

VOICE OF THE COMMUNITY FEEDBACK

GOAL To appreciate the current climate towards Information Technology Services, articulate expectations of technology used throughout FSU and communicate to the students, faculty and staff we serve that we are listening and care about their perceptions of our organization.



WHO WE TALKED WITH

- 297 Survey Respondents
- 125 Participants
- 49 Colleges/Departments
- 27 Listening Sessions
- 2 Surveys

WHAT WE HEARD

COLLABORATION	COMMUNICATION	CONTACT & PROCESS CONFUSION	CONTINUOUS SUPPORT	DATA MANAGEMENT	ADMINISTRATIVE PROCESSES	SEAMLESS EXPERIENCE
<p>The university community wants to feel they have a say in technology decisions and wants to be included in discussions and given an opportunity to collaborate.</p> <p>“The goal is to listen to everybody and make sure that everybody feels, at some level, like they’re part of the team.”</p> <p>“It would be really nice to have some kind of interface where I can go to learn what technology vendors or solutions are used across the university.”</p>	<p>People want more information about what technology resources are available to them or what the future holds in terms of university technology changes and strategy.</p> <p>“I don’t know what I don’t know.”</p> <p>“I think maintaining communication is really, really important. Humanizing the technology division is really important.”</p> <p>“I would like something like a town hall meeting where people can come and get updated on what progress is being made.”</p>	<p>Individuals don’t know who to contact for specific technology-related questions and feel they are bounced around between service providers and resolutions are delayed.</p> <p>“I just wish there was a clear way to understand who handles what, so that way there’s not so much confusion.”</p> <p>“There needs to be a contact person who’s in both realms—who is working with ITS, but then also feeding the information back.”</p> <p>“I think a little bit more transparency and openness would be very helpful.”</p>	<p>The ITS support model needs to give customers the resources they need to be successful or provide technical users access to advanced support.</p> <p>“IT is supposed to be supporting us. Not us begging IT for help.”</p> <p>“What I need to do is talk to a higher-level person...to have an ingress point into the support workflow that isn’t at the very bottom rung.”</p> <p>“I have been here seven years, and there are things that I’ve just discovered this year that ITS has been doing for years.”</p>	<p>Faculty need a secure and reliable way to store and share data with other faculty members at FSU and tools to collaborate with researchers around the world.</p> <p>“How do we get data to other researchers or other universities? We want to share our data.”</p> <p>“I don’t want it to be something that only I have access to. It needs to have a level of control and it would be great to have those contributors.”</p>	<p>Campus partners want the day-to-day ITS interactions to run smoother, whether it’s billing practices, data governance or something in between.</p> <p>“It isn’t resources, it isn’t competence and it isn’t good people. It’s not a lack of any of those things. It is how is it delivered to the customer. How is it packaged? What is the attitude that’s portrayed?”</p> <p>“Transparency on billing. We get bills and we have no idea what it’s for.”</p> <p>“The belief is that when I have to get ITS involved, it takes a while for them to get to it.”</p>	<p>Students expect technology to be there, from utility-grade wireless to cutting-edge 3D printing, no questions asked.</p> <p>“Technology is fundamental to my learning here at FSU.”</p> <p>“I do think we have a lot of apps and technology located throughout campus to help us, but sometimes it is being slow or not working.”</p> <p>“Make it easier for students to contact you guys. Maybe an app with a chatbot or something where ITS is more accessible.”</p>

WHAT WE CAN DO

Needs Assessment Work Groups Annual Conference	One Voice Strategic Plan Change Management Town Hall Meetings	Liaison Program CRM Redesign Integrated Forms	Targeted Support Knowledge Base Website Redesign Training	Collaboration Tool Faculty Orientation Resource Flexibility	Funding Model Redesign Clarify Processes Manage Expectations	Stable Infrastructure Charging Stations Chatbot Support
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FLORIDA STATE UNIVERSITY
INFORMATION TECHNOLOGY SERVICES

LET YOUR VOICE BE HEARD. TELL US WHAT YOU NEED. WE ARE STILL LISTENING.



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