages. Provide adequate support to help all colleges, depts., and offices maintain their websites.

- Consolidated web production into one look and feel, purchased products and homegrown.
- A content management system that would ensure all web pages follow the same template and accessibility standards
- Ability to use content management systems and database-driven content for web pages through the KSU web server- without departments having to purchase/maintain the required hardware/software
- Web content management system available to all departments. Many KSU web sites were designed well, but are not being maintained, presumably because administrative assistants aren't able to use HTML. In some cases, there is no current information available on the site at all.
- Some procedure to measure uniformity, quality and currency of ALL web pages
- Guidelines and best practices be created for all web page development across campus
- Have every K-State web page be accessible and updated to today's web standards
- It would be nice for the university to provide the funding, access, support, etc. needed so that ksu.edu is consistent across campus. Continuity is important for users on and off campus
- Would like interactive, three-dimensional (second life) capabilities for websites for each student service or department at K-State
- I wish to have the ability to understand what is being communicated to the masses electronically via each college (i.e. college newsletters, solicitation for money, promotion of events to students/faculty/alumni)
- I wish IT services had the structure, support and resources to institute an institutional-wide effort to consistently brand our University through all technology mediums
- I would increase the amount of space available for all students, staff, and faculty to be used for web site development. This would enable creation of online digital portfolios, and educational websites used for instruction.
- For organizations to have more resources (scripting languages) available to communicate internally (privately) and externally (publicly).
- Possibility about having a virtual memory or disk in the website
- I do 99% of research online, and the K-State libraries website is a disaster! Re-design this website to be user friendly and subscribe to more journals in full-text online format. Users MUST have the latest scholarly articles available online if full-text format.
- Area for Campus Photos on the homepage for visitors to see
- SGA has its own website with better information, more pictures, etc.

## IT Communication and Collaboration

### Campus (General)

- Improve campus-wide communication regarding all IT priorities- e.g. helping campus understand big picture!
- Understanding of university IT priorities communicated to all- if there's a vision or direction it's not trickling down
- Communication- ensure that all parties are informed and aware of what is happening in IT and how it might affect them
- I would like to see improved communication, whether this be passing info to and from IT, to implementing common calendar systems etc. to make work flow more efficient
- I would like to have a way to better communicate affiliate needs and to hear about what is new with technology on campus
- An easier way to be informed of IT issues
- Better communication/coordination is needed between I-tech and the rest of the university so that we are all knowing and following the same standards
- Improved communication
- Consolidate and well planned external communication so our customers know the 'who to contact', 'how to get something addressed', 'what are we doing' and 'why are we doing it'.
- IT come and meet with us on a regular basis to discuss needs and help where there are concerns
- That we as staff have privileges of being part of K-States new technology ideas, trainings, and updates

## Roles and Services

- Make organization of IT units more transparent
- More understandable organization of IT function
- Transparency in the system. It's hard to know what is allowed, who to talk to, who is in charge, etc.
- To help campus community navigate IT support options and expertise, create roles and responsibilities organization chart (graphic) in layperson's terms and share widely across campus
- Along with this is greater transparency in tech services so that people know where to go and who does what?
- I would like to have access to some type of chart or hierarchy to know who to contact for various IT issue. Examples include the help desk being unable to accurately refer staff and students to people who can help them and not knowing what groups of people to approach for consultation in working with 3rd party vendors.
- I wish to better understand the resources that are available to me and how I can more easily and efficiently access the resources
- Visible front door for [IT] services with access to all subgroups transparent to outside users.
- Have an on-line catalog of products and services related to IT that are available on campus (much like an e-procurement catalog used in business world, but focused on IT services on campus)
- In some manner inform departments and staff on services provided by IT and costs for said sources. Can our department better serve our needs by outsourcing or by trying to work with student assistance? We cannot afford full time service.
- We need more knowledge as to what resources are available, when trainings are offered and continual training opportunities- even in areas of new technologies that some may have opportunity to be familiar with.
- More accessible method of making faculty software resources (and technology) which are available known publicly to faculty members
- Better marketing campaign for the services LAN can/will/ is providing. Currently many folks are unaware of the types of 'centralized' services we are offering.

## Central and Departmental IT

- Need better lines of communication between Central ITS and departments and across IT departments
- Open Communication channels
- Much more collaboration throughout IT services across campus
- Increases emphasis on setting clear expectations and/or service level agreements on services between central IT groups
- Increased collaboration between departments in setting priorities. Currently high priority projects in one department are dependent on services in another department that may not have the same priorities.
- More collaboration
- More knowledge sharing
- Less division of IT staff and more collaboration among all levels of staff.
- All IT departments felt unified (no more us vs. them)
- Better collaboration between groups and a willingness to help each other.
- Improved communications between IT units, specifically clear channels between upper support groups (tier 2&3)
- Better collaboration and internal communication to improve our ability to respond to our external customers instead of passing them around and/or taking too long to respond or complete.
- Improve communication between IT departments
- Official gatherings (not optional) for general IT staff, where strategic plans are communicated.
- Regular meetings for ITS staff with similar job functions, to reduce duplication of efforts, foster communication and collaboration.
- Better departmental communications
- Add an infrastructure for knowledge or expertise sharing
- Share training, conference info, etc w/those who did not attend. Include non-IT departments in this.
- Bring new technologies into the communication process of the tech units.
- All IT departments should share a centralized collaboration tools.
- More information sharing regarding IT projects, services. An internal Wiki for the entire K-State IT population. Each group would maintain their own content, and the information would be available to all IT staff

- Direct access to IT personnel and procedures, alerts and mail web server engine and services updates (search, feedback). Collaboration services by Summer 09
- More communication between central IT groups, facilitated by the tools to foster and support this communication. Communication by mailing list is often insufficient.
- Laptops and cell phones provided to all ITS staff with standardized software and communication tools.
- More collaborative meetings/exchange ideas with peers external

## Technology Support and Training

### General

- Improved IT support
- Please continue to take the leadership role in educating, training, informing and assisting departments with the systems in place and used and options for change to improve
- Customer service oriented IT services. Consistent attitude of "How can we help you" and clear to all where and how to access IT services
- Also, include more support services on campus rather than having to go outside the university
- Common Service Vision- "Let us help you implement your desired technology"
- You call- they make it happen. People resources to provide assistance as needed for using technology to extend programs
- Better service for humans
- When dealing with IT problems/issues it does not drive you crazy and you do not dread dealing with IT
- Tech support more readily available "on demand"
- Increased staff to respond to user issues more regularly
- IT support staff that understand where and how I work
- IT personnel to have greater knowledge of our particular system
- Centralized main IT support with support in each college being in that group
- IT takes over all department support without charge to the department
- A second issue for me is the "need" for our own local physics IT shop. For all I know I'm talking heresy, but \$2600/year is killing me, and I'm afraid to break away.
- We need the resources to be able to properly support departments on campus that do not have resources to support themselves
- Better tech support, both related to the use of university programs and hardware
- Better/More tech support (specific person/people to do only this job departmentally)
- More inter-departmental IT people to help with daily computer problems
- Need better support for fringe users (Not just on-campus students and employees)
- Need for simple and consistent user support
- Strong/Redundant support for centralized resources
- Dissolve the walls- make it easier to move through the system to engage the state in solving problems and providing information
- Single point of entry for Central IT support - Desktop Repair, Telecom, Network, User Support (basic and advanced) All of these require knowing who to contact and how to contact.
- Clearing House or one stop shop for technology questions; Instant messaging? IT
- Transparent IT organization with one-spot shopping for tech support
- A unified "help desk" system of some sort (perhaps w/ a web-based front end) that would allow users to suggest changes or submit problems. IT or other appropriate staff should them have access to see these suggestions.
- Complete shift to a single service tech support front end. This would function to direct people to the right place to get help (triage center).
- A better helpdesk management system that is used by all IT staff for tracking problems and issues.
- Make IT staff and student workers more readily available, approachable, and seen. This needs immediate change - we rely on your tech-why shouldn't we?!
- A new structure to have IT support be more reflective of university organization (Note: A diagram was drawn to make this clear. It depicted a central group/person as DIR iTAC who was connected to the departments in the university: Arts and

Science, Engineering, Vet Med, Business, Human Ecology, Agriculture, Architectural Community Planning Development, and Dir. College of Education.)

- Have “floating experts” in Central IT that could help all units across campus. Examples would be an expert in usability examining a new web site that was built from another unit. There could be many different experts: usability, accessibility, SEO, security and SEM just to name a few.
- iTAC – More knowledgeable individuals providing help and support to students and faculty
- I would change the way the IT help desk works. They have good intentions but at times, they are not very helpful. Not their faults, but it could be better
- The answering service for the IT help desk is distracting. The phone rings, gives you a message. Phone rings, gives you a message, then the phone rings for you to talk to someone or take a message
- Faster initial response times from central IT groups when dealing with complex issues. Currently non simple requests can appear to be ignored for over a month. A collaboration tool that would provide quicker feedback
- Quicker response from CTS for new/moving network connections (more resources)
- Simplified collaboration/trouble reporting environment
- Need well-defined tiered support structure
- Initialize Help Desk
- Desktop Management
- Better handheld support
- Hand held mobile support and universal tech
- Better computer software support for campus
- A better protocol for dealing with software updates with K-State Online, specifically Windows changes, and K-State Online software updates, including more support being available
- Support more programming tools
- Short and easy solution procedures to simple questions
- Provide an update and critique of available software for Microsoft
- Campus-wide contact person for helping us use technology in non-classroom outreach
- Ensure that Manhattan’s essential services (such as Media Development Center, iTAC, & Help Desk) are available and practical for Salina faculty, staff, and students to utilize. As nice as the MDC is, it’s simply impractical and unrealistic for most Salina fac/staff/students to kill half a day to use it; we need one here. Help Desk is not known or easily available here (it is, but people don’t know it unless they’re involved in IT here.
- Ability to provide more audio video equipment for MDC checkout for university community- we are presently unable to meet the needs.

## Training

- I would like to see K-State provide training in how to use programs and equipment presented in simple step by step format. Don’t assume everybody had the same level of expertise! (or the level of expertise of the presenter)
- Ongoing training for, non-techies, that is accessible and timely
- Consistent, comprehensive, and encouraged “training” for all faculty and unclassified professionals on applications needed to “do the job”
- IT training for all staff
- I feel that as technology is changing we are not offering enough basic program training for faculty/staff. A lot of faculty/staff are not young enough that they grew up using computers from 1st grade on, so when the need to use a basic program like excell, word, access, powerpoint, ect. comes up they just have to struggle through because there are no classes for these basic programs.
- Better and consistent training for those who want or need it
- I would like to see a technology use/sign-up training for new employees so that they can “hit the ground running” and not waste days or weeks or...to know about and be able to use the systems. This training should not be one size fits all
- Training for non-technical users. I am referring to the janitors and other facility staff (these are just an example) to help them improve their education in technology
- Training on and notification of the services available, to affiliated units should be provided in a pertinent and frequent basis
- One immediate change that I would make would be to have general training sessions for GRAs/GTAs

- I would change the training/preparation of graduate students for the use of K-State Online. It is a very powerful and helpful system if used properly and fully. Alternatively without understanding its power/functionality, how effective can it be?
- Training
- Training
- Training for new programs that we are unaware of, but might improve our technology
- Information security training mandatory for new employees and perhaps refresh training every few years (web based or in person)
- Central IT would provide coaching to me and others (staff, students, and faculty) on how to “manage” the high volume of email flow in my/our job(s)
- More training on basic software, Word, Access, Excel.
- Have iTAC provide support and training for Microsoft Office applications – Word, Excel, Power Point
- Teach students how to program computers, create websites and software, use Photoshop etc. A free class daily/weekly at the Library teaching interested
- Desktop delivery of IT “training”
- Arrange outside vendors to give classes on campus to IT positions i.e.: desktop support etc. Currently these are only found off campus and are very costly. If they could provide for a smaller fee there would be no travel time or costs.

## IT Infrastructure

### General

- Infrastructure to handle a global educational world and shrinking resources of educators; more flexibility to teach from offices and to reach multiple institutions
- K-State having the right infrastructure to be part of the development of the “future internet
- KSU should make complete and leading edge investment in the IT’s infrastructure on campus, and make it an ongoing priority
- IT infrastructure needs to be an emphasis and part of the vision and planning of central administration
- Improve infrastructure across campus to equalize opportunities of access for employees and students
- IT infrastructure truly exists this would be an infrastructure that exists to allow us to focus on our “real” jobs (teaching, research, advising) and not trying to fix technical problems caused by an infrastructure failure
- Upgrade infrastructure across campus so that everyone has reliable, efficient, and speedy connections
- The very best and most efficient campus network infrastructure available.
- Infrastructure upgraded and provided consistently across campus without charge to the department
- Improved infrastructure (wiring, network, servers) so that we don’t run into some of the frustrating scenarios we have now
- There needs to be a significant upgrade in IT hardware/infrastructure. We need upgraded fiber, much more memory
- Bring campus IT infrastructure up-to-date
- We need faster, more reliable access both wired and wireless (basic infrastructure maximized)
- I would like to see an immediate change of a more robust and improved infrastructure that can handle the growing needs of the university
- Better network infrastructure across campus.
- KSU always a leader in computing/telecommunications capacity and speed
- Modern languages networking environment throughout campus.
- Multicast enabled across campus
- New technology

### Wireless

- Wireless available in all campus buildings
- Wireless access reliability everywhere in all campus facilities (including off-campus affiliated buildings)
- Wireless equipment for all employees and departments at low cost
- Improve wireless bandwidth of campus
- Increase bandwidth and wireless stability across campus

- Better wireless services
- More wireless bandwidth for the technology classrooms
- Install wireless network that covers the entire city of Manhattan
- Improve wireless network to consistent, reliable status
- Improve wireless connectivity.
- This campus needs to be totally wireless
- Wireless everywhere! The whole K-State campus should have wireless access ASAP
- Complete wireless coverage across campus
- Support for 802.11n wireless
- More laptop friendly areas
- Campus-wide wireless needed
- Expand wi-fi capabilities; not only in select buildings but also in open spaces
- I would like to have our building, Edwards Hall, become wireless- at least the conference rooms

## Wiring and Connectivity

- Increased and enhanced IT lines in Waters Hall
- People in Waters Hall desperately need better hard-wired and wireless internet connections
- Infrastructure in Cardwell needs to be upgraded
- Cardwell Hall needs immediate rewiring to bring us from 10 MBIT coax to modern Ethernet
- To have the network infrastructure upgraded in Cardwell Hall. To remove all the thin-net wire from the 50 or so computers that use it. Thin-net is a coaxial cable running at a network speed of 10 Mbs and half duplex. Half duplex means that traffic can only travel in one direction at a time. Also thin-net is a loop system that means that all 50 computers use the same line at the same time and that if there is a problem with the cable all 50 computers stop working. Thin-net was outdated 15 years ago.
- Need to fix the networking infrastructure in Cardwell Hall.
- My frustration with the wiring in Cardwell has not decreased during the past two weeks.
- We need the long-promised network upgrade for the physics department in Cardwell. A complete network upgrade in Cardwell should be started ASAP and completed before Fall 2008, if not sooner.
- The Physics Department in Cardwell Hall, despite having one of the largest concentrations of computing resources on campus, still has coaxial cable, 10 MB ethernet making up significant portions of the building network infrastructure. We have been trying to get this taken care of for over 5 years with no success. CNS/Telecomm have told us that we are their highest priority project, wiring closets have been built, yet still no cable has been run. CNS/telecomm is spending money on new GBit switches to make it easier for them to manage networks, while we continue to lack very basic infrastructure. THIS MUST BE ADDRESSED IMMEDIATELY BEFORE WE CAN EVEN THINK ABOUT FUTURE IMPROVEMENTS TO THE CAMPUS SYSTEM!!
- Please rewire Cardwell Hall. We are unable to work effectively with the primitive network we now have.
- Parts of Cardwell Hall are still equipped with horribly slow, 1980s vintage Thinwire coax. Nothing "next generation" should be done on campus until we've at least brought everyone into the twenty-first century.
- Hardwired network in Cardwell Hall is in serious need of upgrading and has been for years. Physics is likely one of the heaviest users of the internet - both within our building and out - in our research on campus.
- Increased electrical capacity in buildings to meet increased IT demands
- Rewire buildings to improve bandwidth/connectivity
- Install 10gig Ethernet to all campus buildings and move from OC3 to OC48 or higher connection from campus to off campus
- Upgrade wiring/electrical support
- Flexible platforms, seamless security
- Create network environment so no downtime (very, very rare) (nothing is perfect) (create redundancy)
- Enlarge the capacity of network drives, i.e. I often cannot place the PowerPoint of a lecture on a network drive for access from the classroom (Vet Med)
- Upgrade the infrastructure so that we all have at least CAT-5 or even fiber
- Up-to-date network in every building, wireless and wired
- Ensure system/network reliability
- Interoperable and sealable enterprise network solution mandated for campus systems.
- Uninterrupted high speed internet

- Higher speed internet access across campus- currently in my office I can't use SQL Enterprise manager on desktop because of slow connection
- Upgrade outdated network equipment
- Improve network speed
- Improve the network throughout campus to at least 1 gbs.
- Improve network backbone and capability
- Fiber to the desktop
- Increase campus bandwidth
- Improve communication speed, i.e. email accessibility and web access
- Faster processing of email (quicker access) and world wide web
- Enhanced Broad-band Connectivity Off Campus
- More bandwidth
- Increased bandwidth
- Bandwidth increase
- Network available for Vet Med and others for images
- Internet is slow and hampers our business with online vendors. A speedier internet would be helpful. Maybe by infrastructure improvements to speed up access and use
- We need fiber optic Internet service. The service also needs to be more reliable, and with a faster speed.
- The biggest issue is the incredible slowness of K-State Online and occasionally Webmail.
- Would it be possible to dynamically allocate some of K-State's Internet bandwidth? I know that we need to keep bandwidth available for the academic uses, but when it's not being used by the labs or academic departments, could we up the bandwidth that's available to residence hall dwellers?
- Increased high performance networking equipment coupled with the adequate planning to allow LAN Internet and Internet 2 to pass seamlessly and efficiently
- Improve the reliability, performance, and security of our central email and Virtual Private Network facilities
- Develop a high speed network of compute clusters with a thousand parallel processors (cores) of high performance (in support of computational research) and link it with high speed access to high speed national networks
- High Performance computing

## Server Environment

- No More Novell
- Eliminate Novell and switch to Active Directory
- Increased server capability
- Secure web server
- Faster and newer servers
- Install higher powered LAMP servers universally
- Web servers that allow online interactive form submission-not just CGI mail forms
- To immediately have direct putting access to server space in order to have a proper working platform in my efforts in web design and web application creation. Important to this is that these services have the latest compatibility with web 2.0 types of implementation. Here I mean LAMP packages that enable me to use dynamic server side scripting. I know there are security issues, but the rest of the world seems to be coping with them.
- Technical changes - such as moving to NEW servers - take effect more quickly
- Web server with PHP and MySQL available for anyone to use to serve their web pages, using data stored in a database and processed with server-side code. This will require managing a centralized system for database maintenance.
- PHP Support for websites
- Network file servers should be backed up on a regular basis and provide the service of restoring data when user finds it necessary
- Network file servers that allow users to share a file for writing among a limited number of other users, available for all departments that do not currently provide this for their faculty and staff
- Better testing environments to test with
- A development environment within my department

- Newer (up-to-date) equipment for testing new technologies
- An environment to test new technologies
- Utilization of mercury testing suite or some other tool in a greater capacity.
- Better computer equipment for testing

## Storage Space

- More Server Space – At my previous institution I built several websites which aided my ability to design personal web sites. They were simple, sometimes related to my job. I tried to move them to KSU space and even one overspent my space.
- Develop long range plan for storage on the SAN. I work with the ETDR program that there is not a plan in place for providing sufficient storage over time
- Several GB's of server storage, with UPN access and web servers (HTTP), Wi Max
- Secure data storage expansion
- Provide centralized data storage for all individuals and a simple method for them to share files with other individuals and groups.
- Network file storage for large datasets resulting from research when departments do not have the funds to provide this. This can be viewed as a valuable historical archive.

## Telephone Service

- There should be a 3G network for mobile phones, in order to communicate widely.
- Modernize phone and voicemail systems on campus
- Emphasis on mobile (i.e. cell phone) technology and how that can work with everyday things for students (K-State Online, iSIS, K-State web pages)
- IP Telephony on Salina campus. Should include wireless handsets.
- Working Caller ID on the phone system
- Phone system- phone message that are often let by people do not show on my phone until several hours or a day after the message was left.
- Phones be answered locally at Salina campus when a caller calls the 785-826-000#
- We need to be thinking more mobile in the IT services we provide at K-State. It would be great if there was a mobile version of K-State Online and the pace we register for classes. I should not need to be tethered to a computer to enroll in classes or check my grades.

## Application Services

### General

- I wish to be included in the development of programs that impact my work. Ex: K-State Online, iSIS, Talisma, etc. (also emergency notification system). I appreciate that a lot of time has been put into the development, but as a key user- it is frustrating to be brought in so late in the process or implementation
- A procedure whereby ALL parties impacted by a change are consulted, they need not necessarily approve, but are consulted about their needs. Prior to change being made!
- I would insist on implementation on the basis of readiness, and not on the basis of pre-determined dates.
- Access to cutting edge technology tools coupled with standards, support and training for appropriate use
- University information databases that are searchable, interactive, and relational
- Make admissions a priority- the unit had to buy major software system to work around IT (other units would fill in the blank with their name)
- I would like the IT services to give me options for a less comprehensive service that simply and transparently meets a few needs. (The current way we keep track of grades, rosters, etc. is an example. It seems to be able to do everything that anyone wants-but that means that the few things I need to do are complicated and not intuitive- But I add: the current system is easier

than the one we had 2 years ago.)

- Something that becomes more rather than less complex, time-consuming, and/or frustrating
- An IT system that is intuitive and easy to use, even if you are not IT savvy
- Web 2.0 services
- More on-Demand central services such as Database, web application, Blogs, newsgroups, etc. even if they are fee based
- Centralized software
- Reasonable availability of "customizable" resources for software development within area of responsibility
- Free research software for every faculty member
- I would implement a standard, common, simple scheduling software application for K-State (Salina included).
- I would suggest that each conference room have its own calendar so that all group would be able to see the availability at once.
- Streamline/synchronize calendars & scheduling campus-wide (so that faculty/staff person at Salina meeting in Manhattan w/ more than one college or dept can go to one place to book rooms, see invitees' availability, and confirm (finalize meeting).
- Immediate electronic posting of 75 approved courses
- Electronic catalog needs to be "centralized" back so that department heads/ administrative assistants simply submit changes to the catalog to a "central person" who makes the final changes
- Compliance software for affirmative action compliance reporting
- Campus wide chat client such as Windows messenger, tied to eID
- An approval committee for ALL K-State comes before they go on-line (includes but is not limited to disability access)
- I would like a universal electronic portfolio system available for all staff and students. These could be used to store as entire collection of work an academic career. Graduates could use to show employers. Faculty could use in tenure and promotion process.
- Not change student information systems again. E.g.: KSUVM to iSIS
- Groups in Keas - User management
- Adobe Photoshop available for students to download and learn about in the library for relatively cheap or free.
- A free music download source for Students only for IPod's, Phones, Laptops, etc., much like the Rukus system found at the University of Kentucky. It could replace Limewire, iTunes and the fees associated with downloading music.

## Collaboration Services

- Common email, calendar, tasks management-network. Microsoft!
- Enterprise Email, calendar, Listserv, message service for everyone
- We need a university-wide email and calendaring system
- Email, scheduling, and calendaring. A systems needs to be found and implemented that allows email, scheduling, and calendaring to be accessed easily and securely both on and off campus. Individual departments should, if desired, have the ability to manage their own email system but all the email systems across campus should tie together in such a way that they have a uniform appearance/uniform functionality.
- Email system more like G-Mail : more options like : calendar, messaging
- Standardized central email and calendar
- System that allows email, calendar, and shared work space (Google)
- Consolidated email/Calendar suite/Microsoft Outlook
- Pick a collaboration suite, and make it standard. (email, calendaring, etc)
- Comprehensive Web Communication tool set: Lot and lot work is moving towards network-centric applications from desktop. And lot could be tapped into by offering a complete set of web tools from Email to wiki. Case in point - Just by offering a savvy Email application is not going to take us into the future. A better way to share files, a better way to communicate (using IM etc.) will take the burden off of some traditional applications.
- To see integrated calendar and email functionality
- The calendar and email functionality to serve the majority of the K-State community very well so that it easy to use. Thus, it would make communication across campus easier.
- Better email/messaging/collaboration tools including more storage space
- A campus wide calendaring system included with email and out of office assistance
- Centralized service offerings beyond web/network/email "accounting, office apps, etc", offered centrally for users to subscribe to.

- Integrated calendar, e-mail systems, easily accessible from remote locations
- I would like to see information about the new email system, including the kind of preparation needed to make the migration go smoothly
- A number of training sessions about 1 hour in length to demonstrate features of new email and calendaring systems once identified and installed
- User groups for email and calendaring systems to demonstrate more complex features once installed
- Integrated mail package (calendar, mail, etc). Those coming from a system that uses a Microsoft Exchange environment are very frustrated when they arrive here and try to use our system.

## Email Services

- Improve functionality of student email system, while also allowing those graduating and existing alumni to share in the email system (i.e. keep ksu.edu domain name as alumnus, or transition to ksu.com and be able to sign up for a ksu.com email as alumni)
- It would be beneficial to provide students with a K-State email address "for life". This would help students, faculty, etc. keep in contact after students have left campus. This would also help the Alumni Association keep graduates connected to the university
- Better way to inform graduates on keeping their k-state e-mail address
- Why do we need K-State email addresses when we come to school with one already. Can't K-State just use our current email address.
- Email forwarding for phys.ksu.edu email accounts.
- Get rid of k-state.edu. ksu.edu is shorter, easier to type and just as well know.
- I dream that the campus-wide university would, once a year, have either: "A day without email" corporate sabbatical, or a week (maybe a short 3-day week) without email corporate sabbatical
- I would like to see the university transfer webmail to a more user-friendly email platform. IT system that holds more, is more aesthetically pleasing and does not have trouble translating graphic email coding for the user
- Fix email
- Webmail system that has a capacity to learn spam and junk mail rather than arbitrary movement of emails into the junk folder, even when they were pulled from their on earlier occasions
- An email system that is dependable and used by all academic/administrative units across campus
- I wish that we had a robust, and securely encrypted email system that could handle large files quickly and efficiently
- Have staff webmail be through Outlook, or a more user friendly version.
- I would like to see the K-State at Salina webmail system replaced with a more capable user-friendly solution
- Email - A more stable application that provides better support including email filtering, uptime, IMAP connectivity, and global address book for University
- Reliability of Email
- More reliable or different email client
- Email, Email, Email!!! Need some sort of switch like "Zimbra" that was pitched to SGA. (Calendars, more space, organizer, etc.) -Pretty much Gmail-
- Better webmail program, in addition to up-to-date HTML support.
- Better e-mail system- allow larger files; less downtime
- Improve email service centrally to cover all campus priorities
- Great! Reliable! User friendly! Email. We need great, reliable, and user-friendly email ASAP
- New email which can also eliminate some spam
- Large file sharing as part of the campus email system
- Recognize professionals and the need to send/receive/process large files
- Larger "pipes" to handle the exchange of large files, unrestricted by resource constraints
- Stable, efficient email system that is robust in regards to security, spam reduction, integration, and ability to handle large files
- I wish K-State would NOT use Zimbra as their E-mail client.
- Get an email system that everyone uses with all IT personnel's contact information (email addresses) automatically available to all uses.
- Use Gmail for our email

- Modification to email system that will outsource email support; Clear vision; clear priorities; easier remote access; integration of systems spam control
- User friendly e-mail
- More space for attachments on e-mails
- Much larger and better servers to fix e-mail issues (e-mail speed and attachment size)
- Updated e-mail
- Make e-mail and attachments secure
- Spam filters improved to remove most junk mail
- Get rid of junk mail
- I would like the ability to opt-out of e-note spam about Colbert hills.
- Better (faster/better software) e-mail for all
- Make the e-mail work!
- Make size for e-mail attachments larger
- Within the next two years I would like to be able to send larger email attachments. Images and PowerPoint documents often are difficult to send through email
- Increase the size of attachments that are able to be sent and received through the email system
- For the sake of the \*entire\* campus, we need email and internet servers that have the capacity to handle the heaviest "traffic" (i.e., enrollment periods, etc.) so that there is consistently fast communication.
- A more reliable email system that has more flexibility (i.e. junk mail settings, message organization by subject like Gmail) would be my second request for an immediate change
- Have a most recent contact list available on webmail
- Convenient, accessible webmail and file access
- Speed of webmail system
- Better spam filters at the institutional level
- Spam reduction
- Spam control and security
- Lift size restrictions on email (message/mailbox)
- Enhance email
- Email- so fundamental , can't ignore
- Unlimited access and storage for e-mail, at least for faculty and staff
- E-mail services reliable, secure, fast, no size limitations
- More e-mail capacity
- Create "out-of-office" automatic email reply
- Improve email functionality by increasing inbox size limits (at least for faculty/staff), providing automated response capability and decreasing downtime
- Update email system. Create a 21st century capable email system
- Increase email inbox limits
- Increased email storage.
- I believe K-State's email system should be centralized (I know this action is in process now). I want all current faculty and each class of incoming faculty/staff to be fully advised and trained regarding all new features. Give faculty released time and support for these and future training upgrades
- Get rid of webmail
- Increased filtering and filing capabilities for webmail
- I would wish for the privilege of being able to continue to use (ideally, without charge) my own email archive after leaving and that the system wouldn't require massive amounts of time on my part to convert from one system to another (indeed, that it be automatic)
- I would love it if Webmail had the capacity to "see" the thumbnail info that's in the highlighted email without opening it, similar to the capacity of Outlook.
- Options in Webmail to change color of font, add emoticons, and font types to messages as well as the ability to block senders.
- Webmail should have a similar format to the K-State homepage as far as navigation icons, links, etc. to make it more user friendly.
- I would like to see a recent e-mail address list feature similar to the one in Pegasus mail included in KSU webmail.
- K-State needs an email software program that can send large byte attachments.

- Larger email inboxes. 20MB is a joke anymore. Also larger attachments. The dorms needs more bandwidth as well unless something has changed since I left.
- I would like an email user interface that allows colors, enhanced type face (bold, italics, etc.), and different font sizes in outgoing emails.
- A cleaner, more efficient email client. Get with the windows live program at least... it's not the best solution, but it's better than what we have now.
- We need more space to save emails. I only keep important emails but it frequently says my mailbox is too full.
- Reliable email
- I'd like to see a faster e-mail system.
- Switching to Gmail has been discussed in the past, yet it hasn't ever happened (despite overwhelming support by everyone I've talked to). We all like Gmail - just switch already.
- Better e-mail program.
- We desperately need a more advanced email system.
- Webmail needs to be faster.
- Please, please upgrade the email equipment/software. It takes at least 15 seconds to delete a message, and often as long as 45 seconds
- Please make webmail faster and less clunky! I believe that Google offers a free email system for academic institutions, perhaps K-state should move to that.
- I want to have better email folders that are more user friendly. Have email addresses that you use frequently auto-fill.
- Provide a reliable, fast, and efficient email application.
- I cannot make the webmail search function work for my life. This may simply be me.
- The current email system is very cumbersome and time-consuming to use, especially when moving files to folders for organizational purposes, and when updating the address book.
- I just wish we had a better email service with more usable options.

## Calendar Services

- Put together a comprehensive university-wide email calendar to have a better understanding of what is being sent to who and when. Over-saturation is already a major issue and this would hopefully prevent us from losing our audience all together
- Compatibility of Oracle and Outlook calendar for Blackberry use
- Blackberry compatible calendar linked with email
- Eliminate Oracle calendar
- A calendar system that is used by all faculty and administrators that is easily synced with cell phones and other personal electronic devices
- A great interactive calendaring system, meeting-planning system- that works smoothly and everyone uses it
- Establish a university-wide calendaring system fully compatible with mobile technology (PDAs, etc.) and usable on campus or from remote locations
- Implementation of an effective, interactive, dynamic calendaring system for use across the plethora of needs for both the campus and beyond
- We need one single calendaring system for the university as a whole.
- University Calendar- centralized and comprehensive. One stop shop for all university and university-related programs and activities
- Master Calendar with information from all campus units and affiliated groups
- Calendar availability that easily syncs with hand held devices
- Implement a campus-wide calendar system that every department would use
- Centralized university calendar
- Replace Oracle Calendar with GroupWise.
- Comprehensive K-State calendar
- A more accessible way to connect Outlook with the Webmail at KSU.
- Send advertisements for events as Outlook "meeting requests" instead of plain e-mail. That way, I can click the "accept" or "decline" buttons and have it automatically added or not to my calendar. As far as I know, those without Outlook would

receive some extra commands at the top of a regular e-mail. To make that work, you would have to add POP/SMTP/IMAP access to the K-State e-mail system. I forward my mail from K-State to Gmail to get that access.

## Listservs

- Listserv – Communication Management needs improved Administration features. May even need to evaluate changing list management system.
- Better Listserv management and features.
- Listserv – Better listserv management – Some type of button to immediately remove yourself – Clear up problems with attachment.
- We need a better ListServ system, either a rework of the GUI or a new system all together.

## K-State Online (KSOL)

- Completely revamped design of K-State Online (more uniform and concrete, usable by student organizations and USED as an aggregate by all teachers) and webmail (similar to G-Mail)
- KSOL- more flexibility in online format for quizzes and exams to meet larger numbers of students using tablets; images for matching questions
- K State On line has numerous problems that cause faculty to work twice as hard and take twice as long if not more to get something done.
- Making it possible to create KSOL public class areas to add outsiders easily
- Ability to personally manage access to KSOL for non-KSU collaborators
- Make it easier to see the “student view” for all things in K-State Online
- Like to see K-State Online become more user friendly
- Increase the amount of storage space (per course) on K-State Online. For example, if a faculty uses videos, today in space allowance is not enough.
- More training with K-State Online for tools and functions for staff to student and staff to community communications.
- Fix KSOL to work in all browsers. Ex: Organizer has trouble showing updated info in Mozilla
- Less unusable or “dead” white space on the “Announcements” page on K-State Online. Ability to fill space with text and/or graphics.
- Use of K-State Online capabilities for non KSU course
- Can you put a link from “manage files” page back to the course homepage?
- My students enroll through three different programs (K-State, IDEA, PA Certification Program), and each program has a separate reference number. Axio currently allows these students to “mingle” and communicate in one course homepage for the purposes of chat and message board, but NOT for the “Student Groups” function. I had to create an entire new course entitled “Book Group” and enter my students into the new course by hand to enable students to collaborate on a reading project. The worst part, though, was getting the idea across that they had to do part of their coursework in a different online classroom.
- Several of my students have complained that the Message Board threads are difficult to follow. Some of my students claim that a reply doesn’t always show up immediately after the thing you’ve replied to. None of us (including me) can figure out why some “replies” get a little “cloud” icon, while others get a little “triangle” icon.
- The delete and archive functions are fine for getting rid of unwanted or old threads, but not for deleting or hiding sub-thread replies. I would very much like to be able to either archive or delete replies and subthreads, without having to either see the reply or subthread sitting there with a line crossed through it, or having to take out the entire thread.
- It would be GREAT if I could simply “MOVE” threads that are in the wrong place, similarly to the way we can “move” a file from one folder to another in the content area.
- My students complain a LOT that there are TOO MANY tools, and that it’s hard to find them all. As one student said, “it’s great for the instructors who need teaching options, but it’s murder on us trying to figure out where everything is.” I am not suggesting that you delete tool capacities, but I wish there were some way - maybe some sort of more “windows-like” visual dashboard that made it easier for students to find tools.
- Midterm I have students who start to slack. I wish there were some function in the gradebook that let me automatically send

a progress report to my students. Maybe there is and I haven't figured it out

- When working in the manage files environment on K-State Online I wish there were a way for it to just open for viewing and not have to download.
- Quick and easy access to online gradebook back ups
- When you're in KSOL, put the grades on one page so you can see them at a glance.
- More user friendly calendars on KSOL. Make it so we can just click on the day and type what we want like a real planner instead of having to make all kinds of appointments with start and stop times
- I don't know what caused the delay in emails sent from rosters the first of March but that was a problem. Not only did they not receive the email the day it was written, but then I had to field emails a month later when they did receive it.

## Integrated Student Information System (iSIS)

- Make iSIS faster! (On searches and moving from page to page)
- Making iSIS responsive to faculty needs
- Incorporate WIDs in PeopleSoft
- iSIS is another example: KATS was simple and I guess could not do everything, but it could easily do what I needed to do. For iSIS I need to get training.
- More in-depth training on how to efficiently use iSIS
- We need more hands-on training w/ iSIS and all of the tools and functions that are available to staff persons of KSU.
- Create iSIS to be much more user friendly, having intense training letting the users of iSIS ask specific questions of the trainer that are job specific!
- Make the advising component of iSIS advisor and advisee friendly: advisors list of advisee's current advisee's only; batch processing of 1. Printing grade sheet 2. raising flags by advisor (high priority)
- As a student records clerk, I'm continually for highly specific items of data. Who is advising this student? What's his/her gender? Ethnicity? (These are ESSENTIAL to our Accreditation) I need a MAP or TREE diagram to find these things during my learning stage
- I wish I could really query the records. How many students are being advised by each of my dept's advisors? That's a big one.
- iSIS has limitations for faculty and administrators who have used the SIS program through KSUVM
- Incorporate a means to offer lecture by distance without requiring students to be "admitted" to K-State. That is, click and purchase and have immediate access
- In iSIS we need to be able to access former student DARS reports. We often have former students within a couple of years of leaving regret not finishing and ask what they need to complete to graduate. They are not in iSIS so we cannot easily answer their question.
- I have had an issue with getting bumped off of iSIS, and it was suggested by IT help desk to delete internet files and cookies, which I did, and haven't had a problem since. This information might help others.
- I have been having troubles with getting bumped off iSIS. I have found if I use Mozilla Firefox as my web browser instead of Internet Explorer I have much better luck.
- Better looking icons in iSIS as well as an expanded page that makes it easier to read and browse.
- It's really nice that iSIS has a waitlist that works, but could it be made to allow people to waitlist AND enroll in different sections of the same class or lab?
- Keyboard shortcuts would speed things up! Especially a shortcut to Return to the previous screen. Or at least have the Return or Cancel button at BOTH top and bottom of every screen that has one. Especially DARS reports!

## Tegrity

- More technical support staff to meet IT needs to keep the IT infrastructure intact and functioning properly. For example, major Tegrity problem this semester (S08) where distance students were not able to view classes until after spring break because there was not enough IT/Tegrity support staff to fix the problems. Many students demanded their money back from KSU, and have spread their bad experience with other potential students
- More technical support personnel to aid with Tegrity support issues, i.e. explaining to help desk about specific problems with Tegrity that aren't instructor related
- Incorporate something with the functionality of Tegrity (capture video and slides together) but that is easier to use and doesn't

have the problems (e.g. updates don't work with Java, etc.)

## White Pages

- Ability to separate student info for white pages vs. student records to get away from all or none policy
- Make the directory more user friendly, i.e. if you don't spell a person's name exactly right it will bring up a list of reasonable alternatives. Presently it does not.

## IT Organization and Management

### General

- I wish K-State will try to change the personality/identity of their IT technology units. They are outdated and don't communicate with the main target audience (to attract more students) (no innovation)
- Improve our perception by the rest of campus. And, improve their understanding of what and why we do. And that they need to also be flexible, open to change and adapt to emerging technologies and other changes.
- Eliminate perception of being the adversary to everything.
- Develop a creative team that is willing to do things in a different way.
- Responsive and creative support and development organization
- Executive leadership for IT that views technical support as a means to an end (student service, research efficiency, administrative cohesiveness, etc.). Therefore, IT management will be based on servant leadership principles and not gate-keeping authoritarianism.
- I wish that the IT administration would quit acting as if they are the bosses; they are the tail wagging the dog
- Visionary leadership with institutional capacity to carry out that vision
- High level of leadership across all IT areas
- I wish that administration (IT and others) could show us that they understand we are an educational (not a corporate) institution
- Central IT would establish a collaboration partnership with all colleges where college IT directors would have a partial appointment to central IT and a regular "council"
- Eliminate "cultural" divide between faculty and IT staff- understand who drives the train
- I want to see centralized IT function as an efficient, effective, and responsive unit. I would like to see less decentralized units to avoid incompatibilities.
- I want to see IT have a "vision" of enhanced support for new methods of teaching and learning. In other words, not just fixing what's wrong, but looking down the road or where we want and need to be
- I would love to see IT have more of a focus on teaching and learning and less on "wiring" and "bandwidths".
- IT services have more direct contact with the academic depts. to look at how IT and academics interface. Any research going on at K-State regarding students learning when more tech is used?
- ITS would be invisible to the user yet meet their needs for the day and the future.
- Boldness in identifying and implementing service and quality based change. Identify "basic" technology services as a utility (light, heat, water) rather than a fee-based or luxury service.

### Organization and Structure

- All IT groups under one umbrella - goal to improve communication
- A strong, directed central IT department with a Vision towards sustaining quality services and towards implementing stable new technology.
- All IT groups under the BIG umbrella. Better cooperation and communication
- We must identify and hire a visionary leader for IT at KSU, and give him/her the budget and freedom to allow faculty/staff/students to explore, create and succeed
- LEAVE IT reorganization alone for a while once complete
- Centralize while allowing flexibility for growth and creativity

- Organize and administer all campus IT services under one central organization. Information, training, service, education, etc.
- Coordinate (combine) all central IT for planning/coordination
- I wish IT services would have a more consolidated leadership and management structure to improve the consistency in customer support and responsiveness in service
- Centralized support structure and communication for the needs of departments. All IT suggesting the same thing.
- Large central IT unit that has enough resources to support all departments and units on and off of campus needs
- Merge administrative and academic IT under a single, high-level administrator/leader
- All of K-State's IT Services be integrated into a "one-stop-shop" arrangement to enhance service and reduce confusion and redundancy
- A global/university wide IT service
- We need to consolidate all of the university's IT services under one unit
- CIO reporting to president that drives all technology effort for university.
- Hire a CIO over all central IT services, including the services provided by and the people in ISO, to provide a unified vision for IT @ K-State and strong leadership of a coherent, flexible, efficient, and productive central IT organization.
- Permanent, well-qualified, visionary VPITS/CIO
- Continue efforts to consolidate the central IT services units into a unified organization with a single identity by one common web presence, a single business office, common standards, policies, and procedures, a unit for policy, planning, and project mgmt that establishes those standards, policies, and procedures that all units must adhere to.
- Combine all IT under one campus wide umbrella
- Finish the Central IT reorganization process. It has been drug out for too many years. We need to get on with it! ISO should report up through the same VP as the other IT units. It would also be best if it reported to a CIO at the VP level so it could be viewed as impartial
- Have a better defined and logical IT structure.
- Need to have a central CIO that is over all IT departments with a strategic business plan that everyone is following.
- Elimination/reduction of inter-department boundaries and political microcosms. (Improving presentation of central services)
- More centralized control over the IT infrastructure. In areas such as security, purchasing (i.e., hardware recommendations) and services offered. There are a lot of redundant services across departments that pose cost increases and security risks.
- Create a unit within central IT responsible for strategic planning, enterprise architecture, policy, and product and project management.
- An IT security office with a budget staff and tools commensurate with the importance of the information we need to protect and the threats against it. (Actually more of an immediate change!)
- Create a single unit within central IT for human resources administration.
- Create a single unit within central IT for budget and financial management and contract administration.
- One central office for ITS administration, finance, and marketing services.
- Organizational plan for the datacenter/datacenter manager
- Create a small core strategy/architecture unit that has the ability/resources and responsibility to determine and implement k-state IT vision. Be small, less than 7 people, no bureaucracy.
- A larger unit to meet the instructional design needs of faculty. This would need to be independent and separate of iTAC and help desk.
- Centralize desktop support and desktop management for the entire campus. Provide the proper resources to support this. This is needed to end the haves and have not's and to provide a more uniform level of support to everyone. Some departments rely on students or multipurpose FTE's causing inconsistencies.
- Fewer levels of managements
- Reduce management levels (i.e. flatter structure, too many officers not enough privates, etc.)
- Take out many levels of upper management and go to lead techs that reports to a manager instead of many managers with just a couple of people under them. Need more people working vs. many non tech managers.
- Coherence between departments and what they are doing. Less duplication of work.
- Reorganize or what's needed to best utilize resources available to get best bang for buck! Prioritize needs (I think all of this is in process)
- Centralized coordination: internet and firewall; data security across all levels; elimination of IT Silo's; full integration of continuing education
- Centralize all IT services making it easy for staff to call a central number re: problems. This would take the guess work out of identifying who to contact for which issues

- Have clear structures that links campus offices to services and each other (break down silos)

## Computing and Technology Services (CTS)

- More “transparency” in the operation of CTS and departmental IT Departments. A completely representative (Students, Faculty, IT staff) oversight committee.
- Continue to reorganize/consolidate/streamline/grow CNS or CTS or whatever you’re calling it to fit a real life/world model of an IT Unit. Need to decide if IT Unit needs to be more centralized or decentralized
- Revamp telecommunications, too restrictive, too “totalitarianistic.”

## Planning and Prioritization

- Overall plan at to where IT needs to be in 5 years, 10 years, etc. and what it would take to achieve the goals
- Establishment of a comprehensive campus-wide IT plan with cost and implementation schedule that is agreed to and supported by the President and Sr. administrative officers of the university
- Rolling strategic plan with expenditure priorities that fits available resources
- The university would embark on a series of “hard choices” to adequately fund and commit to the basic infrastructure of the campus. These hard choices would include abandoning some current practices- supporting student computer labs, “home grown” projects (KSOL), even construction to push resources to a robust network, learning and teaching environments and faculty tools
- That all staff everywhere were so intensely knowledge and wisdom focused that that common, overriding goal would illuminate all decisions
- Corporate “style” strategic decision making as opposed to politically driven,
- A uniformed approach to how ITS should operate with clear goals, vision and guidance and the communication to support it.
- University strategic plan that reflects the needs of faculty, students, staff which is used to develop the IT strategic plan.
- Long term strategic plan to help us prioritize our projects.
- Communicated strategy and direction for all ITS units
- Strategic planning needs to take into account resources (staff) and effect on current IT offerings. New projects typically steal staff from support or maintenance roles. Staffing levels need to be re-evaluated and expanded so IT can be proactive rather than reactive. Research development, etc...
- Road map - would like to know what is coming, and what my priorities are.
- Prioritization of projects, strategic planning of projects. I have no idea of future projects and what is priority today.
- Establish a way to manage and prioritize projects enterprise wide. Each unit currently prioritizes and manages their own projects which seem to be confusing to customers (or campus end-users).
- A responsible and ethical plan regarding recycling of outdated computer equipment that is easy to use.

## Portfolio and Project Management

- Better project planning to cross department boundaries and more adequate plan for projects looking at resources available to allow less stress and better, more throughout work on these projects.
- Standardized project management practices within and between IT departments
- Unify IT. Bring units together to collaborate and communicate effectively.
- Greater flexibility in project planning to provide multiple and early insertion points for end-user input?
- Do away [with] project management for sake of project management. More leadership and responsibility vs. just accountability. Do not apply project management to non-projects. Services provided to clients that do not have time lines should not be ascribed timelines and milestones.
- Enterprise project management
- Enterprise wise project and portfolio management

## Other Management Processes

- Expected routine, simple and enforced prior notification of system changes.
- Enterprise wide change management processes and procedures
- Implement standard IT services methodology (such as ITIL) to help organize and drive IT services processes and procedures.
- Centralized ticketing system. There is not a single point of contact for issue reporting and resolution. A central ticket system would allow IT unites to focus more on issues at hand and not on organizing and tracking issues.
- Standardized and current processes for service identification, implementation and operation.
- Hardware control by central ITS-mainly hardware in the data center.
- Implement systems/asset management software to complement/leverage our vast/expensive hardware resources
- From QA, it would be nice if QA practices were better improved in terms of maybe implementing test automation on some of the projects. We keep saying that we would like to go in that direction, but it's too time consuming. But when we release a product to campus and notice that we forgot to test something, then we try to think of ways for next time to capture what we forgot to test.
  - it would be nice to actually have the TIME to research and try different test
  - automation...maybe it's all in a dream :)
  - MAYBE automation will work, maybe not. Never know until we try.

## Buy or Build Strategies

- Could get away from the "we write all our own software" mentality
- I wish K-State IT would invest in technology instead of investing in thousands of man hours to try and find a free product that works not very well
- Develop a clear understanding of when we buy something or build something. We should only build things unique to K-State and explore economical solutions when available. Why do we replicate commercial solutions?
- Outsource all administrative software/hardware (ITs a utility anyway)
- Accept that there is no virtue in building things yourself. Use software and systems that are in wide use, so we won't be stuck supporting quirky systems
- Integrate its technology more with the outside world. Use less proprietary systems. Move always in the direction of open sources Utilize the collective knowledge of the world created by technology, to help us solve tech related issues that others out there are already solving.
- Operate outside at K-State IT bubble. Take advantage of things already available instead of need to develop and support things on own
- Develop less in house solutions and be more open to commercial software
- Give back to the open source community!

## Innovation

- Forward thinking: ahead of crisis and technology; think tank for future applications
- Innovation in technology, web delivery and electronic utilization systems. This is a think tank or center that is there and exists not for maintenance but for creative solutions
- Spend more time researching "new" bleeding edge technologies.

## Technical Architecture, Standards, and Policies

- More open to MAC software/hardware with support for these
- Microsoft server, Microsoft office professional, baseline standard
- Standards and Enforcement

- Standard architectures (PC and MAC) Hardware/Software
- Documented architecture and long term strategy
- Consistency within all colleges (software, e-mail etc) so funding can be shared- campus wide Microsoft agreement
- Some central service that would ensure all computer labs, department computers, have necessary software so that training initiatives offered can be used and not just seen as an increased frustration which is exactly the opposite of why it was designed.
- Complete IT consistency hardware/software campus-wide
- Minimum standards should be set across campus for software and hardware
- Minimum or uniform standards that all campus units must use for software applications
- Standardize the software and hardware across campus to make all units/constituents capable of communicating and working together
- More consistent standards campus-wide (hardware, software, protocols)
- Implement campus-wide hardware and software standards
- Centralized IT system across campus for both software and hardware
- Standards based, cross platform compatibility for web applications & document exchange, including Windows, MAC, Linux, Unix, etc.
- I would like to see all web applications be browser independent and operating system independent, as well as adhere to ISO standards.
- Policies to support new work styles
- Customer focused design, i.e. Word/ Word Perfect, PC/Mac
- Flexibility for different working sites and styles
- University-wide standards for information management
- I would like to see a standard format for documents. ODF standards.
- Ability to set and follow internal policies and standards.
- Mandatory use of Oracle Calendar.
- Less stringent policy on long-distance phone calls!

## Security, Disaster Recovery, Business Continuity

- Redesign of desktop/server security systems
- Security
- Improve security
- Master security issues so they can recede from the spotlight, allowing us to move towards an IT environment where the emphasis is on exploration, progress, and the delivery of true cutting-edge services
- Easily accessible K-State anti virus software. The software that was required to download last year has expired - need to know where to find the current software
- Students at the College of Architecture, Planning and Design would be well served by the Bradford Campus Manager, the K-State Client Service Agent (CSA) provided by Bradford Networks currently in place for residents halls. Architecture students bring hundreds of personal computers in to Seaton Hall/Seaton Court for use in their studio learning environment.
- SSN's or other sensitive information should NOT be required or even requested by any campus department (Lafene and Parking Services). Existing data containing sensitive information should be securely and permanently erased.
- Webmail/ID security: It is way too easy to harvest K-State email address and other information. Today as I understand it, extra information can either be shared or not. I would like to see levels of what I share and levels of what groups that I can share with. If it were secure, perhaps faculty would not need separate systems (as much).
- Disaster recovery
- Better backup for equipment and all networks on campus for disasters
- Time sensitive response (emergency) to crisis situations, whereas lack of response could jeopardize program viability (i.e. tweaking of systems in response to external environment, and other emergency situations)
- Campus backup capability
- Offsite data center - DR

## Identity Management

- Authentication services for department systems.
- It would be nice to have a central authentication system for all of campus.
- Easier access to KEAS
- Longer character limit on eID's
- Not have to change password so often
- Not changing passwords on e-mails
- Less passwords to change/remember (if centralized then this could actually happen)
- I wish I did not have to change my webmail password so frequently
- Would it be possible to have passwords with just a 6 word number minimum?
- Lengthen the time between password changes, i.e. every year
- Each Feb. and Sept., all K-State users must change the passwords for their eIDs. I believe this policy causes more harm than benefit. I use many online services, and not one of them requires me to change my password at a certain interval. This includes banking, e-mail, and online retailers. I have yet to see a satisfactory argument in favor of requiring users to change passwords biannually.
- The eID system should be simplified to allow users to reset their passwords if they attempt to sign in and their password has been disabled. It is a strain on IT staff and users to try to resolve password issues in a timely manner. It seems the system is trying not to allow people to change their passwords even if they have the correct information.

## Purchasing/Licensing

- Sampling of tech equipment without buying. Some way of testing new hardware/software before deciding what to purchase.
- Create institutional like licenses for generic software so that faculty users are not negatively impacted by departmental funding limitations
- Funding for university-wide site license of Image NOW. This should allow all university-wide colleges, departments, units, athletics, alumni, and foundation to share documents from one repository
- I wish K-State had a Microsoft site license because it only makes sense given the number of people who use Microsoft products on campus
- Microsoft site license for campus

## Resources

### Funding

- More support- funding/resources; training
- In 5 years, KSU no longer spends money recreating services that are freely available (e.g. email) and we spend our resources on things that only we can do- or that we can do better than the free services now available
- Over the next five years or more, I would ask Wefald to prioritize KSU Foundation and other donor support toward enhancing IT. As a minimum, I'd like to see a commitment in the form of a "changing lives" campaign for a minimum of \$30 million campaign
- We need more resources (people and money and space) in order to keep us on the leading edge of electronic services for our students. It should be all about service to students
- Budgets are provided to allow all units at KSU to meet/exceed their needs
- Funding
- The operating budget for IT services should be drastically, and immediately, increased in order to provide a common level of infrastructure appropriate for a (Research 1, Top 10 Land Grant) university
- Greatly increase financial and personnel resources for IT as a high priority- university focus on support of IT
- More state funding for improved technology so that it doesn't have to come from grants or personal pockets
- Adequate ongoing funding to support information technology needs for K-State campus and non-campus needs and enough funding for leading edge technology and room for growth, innovation, and change

- Make funding available and a plan to upgrade all hardware and software on campus to same consistent level
- Solve the persistent equity issues by making sure that all staff and faculty have decent, modern, well supported computers, printers, and networks. Do the same for all classrooms.
- Providing equity in IT equipment and IT access for all faculty and unclassified professionals
- More equitable distribution of resources. Some depts. Have grown tremendously over the last 5 years while others are understaffed.
- Funding for IT equipment out of central fund. Not coming out of departments
- Would like increased funding for individual departments so they can access the needed expertise to utilize existing technology
- More frequent and equitable hardware and software upgrades for faculty
- I wish for an institutional (not departments) commitment to upgrade, purchase, and maintain hardware and software
- Assistance from university to provide funds to upgrade or replace current internal system
- Technology improvement fund for upgrading and updating of equipment, software/ or training
- Develop replacement plan for IT equipment (including software) with existing resources
- Establishment and funding of a campus-wide IT rollover plan for hardware and software
- Rotation of computer and software upgrading needed
- I wish that KSU had so much IT centralized money/resources thing going on that I did not have to scrape money in my paltry budget to support IT needs in my department
- I would change the funding structure so that future growth is funded centrally out of the general university account
- Additional resources- both personnel and funding- to meet the current needs of each department in all IT areas.- possibly combine all resources from all dept/units
- Central IT funding and accessibility to the funding (maybe in conjunction with rotating plan)
- Funding for centralized IT software/hardware
- More money
- K-State needs to have a basic package of hardware and software for initial or start-up situations. This will allow for basic continuity in IT support. Enhancements could be individually added with support by specified IT staff. I recommend the Provost set a baseline amount of money to be set aside as beginning support for technology for new faculty. I recommend a base of \$2,000/year (for first 2 years) just for technology.
- Departments require significant budget increases for IT related to instructional support. Much of the universities teaching mission is supported (made possible?) by extramural research funding or start-up funds of individual researchers. Examples include purchase of software, desktop computers, servers...
- A larger budget for our department to purchase the tools we need to do our jobs properly.
- Institutional support for instructional hardware needs to be a higher priority
- I would wish that we had the funding, in place (and not taken from other programs or "downloaded" as unfunded mandates), to meet needs and have room for experimentation and expansion while ongoing improvements are achieved.
- I would allocate funds from SRO to fund a centralized computational infrastructure (computing clusters and high speed networking) to support computational researchers across campus, from computational physics (chemistry, biochemistry, biology, etc.) to data mining of social databases for the social scientists.
- Significant money and planning investment by institution to meet computing needs- ask us what we need/want!
- Greater/larger budgets to support IT (both at university level and department/unit level)
- Central Funding (for ALL IT needs)
- Identify/clarify university's money expenditures in IT across campus to develop clearer financial picture of IT investment and gaps
- Identification of appropriate budgets and personnel in various IT units
- Audit university wide IT resources (including people) looking for redundancies
- More resources. And help finding and hiring these people. More \$?
- Central IT also needs a defined budget from which to operate.
- Pre-defined spending budgets that can be used for projects, inventory, and professional development.
- Set budget that can cover software and hardware needed for supporting the IT environment. Not knowing if there is \$ holds up orders for repairs or are shelved until year end money, if any.
- Better defined budgets
- Multi-year budgeting for projects and perhaps all of IT.
- Enough resources to meet expectations
- Having resources available to support departments across campus

- Unlimited resources to make the IT departments work most efficiently and deliver the best customer service.
- Additional resources are needed to shift from reactive responses to proactive responses. (Reducing risks and stress, increasing productivity)
- What will be the revenue source for future central IT projects?
- All the money we need to fix all the problems
- I'll be gone and won't have to worry about it!
- Bill Gates makes \$1 billion donation to IT department! Merry Christmas!

## Space

- Centralized (single) location to house all campus IT departments and staff
- Central building for all central IT staff to be housed
- Better (more) office space. Currently I'm in a rented house :-)
- One place for OME.
- OME needs a better building that allows us to do our job better.
- Physical location-better, convenient place to work and collaborate
- A new or renovated building or space where we can all be together
- All IT in one location (With good parking!)
- Central IT location for IT staff needs to be on campus and preferable center of campus.
- IT services building, centrally located on campus w/large parking lot.
- One building(s) where all IT unites work together or worked closer together.
- Centrally located IT building
- IT building
- I wish the office space were a lot better. I wish someone would vacuum the floors every week. I wish the ANTS would go away in the offices, on the floor, desk, on the toilets, etc.
- I purchase my own cleaning supplies and ant spray to take care of the area in my office.
- A proper IT building with all IT departments and adequate growing space so we can work more closely with other departments.
- Consolidate IT into a single location on campus
- Physical consolidation of IT departments (IT building)
- An innovative classroom lab building that houses ITS.
- Bring IT physically together, i.e., new building.
- IT building
- All IT in 1 building
- Better space.
- Central IT in a central location, rather than spread across buildings.
- Better physical and shared space to improve collaboration
- A single building to house all IT departments and hardware, also providing a single customer support center.
- One building where all IT can work together.
- Locate IT staff in a single building, such as in the foundation, except for those staff like iTAC that need to be on campus.
- Building for all of central IT
- Create a "think tank" room(s) with whiteboards, beanbags, dart board?? Etc. Bring levity to a demanding/stressful job.
- Enhance/improve working conditions-physical infrastructure such as furniture etc., ensure quietness and less distractive environments.

## Staffing

- Administration at the upper level who recognize the value of every individual-that each contributes, and that each may have great contributions regardless of education level or job title.
- Focus more effort on organizational planning, staff retention, strategies, and improved recruitment practices.
- IT staffing that is proficient in current and emerging languages and is focused on service to users in terms of technology efficiencies, timely service and recognition and respect for technology as a means not an end

- More staff to meet IT goals. There are standards for so much clients or hardware there = so many support staff.
- More staff
- More staff, we work long hours and evenings to get the work done. This will burn-out my team.
- Proper amount of staff to accomplish planned goals and needs of institution
- Response rates seem to be dipping and key personnel are missing. It's causing security, availability and performance problems. More effort and better pay is needed to entice better IT staffing in critical areas.
- Broad and systematic inclusion/integration of students into central IT organizations.
- Streamline the search process for hiring individuals, needs to take weeks instead of months
- The search process is truly bogged down. There are searches that lose candidates because they aren't willing to wait the months it takes to hire someone.
- Perhaps better pay and benefits are needed to attract and keep the needed IT people to keep the infrastructure functioning
- Across-the-board salary increases for technology staff
- Salary adjustments throughout IT to reflect Industry standards
- Higher salaries
- Bonuses driven by performance
- Salaries that reflect industry trends and current costs of living.
- Annual pay increases on par with teaching faculty
- Increase salaries to compete better with industry
- Salaries that compete more with the "real world" or at least a bigger percent increase than inflation.
- The ability for IT to be on the same page with outside companies when dealing with salary and career advancement.
- More investment options as it relates to benefits (bonds, treasury notes, etc.)
- Improve staff salaries.
- Petition the state to increase salary levels for IT professional and stop the brain drain.
- Managers typically fill technical roles in addition to managerial roles. They usually do not have management training. Managers should focus time on planning and assigning work for their units and developing staff not having a production element. Managers should facilitate communications and visions within their units.
- Stop promoting technical staff into management positions. They just aren't good at it.
- Staff would benefit from having a career path identified and effective communications on how they can succeed from management.
- More opportunities for advancement and a better reporting structure so I don't have 5 bosses.
- Increased staff and more defined jobs.
- Employees can have flex-time (dynamic work hours)
- Freedom to do the job the way I feel it should be done and with staff that I feel comfortable with.
- More training and professional development opportunities
- More free time both at work and outside to feel enjoyment in life.
- More, and broader, training opportunities.
- The computer field is too broad and complex to have us technology people have to deal with all of it. We need to be allowed to specialize. That way certain people can more efficiently aid users because of their expertise in a certain area.
- Training and certifications for IT staff both central and decentral, advanced level
- Relationships with quality external vendors to pick up the slack where campus human resources fall short i.e. contract programmers.
- A list of preferred open source code providers-or a campus open source/widget repository.
- A central list of IT individuals, noting their specific software experiences and skills.
- Improve collaboration with third party vendors to better meet the needs of internal as well as external constituents
- Outsource IT to India to solve all our problems
- Integration of technology services throughout, i.e. lessening the gap between IT people and everyone else. I imagine this through the implementation of education systems designed to educate non "tech" people about tech issues and tech abilities. The shift would then involve giving people more responsibility to use their abilities to own their own technology "sphere" given their own tech abilities. In this way everything and everyone becomes tech infused, which I think is the future.
- I would like to see more central IT staff hired to support college and department level projects
- I wish we had staff resources to train faculty and staff in the effective use of emerging technology
- Adequate funding resources to staff IT development support to the faculty and administration
- We need an office or staff that can devote a major amount of time and resources to research, develop and implement

innovative technology that will keep K-State "out in front"

- Ability for the office of mediated education to work with others on campus for IT development. We were told to buy a commercial product instead of working with one on the project, however we have been told that there is not enough "tech" people to do all of their jobs.
- K-State should create many more instructional designer positions, and make those services available to all teaching staff
- If possible, a communications person to communicate changes to administration, faculty, and staff
- Departments require dedicated personnel to provide IT support in the areas of web page design/maintenance, database administration, server operations/maintenance, and as liaisons to central IT
- 2 year span-More multimedia personnel in my department, or an easy way to request additional support from other units.
- There needs to be a full-time IT person in every building, if not every department, on campus
- Provide a database support person in each department to aid researchers with projects in preliminary stages. This person could also provide help for researchers beginning to use GIS.
- IT needs an expert in accessibility issues. This would help the entire university community. Employee and students....

## Appendix A. Schedule of Focus Groups and Open Forums and Attendance Totals

- Biosecurity and Food Safety Focus Group - **February 20, 2008** (n=8)
- Student Organizations Focus Group - **February 21, 2008** (n=8)
- Business and Finance Focus Group - **February 27, 2008** (n=16)
- Academic Administrators Focus Group - **February 27, 2008** (n=7)
- Classified Senate Focus Group - **February 28, 2008** (n=8)
- Teaching with Technology Focus Group - **March 3, 2008** (n=8)
- Engagement, Extension, and Outreach Focus Group - **March 4, 2008** (n=8)
- Research, Faculty, and Staff Focus Group - **March 4, 2008** (n=8)
- Affiliated Organization Focus Group - **March 5, 2008** (n=6)
- GTA and GRA Focus Group - **March 5, 2008** (n=7)
- Student Affairs and Life Focus Group - **March 6, 2008** (n=10)
- New Faculty Focus Group - **March 11, 2008** (n=4)
- Medical and Clinical Services Focus Group - **March 11, 2008** (n=6)
- Faculty Senate Focus Group - **March 12, 2008** (n=9)
- Make-up Session One Focus Group - **March 28, 2008** (n=9)
- Make-up Session Two Focus Group - **April 1, 2008** (n=12)
- Faculty and Staff Open Forum - **April 8, 2008** (n=18)
- Faculty and Staff Open Forum - **April 9, 2008** (n=9)
- Central IT Staff Open Forum - **April 10, 2008** (n=50, 7 people did not sign in)
- Campus IT Open Forum - **April 10, 2008** (n=13)
- Salina Open Forum - **April 17, 2008** (n=15)