

INFORMATION TECHNOLOGY SERVICES



# CHANGES ARE COMING: DID YOU REMEMBER TO TALK TO YOUR USERS?

Research, Surveys, Focus Groups, Interviews & Reporting, & Leading Change

Kathy Wilkes & Grace Bayliss

# WHAT WE DO

Strategy & Outreach in FSU|ITS helps **manage the service lifecycle** of ITS service offerings, **communicate effectively** to our customers, and **prepare the FSU community** to get the most out of technology



# WHAT WE DO

## Pre

Service onboarding  
User research  
User readiness  
Comm plan  
Custom solutions

## During

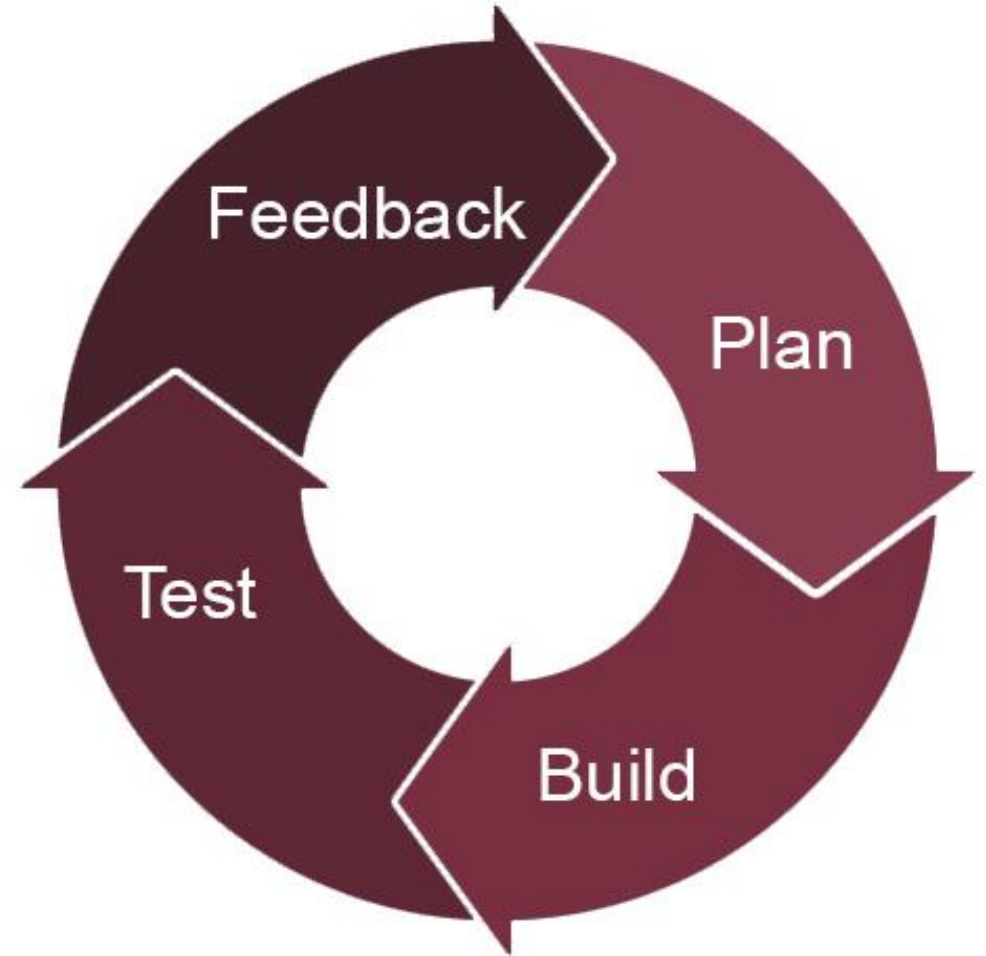
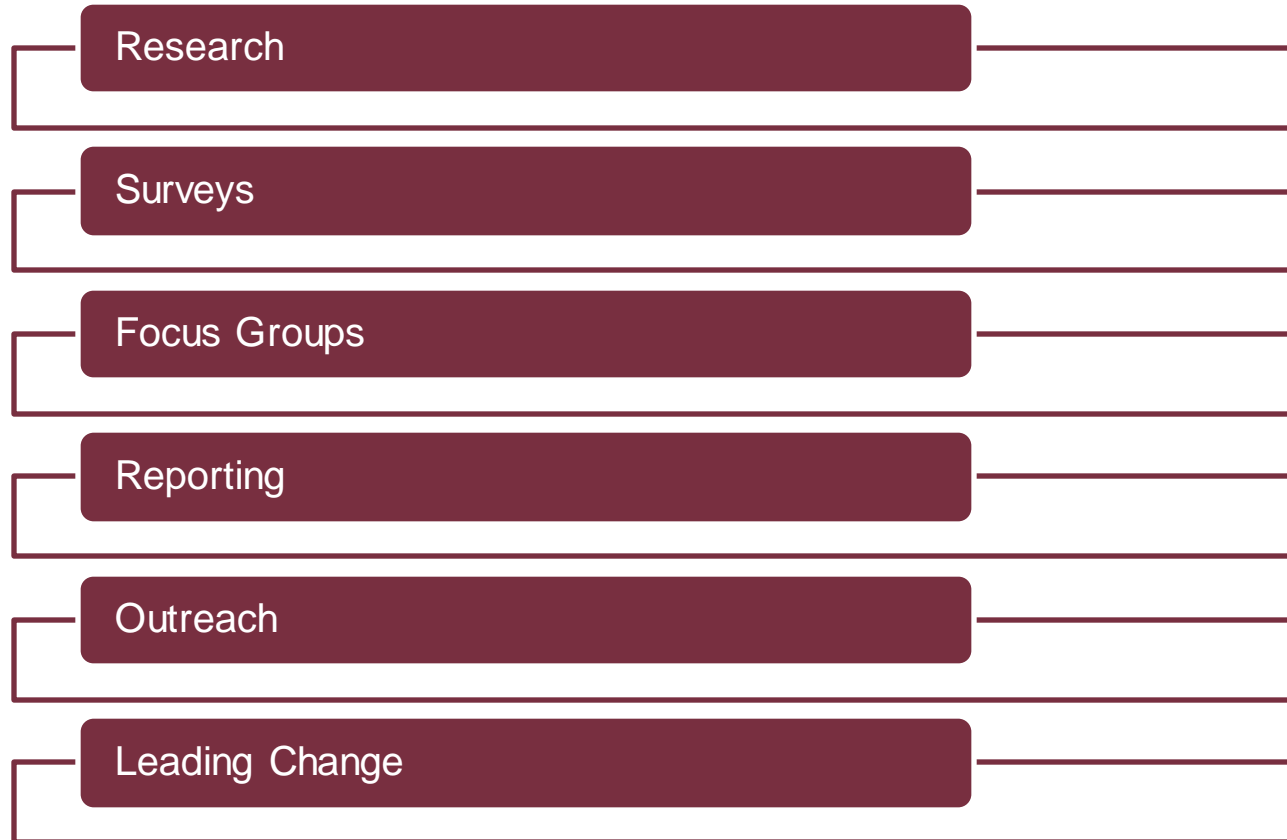
Service lifecycle management  
User acceptance testing  
Project coaching  
Communications

## Post

Service decommission  
User research  
Metrics



# OVERVIEW



# Research



# RESEARCH

- Email: 1
  - Holds/To dos: 4
  - Employee tasks: 1
- help you find things more easily in my.fsu.edu?

- Improve course search
- Load money on card for dining
- Improve course search
- Parking
- Mail

Multiple Survey Results Organization Form – Archive of Survey Results  
Florida State University  
SUO at Information Technology Services

Topic: myFSU Portal

Latest

Microsoft Viva Overview | Microsoft  
learn.microsoft.com/en-us/viva/microsoft-viva-overview

Microsoft Viva Viva Connections Viva Insights Viva Learning Viva Topics Viva Goals Viva Sales Viva Engage

Get Microsoft Viva

techcommunity.microsoft.com/t5/microsoft-viva-blog/new-leadership-analytics-and-knowledge-experiences-for-viva/3738818

Microsoft | Tech Community Community Hubs Blogs Events Microsoft Learn Lounge

Home > Microsoft Viva > Microsoft Viva Blog

> New Leadership, Analytics, and Knowledge Experiences for Viva Engage are now rolling out

Back to Blog < Newer Article Older Article >

## New Leadership, Analytics, and Knowledge Experiences for Viva Engage are now rolling out

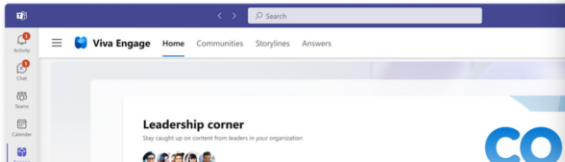
By Michael Holste

Published Feb 13 2023 08:00 AM 8,763 Views

Hybrid work and rapidly shifting economic factors continue to create challenges for distributed teams and organizations. New tools to scale culture and create meaningful connections among employees, and empower everyone to contribute. Via an evolution of the Yammer Communities app for Teams, bringing communities and conversations into Microsoft Viva. Today new experiences for leaders, communicators and knowledge sharing in Viva Engage are now rolling out to Viva suite customers and mobile applications will continue to evolve to be part of Microsoft Viva and be rebranded to Viva Engage over the course of the year. Look at what's new:

### Leadership Corner

Leadership corner brings together leadership experiences across Viva Engage, empowering leaders and employees to connect effectively. Leadership corner is personalized for each employee based on the audiences they belong to and the leaders that matter to them. Leadership corner aggregates leaders' posts and announcements across storylines and communities, so employees can catch up with leaders. And employees can engage in two-way dialogue with leaders, share questions and ideas in Ask-Me-Anything (AMA) social campaigns to drive business initiatives.



support.microsoft.com/en-us/office/use-copilot-in-microsoft-teams-chat-and-channels-cccccca2-9dc8-49a9-ab76-b1...

Microsoft | Copilot Lab Explore in products Prompts to try Getting started What's new Buy Microsoft 365

Copilot / Copilot in Teams / Use Copilot in Microsoft Teams chat and channels

## Use Copilot in Microsoft Teams chat and channels

Copilot in Microsoft Teams chat and channels helps you get up to speed on conversations by quickly reviewing the main points, action items, and decisions without having to scroll through long threads.

Note: Copilot references information from the message thread in which it is opened, with a 30-day history. Copilot can't reference images, loop components, or files shared in the chat thread.

### Copilot in Teams Catch up on meetings

Highlights from the past 7 days

Copilot 10:09 AM

8/17 12:40 PM - 9/13 9:52 AM

The conversation discusses the launch of the Vanketted video, scripting, and video production progress among Lydia Bauer, Elva Atkins, Carlos Slattery, Henry Brill, and Cecil Folk.

Higher Education

er.edu/articles/2021/4/reimagining-higher-edu

UCAUSE REVIEW

d. Very Negative

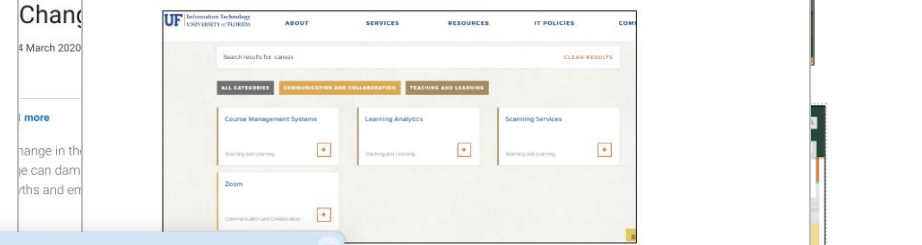
Source: <https://er.educause.edu/articles/2021/4/reimagining-higher-education-the-post-covid->

### Post-Covid Technology Solutions

U Miami –  
[Digital Learning and Design Institute | University of Miami](#)

### Other ODL websites. Centralized? Decentralized? Canvas/LMS as a Service?

UF –  
[Services - Information Technology - University of Florida \(ufl.edu\)](#)  
[Online & Distance Learning | University of Florida \(ufl.edu\)](#)



ODL appears decentralized from UFIT, and is focused more on online learning as a whole.

### DISTANCE LEARNING

Sign up now or Log in.

Get the report

# RESEARCH CONT.



## Sprout Social Research Fall 2022

Peers:  
University of Alabama at Birmingham: <https://www.uab.edu/toolkit/social/sprout-social>

- Brand and Communication Tool Kit

Ohio State University: <https://universitymarketing.osu.edu/resources/marketing-enablement-resources/martech-capabilities/sprout-social.html>

- "Ask us about Sprout"
- "Sprout Social Training"
- Videos and Documents
- Showpad Resource Center
- Sprout Social Learning Portal
- Sprout Social Help Center

Howard University: <https://thedig.howard.edu/all-stories/how-digital-opens-center-digital-business-support-sprout-social>

- News article about Sprout

Duke: <https://socialmedia.duke.edu/social-media-efficiency/>

- Social Media Efficiency. Screenshots of how to use sprout

## FG Questions:

- User demographics that would help us understand their
- Department/Unit
- Role
- Does everyone here use a social media management system?
- If yes, what are you using?
- How do you use Social Media Management System?
  - Schedule posts
  - Schedule campaigns
  - Approve posts
  - Reply to comments
  - Monitor their activity with key words
  - View stats – reporting
  - Task management
  - Multiple users / approvers
  - Desktop functionality / mobile functionality
- What do you do the most in the system?
- What does the current system do well?
- What are the pain points/challenges with the current system?
- What are the primary features/functions that are the most important to you?

Copilot Brainstorming .xlsx – Read-Only – Last Modified: 16m ago

Team Member	Persona	Audience	Task	Parameters	Details	Copilot Input
Brandon Casey	Dean of CO	Faculty of the college	Create an agenda for a faculty meeting	Two-hour long meeting	Discussing an upcoming initiative	I am the dean of the College of Communication and Information at Florida State University. I need to organize a gathering of faculty within my college to discuss an upcoming initiative. I need the event to be fun for attendees, but also informative. Create an agenda for this meeting, lasting no longer than two hours.
Brandon Casey	MagLab Administrator	Visiting researchers from other universities looking to conduct research	Outline the process for outside researchers looking to use our facilities	A simple process, around 5 steps.	Outside researchers need to submit a formal request to visit our facilities. What should this request process look like	I am an administrator of the National High Magnetic Field Laboratory at Florida State University. Researchers from FSU and other universities, national and international, use our facilities to conduct research. I need a simple process that visitors can follow to request time to attend our lab. Please generate an outline that I can use to define this process. It should be as succinct as possible, around 5 different steps.

**Resources**

**Remember, "R-E-L-P"**

**P - Persona / Prompt**

**R - Role**

**E - Emotion / Explicit**

**P - Parameters**

**1. Tell Copilot what you need**

There are many types of prompts you can use depending on what task you want done.

- Learn about projects and concepts:** "What is Project X? and who are the key stakeholders working on it?"
- Edit text:** "Check this product launch rationale for inconsistencies."
- Transform documents:** "Transform this FAQ doc into a 10-side onboarding guide."
- Summarize information:** "Write a succinct abstract of this [presentation]."
- Create engaging content:** "Create a value proposition for [Product X]."
- Catch-up on missed items:** "Provide a summary of the updates and action items on [Project X]."

**2. Include the right prompt ingredients**

To get the best response, it's important to focus on some of the key elements below when phrasing your Copilot prompts.

**Goal** (What response do you want from Copilot?)

**Context** (Why do you need it and who is involved?)

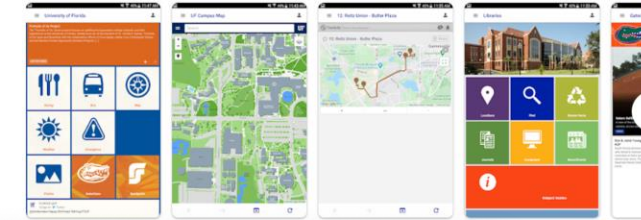
**Source** (Which information sources or samples should Copilot use?)

**Expectations** (How should Copilot respond to best meet your expectations?)

**Generate 3-5 bullet points to prepare me for a meeting with Client X to discuss their "Phase 3+" brand campaign. Focus on Email and Teams chats since June. Please use simple language so I can get up to speed quickly.**

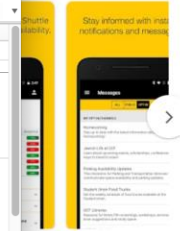
## Other Mobile Apps

- University of Florida:
  - Newsfeed, calendars, directory of students/faculty/staff, campus map, bus routes, latest official videos, Facebook/Instagram/Twitter feeds, emergency information, library resources, access to e-learning/ONE.UF, class schedule, uf athletics schedule



include similar stuff like information

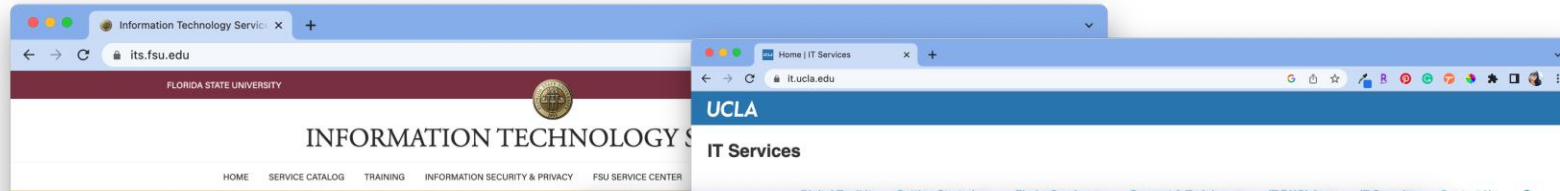
rule, enrollment courses@ucf Check email,



ind, but has similar



# RESEARCH CONT.



AutoSave Infrastructure 2023 — Saved to my Mac

Home Insert Draw Page Layout Formulas Data Review View Automate

Arial (Body) 11 Text Conditional Formatting Format as Table Cell Styles

A4 Florida State University

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
1		2023																								
2		University	Homepage Elements										Navigation Categories										Notes			
3			Service Status	Updates	News	Projects	Contact Us/Chat	org chart/staff	directory	calendar / events	Service Quick Links	FAQ	Social Media	Home	Getting Started /	Resources	About US	services/projects	News	Documentation	Contact Us	Help/FAQ	Educato/Events/Call	endar/workshops/traini	other	
4		Florida State University																								
5		RCC																								
6		University of Florida	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	The staff directory is accessible at the top of the page and at the bottom of the page and
7		Florida International University																								The homepage is very bare bones. The copyright at the bottom
8		Florida Atlantic University	x																							This site is a service page from the OIT service catalog. They have links to research soft
9		University of Central Florida																								They have an about us section at the bottom, their homepage is
10		University of Miami	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	The words on the picture at the top of the homepage are difficult to read. Documentation is
11		University of South Florida	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	The webpage has a little blurb on the right side that says it was
12		Nova Southeastern University																								This page just talks about the center, but it does not really have immediate links to anything
13		Florida Institute of Technology																								This is a page under the 'student resources' tab on the IT website.
14		University of North Florida																								The link does not work.
15		Minnesota Supercomputing Institute	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	I think they did a good job of putting the important links on the
16		Georgia Tech	x																							The homepage is a bit barebones. The staff directory is a navigation category. I like that t
17		University of Georgia																								I like that there are several links to the help desk across the
18		Georgia State University	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	I like that the contact button is sticky and when you click on it, it takes you to where the
19		Emory University																								This is just a service catalog page that describes the key
20		University of Washington	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	There is a lot of stuff on the homepage and it is split into three
21		Ohio Supercomputing Center	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	I like their twitter section on the homepage.
22		Michigan State University	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	The homepage has an easy to follow layout, aesthetically very
23		University of Iowa	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	very clean look, I like how the services are laid out on the homepage.
24		Purdue	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	Their service updates pop up across the top of the homepage.
25		University of Cambridge	x																							I like the twitter section and the way the services are laid out.
26		University of Chicago																								There are several places to 'create an account', but I dont see
27		University of Illinois Urbana-Champaign (National Center for Supercomputing Applications)	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	I like the visual at the top of the homepage.
28		Brigham Young University	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	The navigation categories are very different from the other
29		Louisiana State University	x																							I think aesthetically this homepage looks like it was created in the early 2000s. There are
30		Arizona State University																								This is a page on the main website. The mainpage for RC is
31		University of Maryland																								The comparison of clusters chart is cool.
32		University of Southern California	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	The different sections of the site are highlighted and easily
33		Northwestern University	x																							This is a page on the IT site, so there arent navigation categories.
34		Trinity College Dublin																								There is not much on the homepage.
35		University of Utah	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	not much on the homepage.
36		George Mason University																								The contact us is nice.
37		University of Notre Dame																								The calendar is nice.
38		University of Colorado	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	I like the 'getting started' section on the homepage - seems very helpful.
39		Lawrence Livermore National Laboratories																								The homepage layout is nice.
40		University of Alabama																								This is a page on the main site.
41		National Renewable Energy Laboratory	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
42		University of Delaware																								
43		South Dakota State University																								
44		Stanford University (Business Dept)	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
45		Oklahoma University	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
46		University of Virginia	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	I like the 'by the numbers' section and the twitter feed.

Top 25 Florida ACC AAU +

Ready Accessibility: Good to go

CCIT Web Site

CCIT

SERVICES SUPPORT ABOUT CYBERSECURITY RESEARCH

Chat Now With Support

University of Central Florida IT

UCF SIGN IN

UCF IT

HELP LABS SERVICES SECURITY POLICIES & STANDARDS ABOUT MICROSOFT TEAMS CALLING PROJECT MFA PROJECT

UCF Information Technology

Innovative Technology Solutions

GET THE HELP YOU NEED.

Search the Knowledge Base

Service Status MFA Chat With Us Submit a Ticket Call Us Email Us

Browse our general help for students or faculty and staff, search the extensive knowledge base, or connect with one of our helpful Support Center representatives who will be glad to assist you.

Hours: Monday - Friday 7 am - 10 pm

WHAT'S HAPPENING

SERVICE ALERTS

All systems normal

UPCOMING MAINTENANCE

FEB 25 - 2:00 AM

Workday Weekly Service Update (2AM - 5AM ET)

MAR 4 - 2:00 AM

Articles

one Network i Sunday, March 3 pm

one Network i Sunday, 0-1800

Issue Resolution

one Network i Sunday, a.m. - 6 p.m.

for Radius (m) Update on





# Surveys

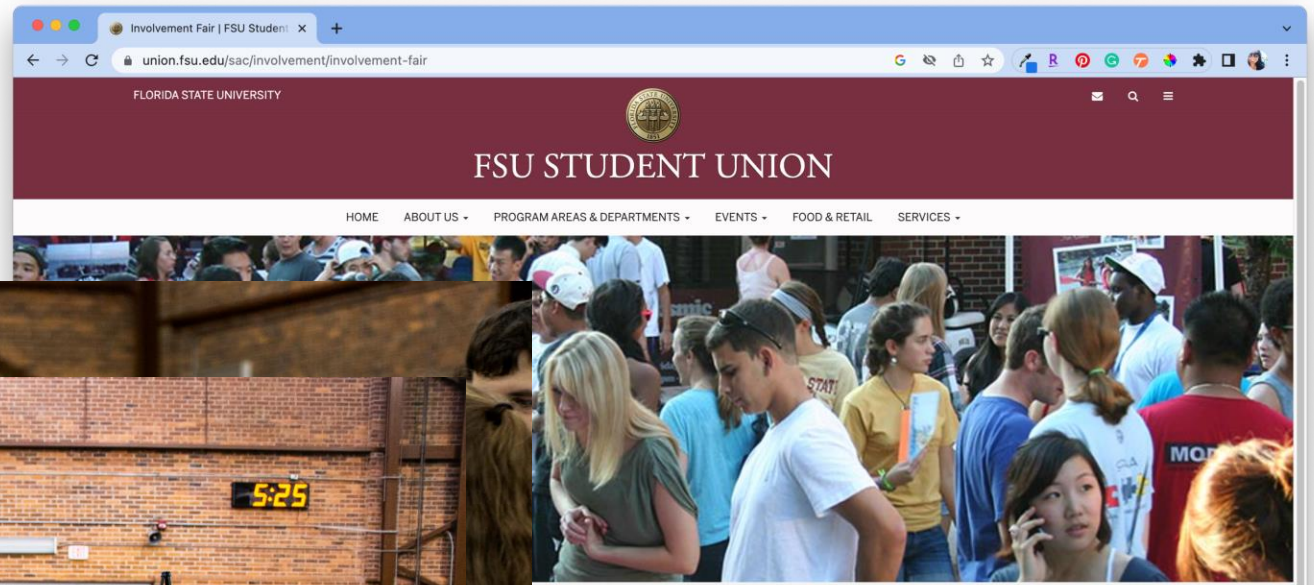


# FEEDBACK INITIATIVE

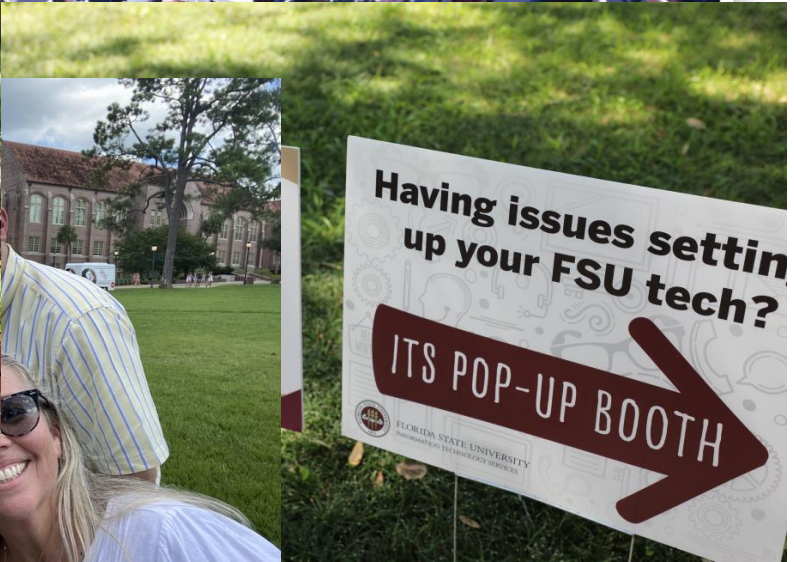
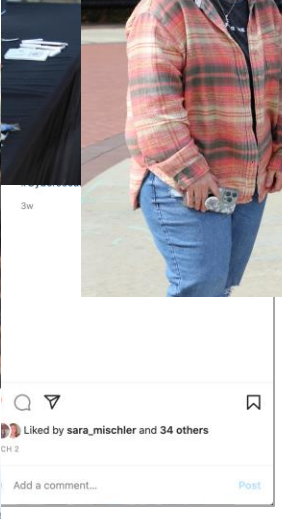
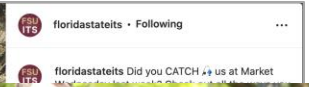
- Monthly touchpoints with students
  - Market Wednesdays
- Semester student events
  - Welcome Week, Involvement Fair
- Semesterly student focus groups
- Staff events
  - Benefits Fair
- Yearly staff focus groups
- Semesterly interviews with faculty
- Pre & Post project feedback



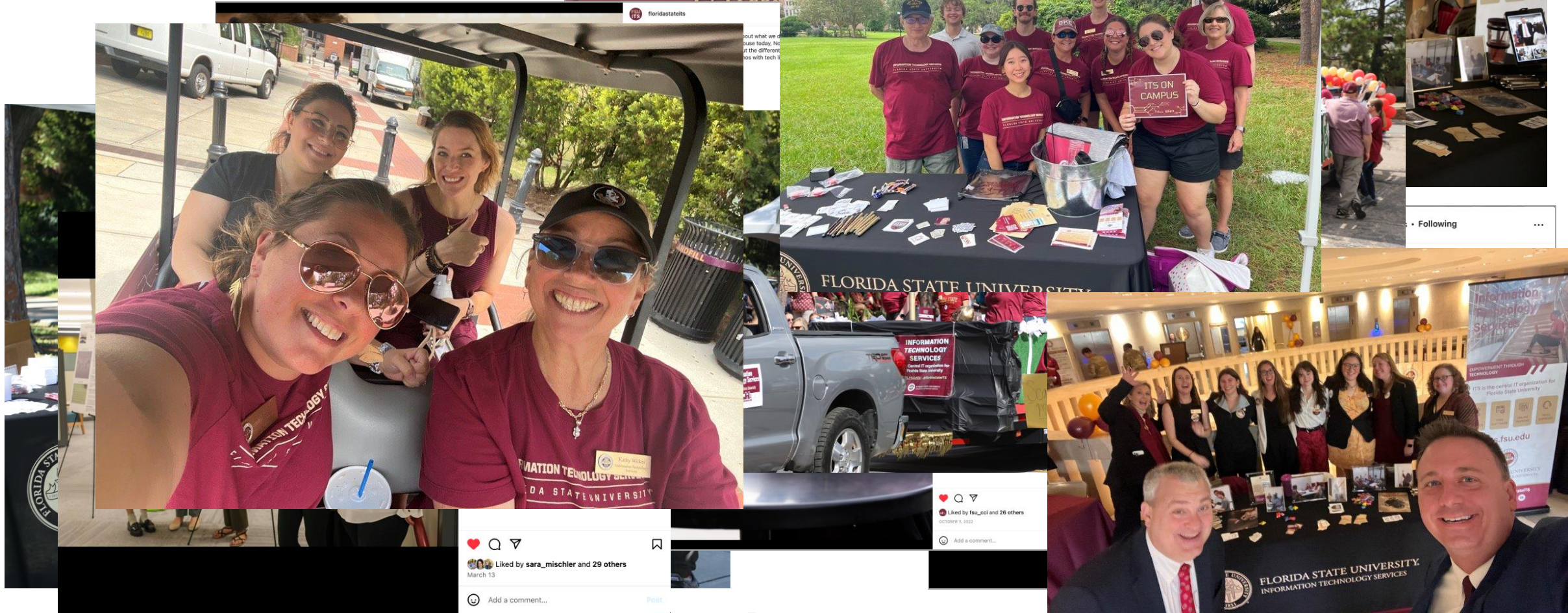
# INVOLVEMENT FAIR



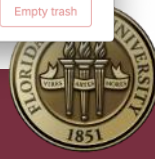
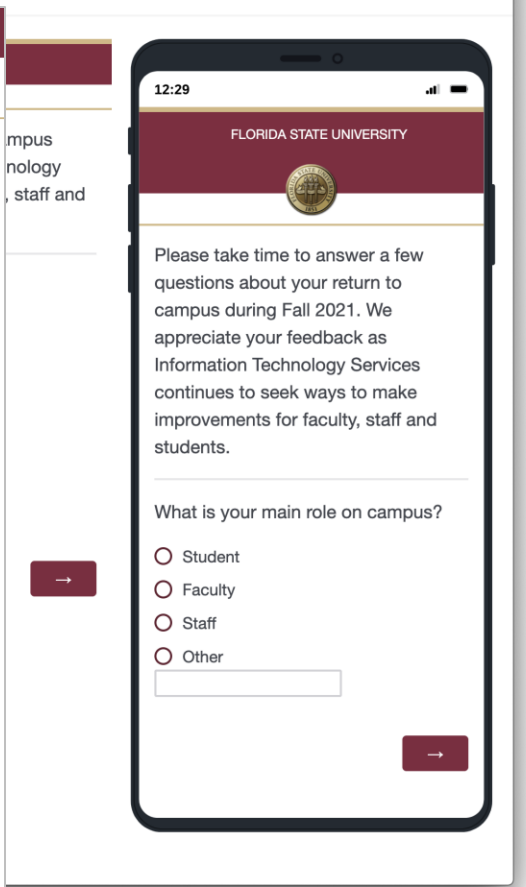
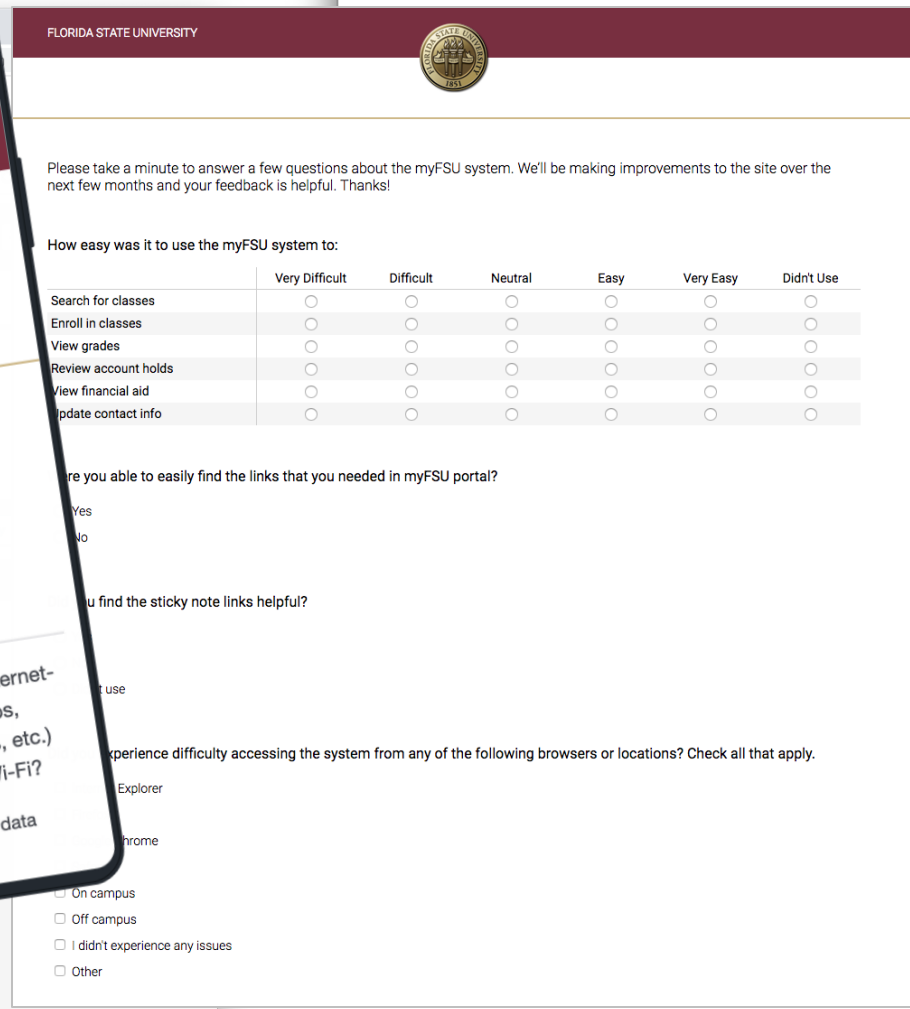
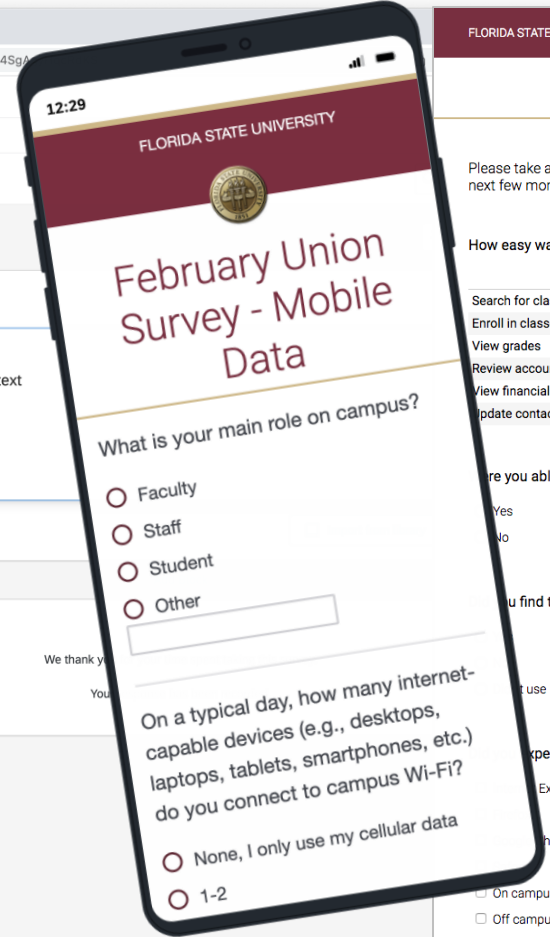
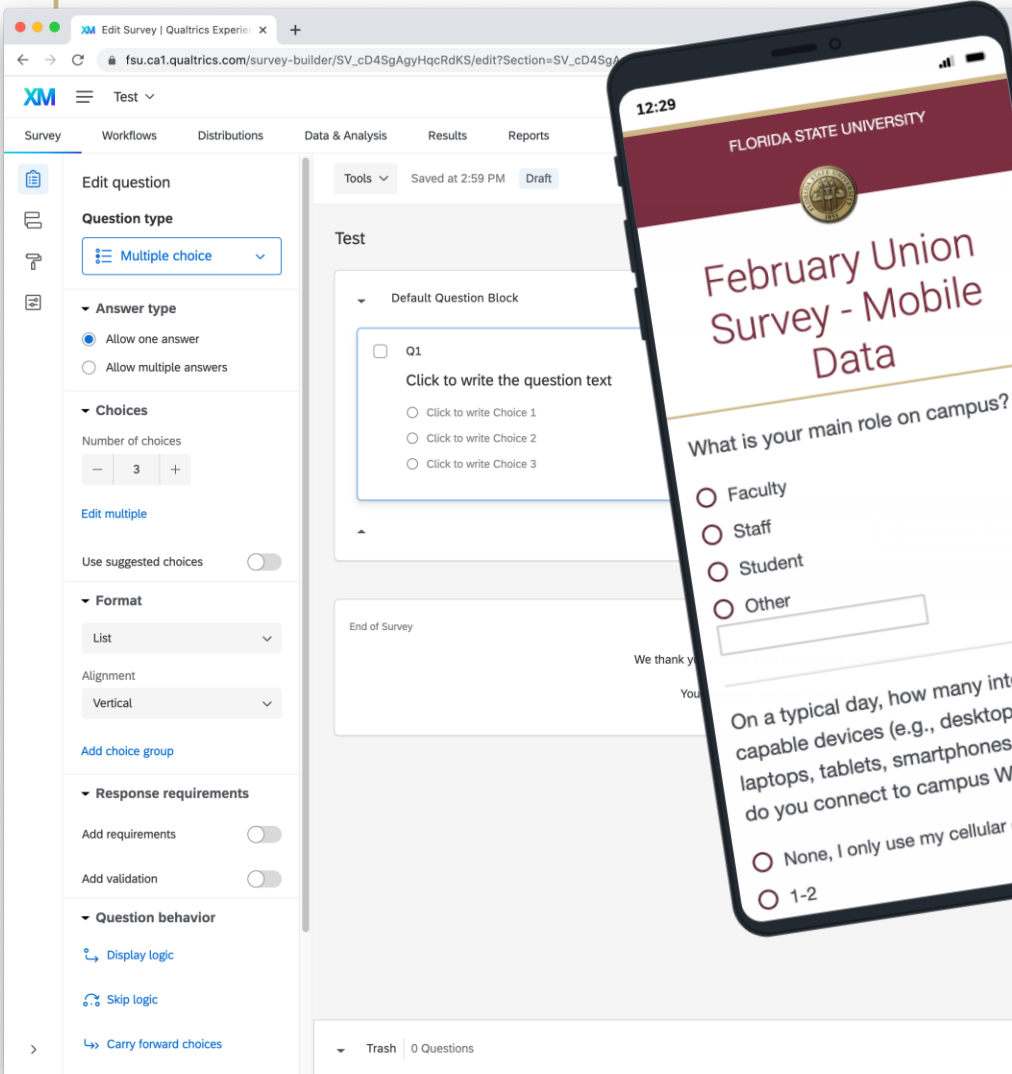
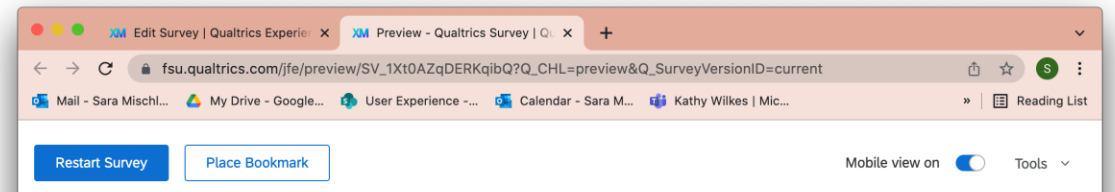
# MARKET WEDNESDAY



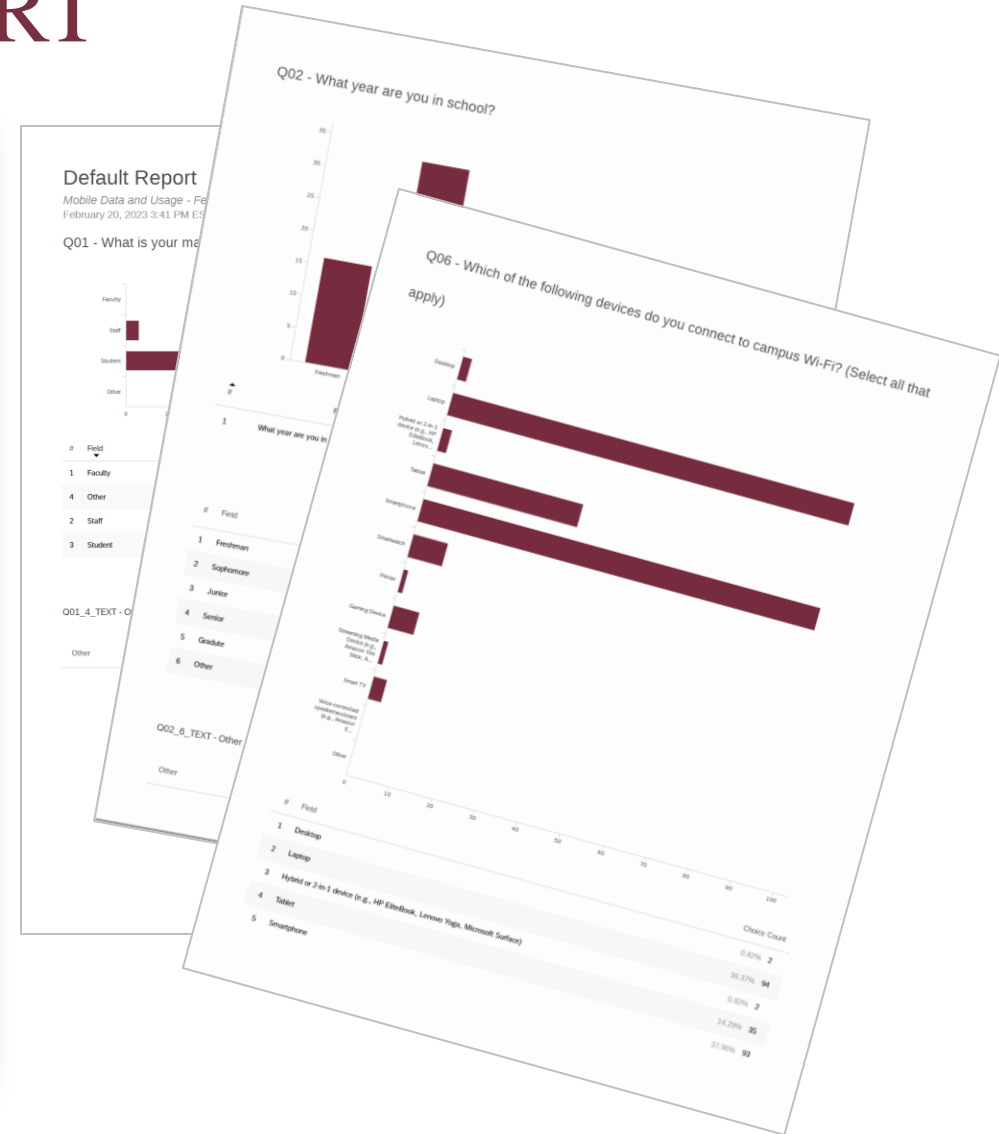
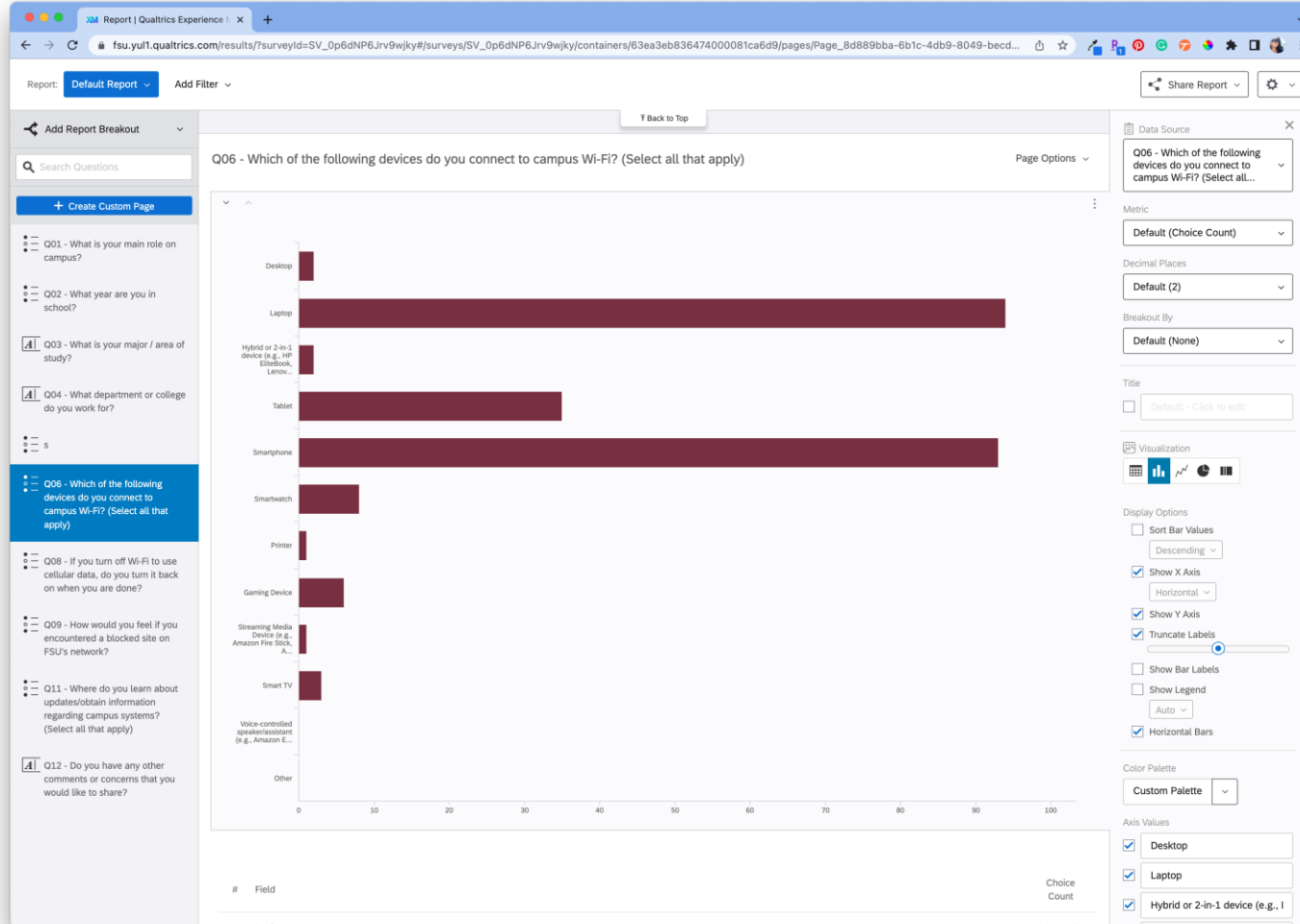
# ON CAMPUS EVENTS



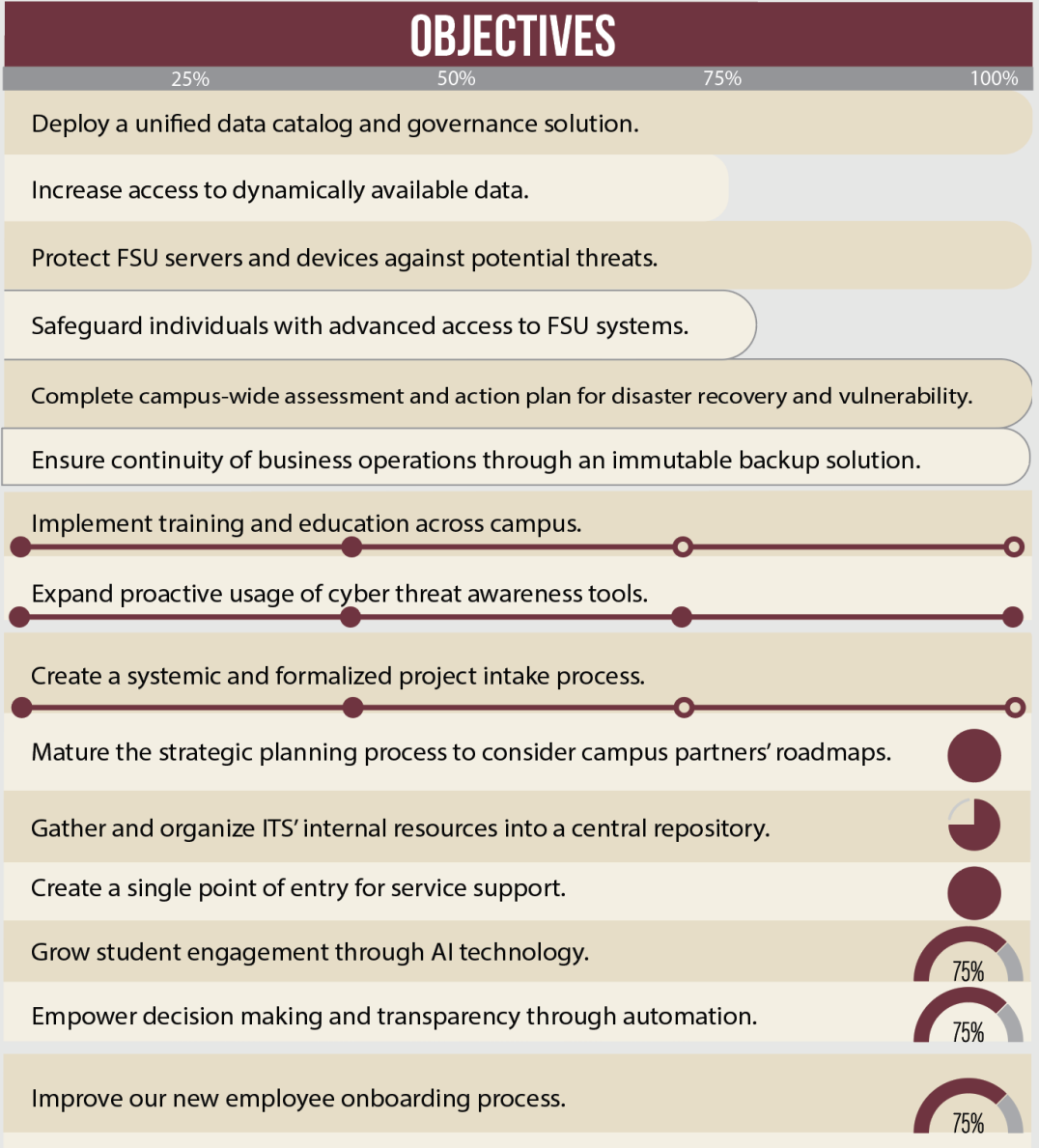
# QUALTRICS



# QUALTRICS DOWNLOAD REPORT



# POP-SURVEY





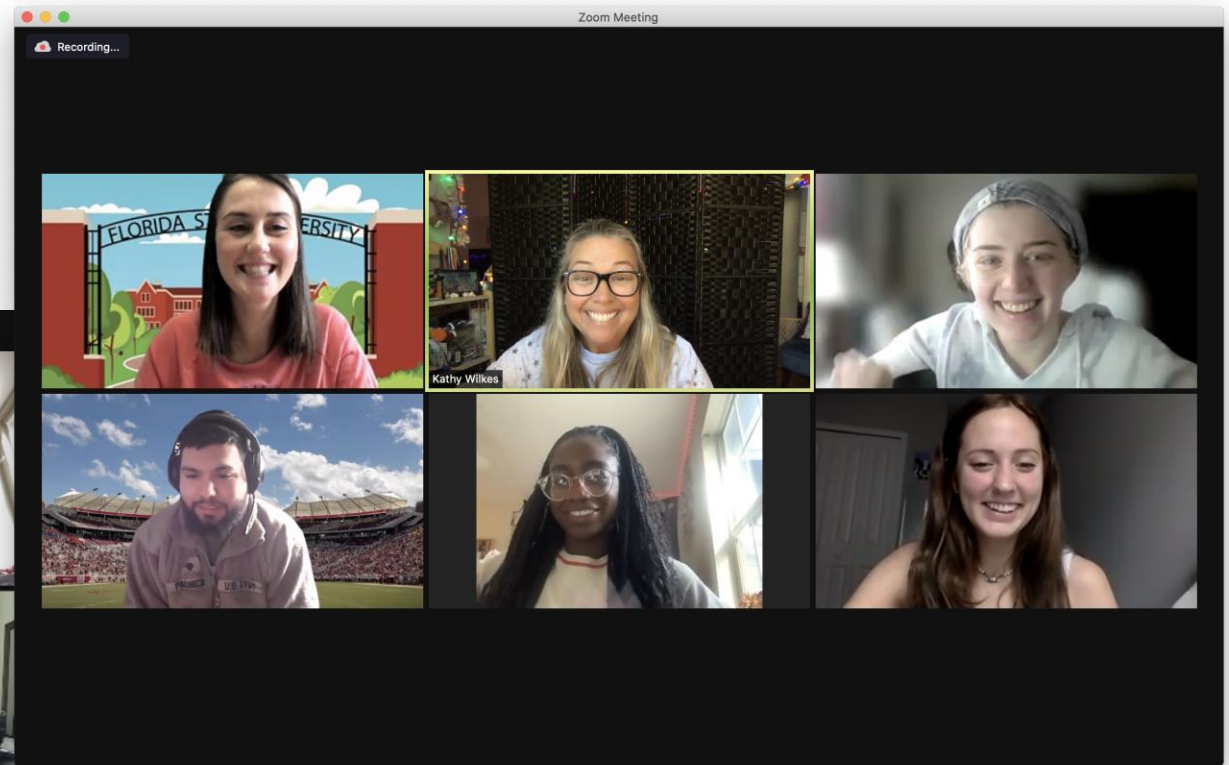
# Focus Groups



# FOCUS GROUPS



# FOCUS GROUPS



# SWAT - FOCUS GROUPS



# INFORMAL FOCUS GROUPS

## What group c

GroupMe, slac

## How often do

Some daily ar

Definitely use

## Frustrations

GroupMe doe

sometimes bu

## Experience w

very formal &

used it for wor

Teams has al

Feedback

### Do you take online classes ?

All said yes.

Reason for online- easier on mental health, easier than having to travel to campus, person some online.

### How do you interact with classmates

Pretty much only interact with other students

A few people said all the time but some said

All agreed they interact with classmates less

Can depends on the difficulty of class - people need help/support

### Suggestions for improvement on communication

Establishing relationships with students that have online students don't have reason to communicate

### Are professors well prepared with tech?

it varies between professors

IT professors are knowledgeable and usually very

Professors seem more equipped than when covering

When professors don't know how to use the technology

### How prepared you to use the technology required of you

-All agree on feeling good using canvas, zoom. Don't run into difficulties much unless really random applications are needed for a class and even then they usually can figure it out

Spring 2023 Focus Groups – 02/21/2023  
Total Students in group:

1. Do you take online classes?  
Yes:  
No: Avoid them;

- If yes, what are (some of) the main reasons for taking online classes?
- Required course and only offered online
  - Online summer classes preferred
  - Will take online over in-person depending on time
  - Some preference to asynchronous; sometimes forget about class because it's not in the schedule; To-Do list on Canvas helps

- If yes, what is your biggest struggle in an online learning environment?
- Contacting the teacher to get support is a challenge
  - Breakout groups hard online

2. How do you interact with your classmates online? (tools, frequency, ect.)

- Forced, do not interact unless forced
- Chat on Zoom; mostly so professor knows they are there
- Communicate on Zoom because they feel bad for the professor
- Groups on Canvas makes it easier

3. Do you have any suggestions of how we can improve online (online classes) interactions with your classmates?

- Up to the user; hard to improve
- In-person forces classmate interaction
- Depends on the professor; if professor forces camera on, mic/talking interaction as part of class grade; Professor takes control to create the learning environment online

4. How prepared do you think professors are to use these digital tools?

- Varies; professors with more online teaching experience are more comfortable and engage better using the tools
- Needs to be taught differently than an in-person class and professor needs to realize it

1

depending on IT Classroom support to  
it missing content or if you prefer in-  
logy; students feel like they are  
use technology in classes they

work and university settings?  
ilege  
for class – Gen Chem class;  
help learn topics of the

2

Resistance Management Focus Group  
n 2022

1. On a scale of 1 to 5 (1 being never – 5 being daily) how reliant are you with your student email?

- 4
- 4
- 4
- 3
- 3, uses it for a number of things
- 1
- 3
- 3 or 4
- 4

2. If you could have picked your email address when you started school here, which would you have select: [FSUID@my.fsu.edu](mailto:FSUID@my.fsu.edu) or [FSUID@fsu.edu](mailto:FSUID@fsu.edu)?

- @Fsu.edu, easier to remember
- Fsu.edu
- Fsu.edu
- Fsu.edu
- ...
- No one would have picked the @my.fsu
- All participants would have picked fsu.edu.
  - It's shorter, more professional.
- A participant (intern) did think that having two separate emails make sense.
  - Another intern mentioned that not being able to have both emails open at the same time made things difficult.

3. Do you actively use your student email account for sending and receiving emails or do you just forward your email to a personal account such as a Gmail/Yahoo/Hotmail/ect. address?

- All use student email directly.
- Anything extremely important is forwarded to personal so as to see it twice.
- In the other focus group, most participants use the student email directly.
  - A couple use it only for advising, and use their personal emails for the rest.

1



# Reporting



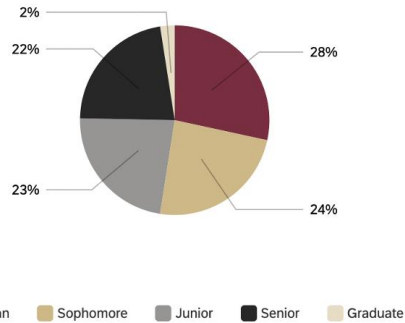
# REPORTS

Major	Survey/focus group
Accounting	Social Media, Blue Light
Actuarial Science	Social Media
Anthropology	Social Media
Art	Blue Light
Athletic Training	Social Media
Behavioral Neuroscience	Social Media, Blue Light
Behavioral Science	Blue Light
Biochemistry	Social Media
Biological Sciences	Social Media, Blue Light
Biomedical Engineering	Blue Light
Business	Social Media, Blue Light
Business Management	Blue Light
Chemical Engineering	Social Media
Chemistry	Social Media, Blue Light
Classics	Blue Light
Commercial Entrepreneurship	Social Media, Blue Light
Communications	Blue Light
Computational Biology	Social Media, Blue Light
Computer Science	Social Media
Crime Scene Investigation	Social Media
Criminal Justice	Blue Light
Criminology	Social Media, Blue Light
Dance	Social Media
Dietetics	Social Media
Eastern European Studies	Blue Light
Economics	Social Media
Education	Social Media
Electrical Engineering	Blue Light
Elementary Education	Social Media
Engineering	Social Media, Blue Light
English	Blue Light

## Spring 2023 - Involvement Fair Survey January 10, 2023 165 Submitted Surveys

1. What is your main role on campus?
- Student- 162 responses
  - Staff- 2 responses
  - Other- 1 response

2. What year are you in school?



3. What is your major/ area of study?
- 72 majors represented.
- (Detailed list: [Q3 Spring Involvement Fair Report.csv](#))

4. What department or college do you work for?
- Undergraduate studies- 1 response
  - Greek life- 1 response

...know why those garnet posts are there?

5. I prefer to...

...ion and updates from FSU in the following ways:

Method	Count
University-wide email	139
College-specific email	104
Social Media	94
myFSU Portal	84
myFSU Mobile App	82
FSU Websites	74
Word of mouth (Professors, friends, clubs, etc.)	64
Digital Signage, Flyers, & Poster	54
Canvas	44
Text Message/SMS	34

...light on top?

mail

1

2

89.33%

1

2

3

55%

# BRIEF'S

## February Feedback 2023

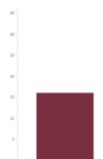
FSU's Market Wednesday occurs every Wednesday and offers a medley of activities. It is a combination of recognized student organizations and market vendors. This event took place on February 15th at the Student Union and Legacy Walk.

### Mobile Data and Usage Survey February 2023 102 Submitted Surveys

1. What is your main role on campus?

- Student - 99
- Faculty - 0
- Staff - 3
- Other - 0

2. What year are you in school?



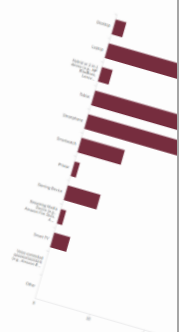
3. What is your major?

- 47 represented

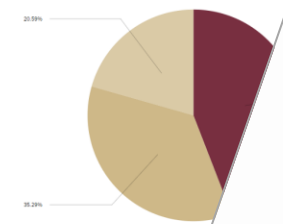
4. What department?

- Student Affairs
- Chi Alpha
- Center for...

6. Which of the following apply?



7. If you turn off Wi-Fi to use cellular data, do you turn it back on when you are done?

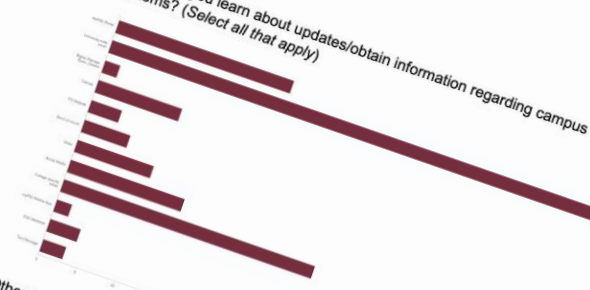


8. How would you feel if you encountered a problem?



- Other:
- Angry
  - Annoyed

9. Where do you learn about updates/obtain information regarding campus systems? (Select all that apply)



10. Do you have any other comments or concerns?

- Pretty good
- It goes off regularly
- Wi-Fi is unreliable
- The coverage is spotty
- HCB Wi-Fi doesn't load. Spinning wheel of death
- Trouble connecting at Strozier, it's upsetting



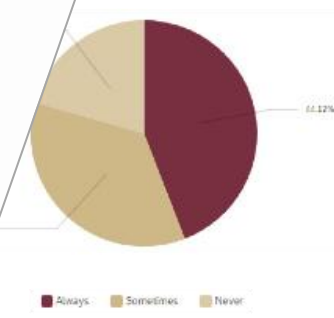
### Technology Services

...ing Team  
...Wednesday,  
...id User  
...sented student

...ch  
...about Wi-Fi and  
...ff and interns  
...ding the event  
...ations and clubs

...Microsoft this semester  
...problem. This month they  
...day to survey students  
...with technology.

...n  
...o use cellular data, do you turn  
...are done?



Intern Outreach Team at Market Wednesday



### By The Numbers

- 100 Organizations/Vendors Participated
- 203 Students Surveyed
- 500+ Pieces of SWAG
- 1,136 Social Media Views (Instagram, Twitter, Facebook)



# METRICS

FLORIDA STATE UNIVERSITY

## INFORMATION TECHNOLOGY SERVICES

HOME SERVICES CYBERSECURITY RESEARCH ABOUT ITS HELP

HOME / ABOUT ITS / METRICS

### Metrics

Continuous feedback and measurement drive our success and reflect our commitment to excellence.

ITS consistently collects user feedback and research to provide data-driven, decision-making insight for priority projects and strategic initiatives. By engaging the campus community and listening to their feedback, we can align projects with real-world needs and improve our services. Over time, metrics paint a picture of project and service performance and help identify trends and insights that lead to the continuous improvement and optimization of technology services at FSU.

<b>3240</b>	<b>10419</b>	<b>6916</b>
hours of mentoring provided to ITS interns through the InternFSU program	hours of LinkedIn Learning videos viewed	Wi-Fi access points across FSU Tallahassee and Panama City campuses

### ITS by-the-Numbers

<b>!</b> <b>352</b>	<b>!</b> <b>4,122</b>	<b>!</b> <b>40</b>	<b>attendance at ITS professional development sessions in FY2023</b>
------------------------	--------------------------	-----------------------	--

CONTACT US

FLORIDA STATE UNIVERSITY

## INFORMATION TECHNOLOGY SERVICES

HOME SERVICES CYBERSECURITY RESEARCH ABOUT ITS HELP

### You Talk, We Listen!

Find ITS around campus at our outreach and surveying tables. Our team regularly attends campus events to gather feedback from students, faculty and staff. Stop by and answer a few quick questions to help guide the future of technology at FSU.

### Feedback Library

- Surveys
  - AI on campus Survey (Spring 2024)
  - Charging Station Laptop Rental Survey (Fall 2023)
  - Card Access Survey (Fall 2023)
  - Involvement Fair Survey (Fall 2023)
  - CAS Sign-In Redesign Survey (Spring 2023)
  - Communications Union Survey (Spring 2023)
  - Involvement Fair Survey (Spring 2023)
  - Mobile Data and Usage Survey (Spring 2023)
  - One O365 / New Student Tech Survey (Fall 2022)
  - Involvement Fair Survey (Fall 2022)
  - Social Media Survey (Spring 2022)
  - One O365 Readiness Survey (Spring 2022)
  - Blue Light Survey (Spring 2022)
- Focus Groups & Interviews
  - PC Campus Student Focus Group (Spring 2023)
  - Viva/Portal Focus Group (Fall 2022)
  - Scholarships Focus Group (Spring 2022)
  - Resistance Management Focus Group (Spring 2022)
  - Internships and Jobs in Technology Focus Group (Spring 2022)
  - Resistance Management Focus Group (Spring 2022)

Students Faculty Staff IT Pros

Information Technology Services · 1721 W Paul Dirac Drive · Tallahassee, FL 32310

CONTACT US



# STRATEGIC GOALS

Make IT easier for the students, faculty and staff who learn, teach, conduct research and work at FSU.

## ITS VALUES

Transformative    Trustworthy    Inclusive    Collaborative    Empowering

## PRIORITIES

Advance FSU Strategic Initiatives    Enhance ITS Team Capabilities  
 Be a Strategic Partner to FSU Organizations and Departments    Establish and Adopt a Sustainable Financial Model

## 2023 TACTICS

Improve network reliability in locations with poor connectivity.	Implement systems and policies that allow for flexibility and agility of future technology integrations.	Broaden portfolio of research technology resources.	Gather and organize ITS resources for project, budget, and professional development into a central repository.
Evaluate and implement Equity, Diversity, and Inclusion Action Plan submitted by the EDI committee.	Research best practices for higher education technology Steering Committee related to projects, resources, and communication.	Integrate request forms into the ITS myFSU Service Center to streamline support processes.	Identify opportunities for ITS staff to form more all teams and organizations.
Increase visibility and education of financial statements to ITS service owners.	Lead a joint effort in creating a research technology roadmap with key campus leaders.	Update cybersecurity trainings to be action-oriented and ensure campus units can resolve potential threats.	
Identify systemic gaps in ITS services through user feedback and analytics.	Expand the internship program to ensure a meaningful learning experience for students in hybrid learning environments.	Enhance ITS staff development by hosting special topic trainings on emerging technologies.	Construct a data catalog system to organize and broaden the use of FSU data for strategic campus use.

Identify systemic gaps in ITS services through user feedback and analytics.    Expand the internship program to ensure a meaningful learning experience for students in hybrid learning environments.    Enhance ITS staff development by hosting special topic trainings on emerging technologies.    Construct a data catalog system to organize and broaden the use of FSU data for strategic campus use.

- Change Leadership and Planning
- Fiscal Operations
- Community Technology Services
- Research Computing Center
- Enterprise Applications Services
- Shared Services
- Information Security and Privacy Office
- Shared Infrastructure Organization



# DATA LIBRARY

The screenshot shows a data analysis application window titled "VOC 2020". The interface includes a top menu bar with options like Home, Create, Data, Analyze, Query, Explore, Layout, and View. A left sidebar contains a "DATA" section with a tree view of folders such as Files, File Classifications, Externals, CODES, Nodes, Collaboration, Communication, Culture, Cybersecurity, Data Storage, Data Transfer, Experience, Outcome Issues, Services, Staffing, Technology Types, and Training. Below this are sections for CASES, NOTES, SEARCH, and MAPS. The main document area displays an interview transcript with several paragraphs. A vertical coding sidebar on the right side of the document contains colored bars and labels for categories like Frustration, ISPO-Security, Insufficient Collaboration, Training, and Not Enough Training. The bottom status bar indicates "1 item selected" and "Interview A".

This screenshot shows a software application window titled "Test". The top menu bar includes Home, Create, Data, Analyze, Query, Explore, Layout, and View. Below the menu is a toolbar with icons for Open, Get Info, Edit, Paste, Copy, Cut, and Merge. The interface is divided into sections for Item, Clipboard, Format, Paragraph, Styles, and Editing. A search bar is located in the top right corner.

The screenshot shows a Microsoft Word document window titled "Codebook - VOC 2020 - Nov 10, 2020 [Compatibility Mode]". The ribbon includes Insert, Design, Layout, References, Mailings, Review, View, and Acrobat. The font is set to Helvetica Neue, size 22. The document content is partially visible, showing the title "OC 2 - Cybersecurity Codebook".

## OC 2 - Cybersecurity Codebook

### Collaboration

Block Codes	Name	Description
L-CC	Contact Confusion	Unsure of what resources does what within ITS and who to contact
L-EC	External Collaboration	Working with others outside of FSU's campus and sharing data electronically
L-InsC	Insufficient Collaboration	This is an insufficient collaboration
L-IntC	Internal Collaboration	Working with others across FSU's campus and sharing data electronically
L-LCE	Lack of Clear Expectations	There is a lack of understanding of what to expect from ITS as a partner
L-P	Partnerships	Ways ITS and units can work together and be better partners on campus (current or future)
L-SH	Resource Sharing	Ability to share successful resources related to technology, such as contracts, software licenses, expertise, lessons learned

### Communication

Block Codes	Name	Description
M-C	Communication	General Communication from ITS > Campus
M-C-E	Communication - Email	Specifically, communications that occurs via emails on behalf of ITS to campus
M-C-P	Communication - Phone	Specifically, communications that occur via phone by ITS employees or liaisons
M-C-SG	Communication - System Generated	System created messages that are sent to users via ITS systems (Warnings, HR, CS, ect.)
M-C-W	Communication - Website	Specifically, communications that are provided through a public facing website that ITS created



# DATA LIBRARY

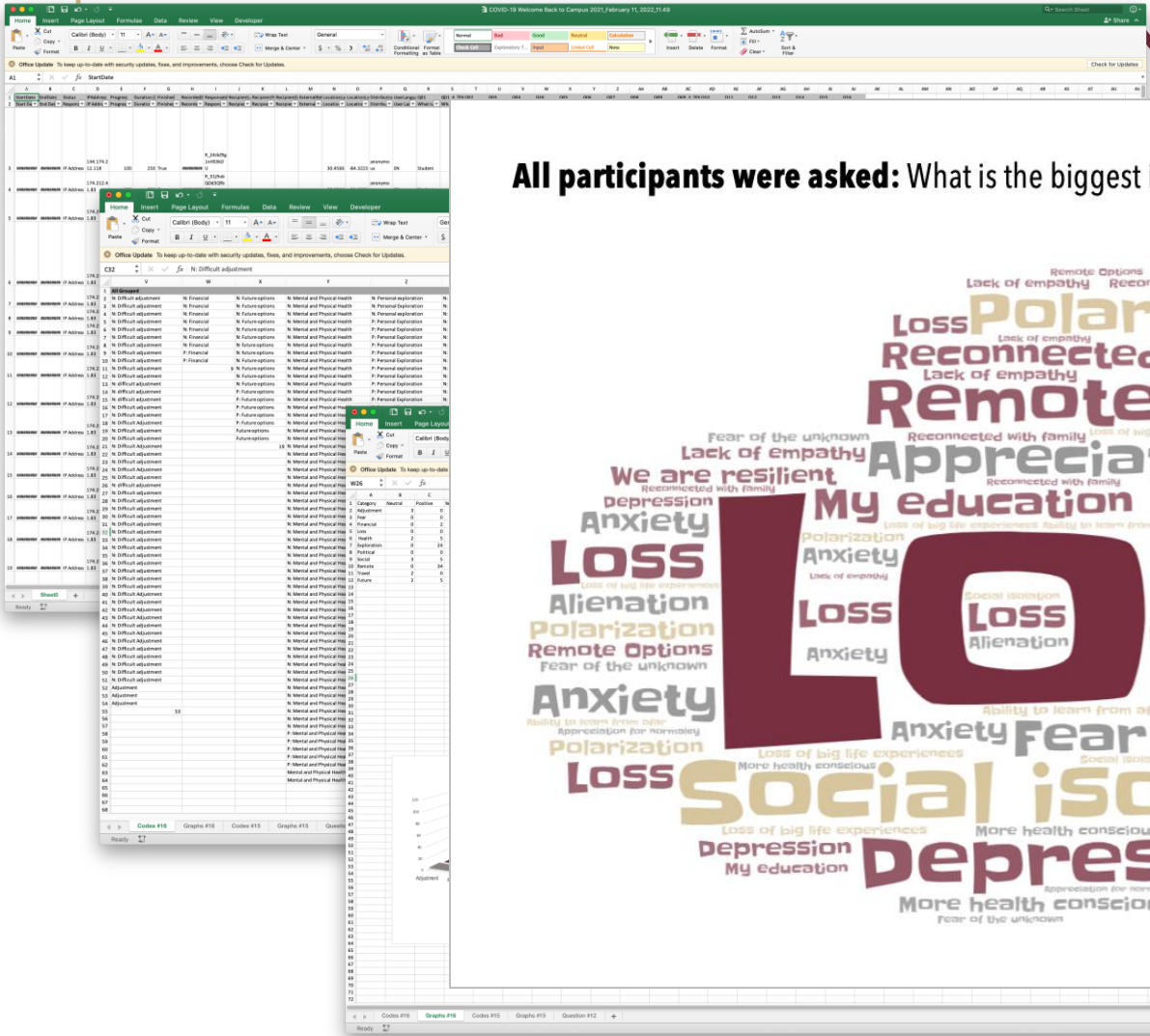
The screenshot shows the Microsoft Teams interface for the 'STUFeedback Library' channel. The left sidebar contains navigation options like 'All teams', 'Activity', 'Chat', 'Teams', 'Calls', 'Viva Insights', 'Viva Learning', 'Viva Goals', 'Calendar', 'M365 Chat', and 'Apps'. The main area displays the 'General' channel with a search bar and a 'Documents' list. The list includes folders for years 2017 through 2023, and several documents such as 'CodeBookFeedbackLibrarySept2023.xlsx', 'Coding Tips.docx', 'CoffeeMachineData.xlsx', 'Feedback Library Master Sheet.xlsx', and 'Interns\_WorkSchedule.xlsx'.

The screenshot shows a SharePoint page titled 'Strategy and User Outreach' with the URL 'fsu.sharepoint.com/sites/its/clp/ux'. The page header includes the Florida State University logo, a search bar, and the user 'Grace Bayliss'. The main content area displays a list of documents under the path 'Current Projects > Feedback Library > bp > Completed > 2023'. The document list is as follows:

Name	Modified	Modified By
01.00.2023_K_CommunicationsSu...	July 11, 2023	Brayden Poorvin
01.10.2023_K_SpringInvolvementF...	July 11, 2023	Brayden Poorvin
02.00.2023_K_MobileDataUsageS...	July 11, 2023	Brayden Poorvin
03.00.2023_K_CASUpdateSurvey.d...	July 11, 2023	Brayden Poorvin
04.00.2023_K_StaffPulsePointSurv...	July 11, 2023	Brayden Poorvin
04.04.2023_K_ITOneO365CloseS...	July 11, 2023	Brayden Poorvin
04.19.2023_K_PCCampusStudentF...	July 11, 2023	Brayden Poorvin
05.11.2023_K_NoleNetFocusGrou...	July 11, 2023	Brayden Poorvin

On the right side of the page, there is a vertical banner with the following text: 'SHOW Users with a live demonstration', 'DO Practice with users in a demo environment', and 'APPLY New principles and share with team'.

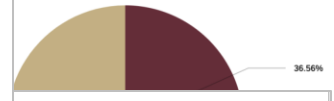




Freshmen were asked: Do you feel that the FSU admissions process during COVID-19 met your needs as a student?

ed: Have you experienced technical problems or difficulties with that you utilize?

**All participants were asked: What is the biggest impact that COVID-19 has had on your life?**



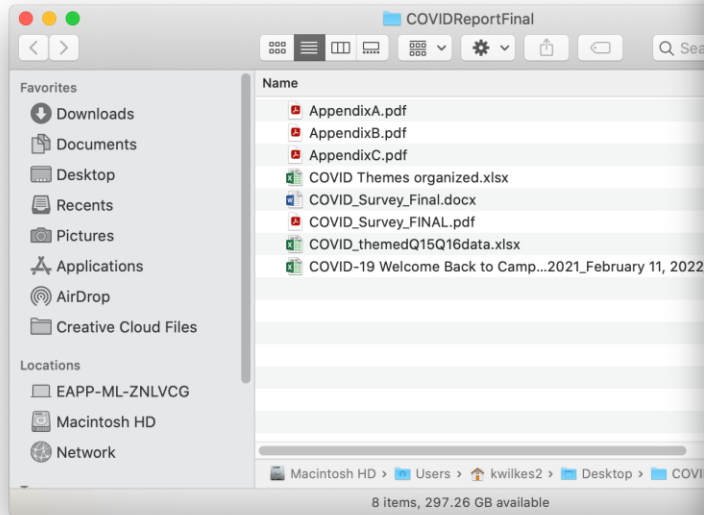
ote learning at  
/13/21



102  
66  
Junior: 122



# REPORTING CONT.



## Have you experienced technical problems or difficulties with any of the online learning tools that you utilize? If yes, which tools?

- As students when using Honorlock we are expected to have stable Wi-Fi and many teachers say that problems with Wi-Fi are not an excuse. When living in a dorm my Wi-Fi was very spotty and I had nowhere else I could take exams.
- Cameras and mics for flex classes
- Canvas – 12 responses
- Canvas and Zoom – 2 responses
- Canvas crashing or WiFi (on campus) issues early in the semester
- Canvas or zoom crashing
- Canvas, Duo mobile
- Canvas, internet unreliability, card swipe glitches
- Canvas, library, Zoom, myFSU, Vlab,
- Canvas, pearson Math lab, main FSU.edu website, Zoom classes
- Canvas, Zoom
- Canvas, Zoom Cloud
- Canvas, Zoom, online labs
- Connect
- Duo
- Early on, integration of various tools I had hoped to use in Zoom in the half-classroom/half-Zoom implementation in Spring 2021.
- FSU website and Wi-Fi
- Getting Zoom to work properly for high-risk students while also teaching in person. Several times the audio did not work.
- Honorlock – 4 responses
- Hypothesis in canvas
- In-class Zoom
- Internet on campus frequently crashes
- Kaltura
- Kaltura shuts down when more than 5 students are on the same page.
- Labster
- My computer being a Mac.
- The instructor large-scale flat module was cumbersome and difficult to manage.
- The Reef iClicker website sometimes does not log my answers properly.
- VLAB
- Webcams, Zoom, Microsoft Teams
- Wi-Fi
- Wi-Fi, canvas issues, iclicker, zoom
- Zoom – 44 responses
- Zoom and Canvas – 5 responses
- Zoom and internet



## Specifically, what kind of technology has helped you the most during the past two years?

students when using Honorlock we are expected to have stable Wi-Fi and many ms, Zoom, Qualtrics, Campus Connect, OneDrive.

m

ing a Surface to work from home when needed, Teams, Zoom.

ing the recordings of lectures posted was extremely helpful. Being able to go back listen to the lectures while reviewing my notes made a huge difference. It allowed to be able to fill in things that I had missed because i could not write or type fast ough to get all of the information. This is not something that was normally available prior to the pandemic.

op, iPad, cellphone.

m

m

top

m and Teams has been an integral part of success.

technology has helped me the past two years.

m (laptop)

nputer

Tube videos and Khan Academy.

ivas, Zoom

m

m

m

social aspects, apps like group me and Twitter allowed me to bridge the lacking alization due to COVID. For school, pre-recorded lectures for classes like "Brain and avior" or other lecture-based classes were great for preventing mental burnout of ng through nonstop classes. Also, having access to our DMP computer labs was at for a little socialization plus powerful computers that could handle everything.

m

orded videos and online meetings.

ne

m and virtual extracurricular meetings.

top

nputer

ivas, Zoom, Calendly, my Fujitsu scanner.

nchronous Zoom classes.

laptop/phone, zoom, document sharing platforms.

m

m

rosoft Office 360, Google Docs.

m has allowed me to pursue remote opportunities, also recorded lectures have been essing if I was sick or for some reason unable to go to class in person.



# DEEP DIVE REPORTS

Web Services  
VOC Deep Dive

## Services Selected

### Web Services

#### Interview AA - Student

Rebekah:  
Can you think of anything that you like about technology? Anything that you think if you change something that's cool but don't change this?

Participant:  
I think the switch to Canvas was a really good idea, I don't know if that is IT or not but it has been way easier to use.

Participant:  
I like the new layout of the myFSU page.

Participant:  
There's like a cool schedule planner that I think was an updated schedule planner for registering for classes and I like that a lot because it kind of gives you like... because before you kind of had to add your schedule and then look at it projected like by the weekly view but now you can do like I think 2 or 3 major schedules at a time, and then have a calendar layout of what it would look like. So, I think that's pretty cool.

#### Interview B - Faculty

Megan:  
Would you like to see more of a partnership between technology services and helping you accomplish your work? Or what role we should have?

Participant:  
I think in my words in my particular case. I see the perfect balance. We have a WordPress site and we want to move to Drupal. Did you said you could do that? Do you have a service team that could get everything from WordPress and move it to Drupal? A lot of people have WordPress is there a way you could do that?

Megan:  
Yeah, we are web services team and they will convert as much as they can. There's definitely clean up that has to be done. After that they transition much as they can to the Drupal website.

Participant:

Sara Mischler: UX Researcher  
Sm117e@fsu.edu

Sara Mischler: UX Researcher  
Sm117e@fsu.edu

magically transfer all from

n WordPress. Now it's kind

ckstart that.

p. uum. Back in 2008, the  
Ω Omega/Mecca. Ever used a

, sometimes use a too it's  
nd and front end. It's very  
up a nice online exhibit. So,  
t up on a server that I run, it  
ver running, me up and  
s project with it at some  
e a lot of different museum  
yself. At the end of the  
he XXX class there and she  
ah. In fact, my students that  
wish I had known that 'cause I  
o it. No one in History knew  
if you don't have a web  
m like WordPress or  
t, I'm not sure there's any  
that was just released that I  
r where I can install it.

FLORIDA STATE UNIVERSITY

Thank you for giving us the opportunity to provide a deep look into the data collected during the VOC project. Please help us by taking a few minutes to tell us how our data could help you so we can meet your expectations. The more specific requests will provide better results.

If you have any further questions or comments, please feel free to contact Sara Mischler on the User Experience team at ITS-UserExperience@fsu.edu.

**we need your contact information**

Name

Position Title

Email

Phone Number

How would you like this data presented to you?

Excel Document

Word Document

In-Person Meeting

Select the Services you would like information

Briefly explain what you are hoping to understand from the results. (ie. general perception, problem areas, positive experience) This information helps us search deeper parameters outside the scope of your selected services. Include keywords to help us refine our data search.

Sara Mischler: UX Researcher  
Sm117e@fsu.edu

do you use most in your role?

ort and that's primarily a Microsoft  
e. Again primarily windows and  
are managing, I think we have 40

of options with regard  
hat even started with you

ges to the plate of  
ptions basically in  
omething like  
y if you've  
e faculty that  
with Dream  
WebDAV is  
tailed you  
al  
al site.

# AT-A-GLANCE



## INSTITUTIONAL RESEARCH

**144**  
AAU  
AWARDS

**203**  
TARU  
AWARDS

**476**  
ADDITIONAL  
HONORS



**\$356M**  
Total Research  
Expenditures  
(2021-2022)

**61**  
Faculty Awards,  
Fellowships, &  
Mentorships



**57**  
NSF CAREER  
AWARDS



**33**  
U.S. PATENTS  
2022



**7**  
NATIONAL ACADEMY  
MEMBERSHIPS  
2023



**4**  
CITATIONS  
2021

Student Logins **99.29%**

Sign In

Student Logins in Canvas & Zoom

Mean Time To Resolution  
**MTTA**  
Mean Time To Acknowledge  
**MTBF**  
Mean Time Between Failures

**33.25**  
average days  
between failures (MTBF)

**10.1 mins**  
average response  
time (MTTA)

**44%**  
Vendor-Driven

COV

VLab

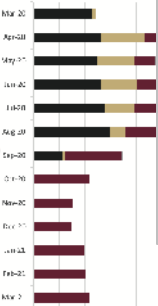
**38,057**  
User Logins  
**198,576**  
Sessions Creat

VPN

**4 6 3 2**

Total Unique U

VPN Usage by M



■ FSU VPN Major Co-managed Users  
■ FSU VPN Major Co-managed Users  
■ FSU VPN Unique Users  
■ FSU VPN Unique Users



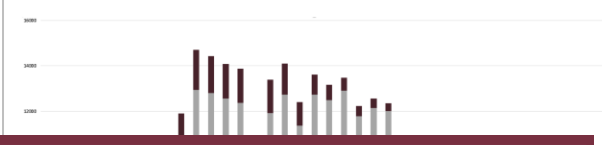
ITS Weekly Stats  
November 30 - December 4, 2020

VPN Logins: 5,213 (13.6%) VPN Sessions

Daily Wellnes: 1,790 (1.52.1%) Total Unique Users

VPN Logins: 3%

Longitudinal VPN Data: March 23 - December 11, 2020

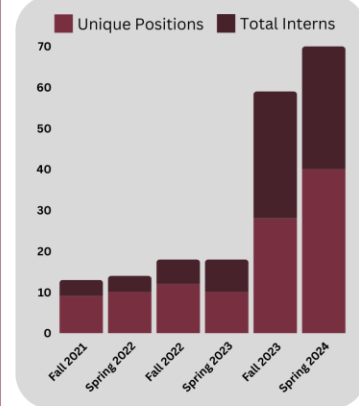
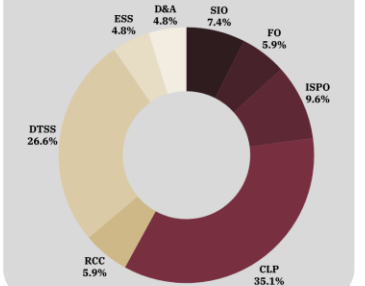


## FSU ITS Student Intern Cohort Facts

Since Fall 2021...

**142**  
Total Interns  
**43**  
Returning Interns  
**5**  
Hired full-time post-graduation

Department Distribution



Where are they now?





# GREATER COMMUNITY - OUTREACH

**QUESTION OF THE WEEK**

Which of the following would you prefer receiving information and updates via?

- Call someone the wrong number
- Break a nearby object
- Text the wrong person
- Trip in front of a crowd
- Wardrobe malfunction

**42% of respondents to Question of the Week prefer receiving information and updates via their college or degree program.**

Communication Method	Count
College specific email	1358
Canvas	918
University-wide email (i.e. myFSU Portal)	607
myFSU Portal	228
Social Media: Twitter	134

**QUESTION OF THE WEEK**

Which of the following would you prefer receiving information and updates via?

Call someone the wrong number

Break a nearby object

Text the wrong person

Trip in front of a crowd

Wardrobe malfunction

We all have moments that are embarrassing or challenging. Learn to become more resilient through difficult times in life, both big and small through the Student Resilience Project: <https://strong.fsu.edu/>



# COLLABORATION



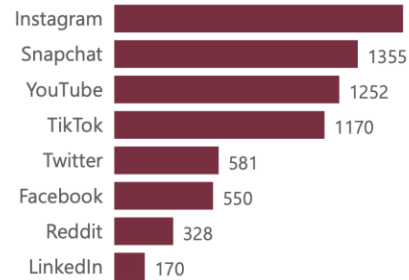
FLORIDA STATE UNIVERSITY  
DIVISION OF STUDENT AFFAIRS

## New Student Survey: Summary Excerpt for ITS

Which of the following electronic/computing devices are you bringing with you to FSU?

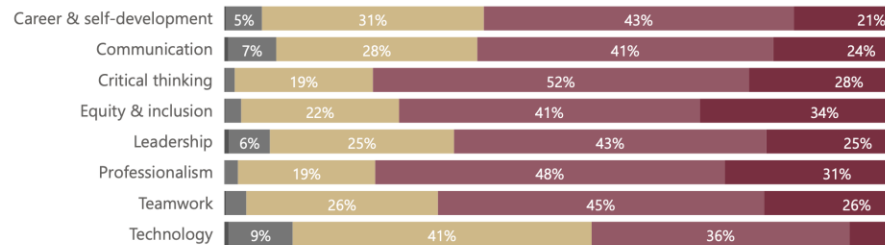
Attribute	Yes	No
Desktop computer	10.94%	89.06%
Gaming device/console	22.16%	77.84%
Laptop computer	93.15%	6.85%
Playing video games	14.84%	85.16%
Printer	10.99%	89.01%
Smartphone	95.17%	4.83%
Smartwatch	32.98%	67.02%
Tablet	30.87%	69.13%

Which of the following social media do you use?



Rate yourself on each of the following skills as compared to the average person your age. We want the most accurate estimate of how you see yourself.

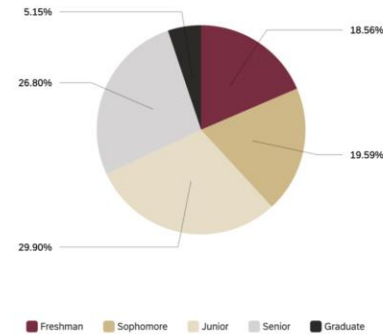
● Far below average ● Somewhat below average ● Average ● Somewhat above average ● Far above average



### Spring 2024 – AI Survey 99 Submitted Surveys

- What is your role on campus?
  - Student – 98 responses
  - Staff – 1 response
  - Faculty – 0 responses
  - Other – 0 responses

- What is your academic classification?
  - 5.15%
  - 26.80%
  - 29.90%
  - 19.59%
  - 18.56%



- What is your major?
  - 44 represented

- What department or college do you work for?
  - ITS – 1 response

# Outreach



# FOCUS OF OUTREACH

- Strategic goals
  - Advance ITS presence
  - Partner with campus units
  - Expand community engagement
- Priority projects
  - SPOS
  - Copilot
  - Cybersecurity
- Semester cycles and events
  - Start of semester
  - Weekly cabinet meetings
  - National coding week



# TYPES OF OUTREACH

- Pop-up booths
- Surveying
- Campus presentations
- Focus groups
- Campus events
  - Market Wednesday
  - Involvement Fair
  - Homecoming
- Volunteering
  - Move In
  - Family Weekend
  - Chuck-it-for-Charity



# EXAMPLES OF OUTREACH

- Orientation
- Escape Room
- Welcome Back Booths
- Pinata Party
- DIGITECH
- ITS Open Hous



# STAFF WORKSHOP

- 1 Advance FSU Strategic
- 2 Improve University Cyber
- 3 ISPO / ITS sponsored tra
- 4 More frequent commun
- 5 Improve sharing departm
- 6 Firmware update system
- 7 Assigned learning tract
- 8 LMS for cyber security t
- 9 Let people know about a
- 10 More required training
- 11 Cyber security is more th
- 12 Create some videos with
- 13 Modernizing updates and
- 14 Require cybersecurity su
- 15 More promo for cybersec
- 16 Campus reach out to dete
- 17 Focus on evolving commu
- 18 Work with student comm
- 19 Work with student groups
- 20 Develop a more streamli
- 21 Correspond communicati
- 22 Understand the implicat
- 23 Notify department IT/OI
- 24 SEC best practice for diff
- 25 Implement phishing testin
- 26 Phishing testing
- 27 Provide professional dev
- 28 University wide WAF
- 29 Adopt WAF virtual patch
- 30 Backup as a service
- 31 Unified endpoint manage
- 32 UEM
- 33 Centralized systems and end points management UEM
- 34 Security consulting with 300+ university units
- 35 Beside security internal services, keep tracking security as a 3rd business system

Information Technology Services

Florida State University

ITS Policies & Procedures

Shared Documents

Site Pages

Return to classic SharePoint

VotingList

Priority	Title	Description	Upvote	Downvote	DisplayTotalVo...
Advance Relationship	Prioritize project requests	Assign priority when issues/requests are submitted that way requests can be streamlined and more efficient and responsive to satisfy user	▲	▼	10
Advance Relationship	Set Expectations of each Team	It would be great if each team work or states responsibilities when they develop a new system/application/ Business process recommendations and expectations during all user meetings	▲	▼	6
Advance Relationship	Vendor Roadmap Alignment	Most of our vendors have roadmaps. It would be nice to have business analysts try to combine the items that would have value	▲	▼	3
Advance Relationship	Add ITS to FSU Orientation	Introductions for our FSU employees for the resources ITS offers and how to access the resources	▲	▼	2
Advance Relationship	Technology Roadmaps	Joint business, tech, student leadership strategy sessions/ Influence our partners' technology decisions/ Develop a 3 year plan	▲	▼	1
Advance Relationship	Expand BRM practice	Expand BRM practice/ ITS campus liaisons (we may already have this)/ Find ways to involve departments with ITS. Offer free	▲	▼	1
Advance Relationship	Active Partnership - HUB	Establish active partnership with innovation hub	▲	▼	0
Advance Relationship	Partnership - Submitting Grades	Process needs to be	▲	▼	0



# TOWN HALL





# Leading Change



# ORGANIZATIONAL CHANGE MANAGEMENT

- Sponsor Strategy
- OCM Assessments
- Risk Mitigation
- Roles and Responsibilities

Role	Actions	Change Statement	Group/Person
Leaders and Sponsors	Approve/Support the change Show active support for change by being a visible participant Involve other employees (peers and direct reports) in the change through communication	As leaders and sponsors of change, we approve and support the change by being visible participants and involving other employees, both peers and direct reports, through clear communication.	{Who are the leaders and sponsors of the project?}
Team Manager	Manage their direct reports through change by communicating the change and offering support through any resistance. Acts as point of contact between their team and change practitioners	As team managers, we communicate the the change to our employees and offer support through any resistance. We act as the point of contact between our team and the OCM staff.	{Who are the team managers for the project?}
OCM Staff	Uses a framework to implement change Addresses each team/role involved in change and supplies the needed support/information Partners with project manager to ensure a cohesive plan	As OCM staff, we use frameworks to implement change. We address each team/employee involved in the change and supply them with the needed support and information. We partner with the project manager to ensure a cohesive change plan.	{Who are the OCM Staff for the project?}
Project Manager	Partners with OCM Staff to ensure a cohesive plan Owns the technical aspects of change adoption responsible for the adoption plan timeline	As project managers, we own the technical aspects of change adoption. We are responsible for the adoption plan timeline. We partner with OCM staff to ensure a cohesive change plan.	{Who are the project managers for the project?}
Employees	Undergo and implement the change to their processes Communicate their response and challenges with change plan to team manager	As employees, we undergo and implement the change into our processes. We communicate our reactions and challenges to our team manager.	{Who are the employees affected by the project?}
Users	Are affected by the change within the organization Adjust our behaviors and expectations as the change is implemented and achieved	As users, we are affected by the change within the organization. We adjust our behaviors and expectations as the change is implemented and achieved.	{Who are the users/customers affected by the project?}



# OCM TEMPLATES

AutoSave ON | RACL\_Matrix - Last Modified

Home Insert Draw Page Layout Formulas Data Review View Automate Developer Acrobat

Change Management Strategy (link to Change Management Plan)

TASK LIST & RACI Matrix (Roles and Responsibilities Matrix)

Process Name / Description: FSU CLP Project Plan

R = Responsible, A = Accountable, C = Consulted, I = Informed

Change Management Strategy (link to Change Management Plan)	Project Phase	OCM	IC	IT&M	UX	Project Team
Change Management Strategy Plan creation	Plan	R&A	C	I	I	
Change Management Plan executed	Execute	R&A	I		I	
Stakeholder Identification	Pre-Plan (Research)	R&A			I	
Stakeholder Impact Analysis	Plan	R&A	I	I	I	
Risk analysis	Plan	R&A			I	C
<b>Communications Strategy (End Users)</b>						
Marketing Plan Creation	Plan	C	R&A			I
Communication Plan Creation	Plan	C	R&A			I
Design Specs Creation	Plan		R&A			
Copywriting and Content Creation	Development	C	R&A			C
Content Review and Approval	Development	R	R			R
Standard Documentation (Templates)	Development	R&A	C			
Presentations Creation	Development	R&A	C			R
Video Production (Awareness)	Development	C	R&A			C
Graphic Design	Development		R&A			
Promotional Items	Development		R&A			I
Project Website Design	Execute	C	R&A		C	C
Email Communications Distribution	Execute	I	R&A	I	I	I
Digital Communications Distribution	Execute	I	R&A	I	I	I
Print Communications Distribution	Execute	I	R&A	I	I	I
Social Media Communications Distribution	Execute	I	R&A	I	I	I
Other Communications Distribution	Execute		R&A			

Change Impact Aspects	Risk	Mitigation Strategy
Process	Overlap of systems	Website / Project page
Process	Lack of project governance	Communications
Process	Not right people are involved	Knowledgebase Articles / FAQs
Process	Ambiguity of project roadmap/milestones	Bridge Webpage
		Strategic Communication Plan
		Rick acceptance
		Project onboarding/assessments (project expectations, 3rd party apps, resources in ITS to make connections work)
		SME - Subject Matter Expert

- Roles & Definitions**
- Sponsor**
- Sole responsible
  - Final decision
  - Reports/heads the steering committee
  - Decision maker
- Steering Committee**
- VP's – people at the top
  - People who say YES; money, resources, developers – YES to project
  - Decision Makers
- Advisory Committee**

{Project Name} Empathy Path

**Goal Setting**

**WHO** Who is the user?  
Who are we empathizing with? Who will be affected by the project?

**DO** What does the user need to do?  
What do we want the user to do?

**User Information**

SEE	HEAR
What do they see? What visual messages does the user receive about {project/process/change}? What do they observe around them about {project/process/change}? How can what they see influence their perspective?	What do they hear? What auditory messages does the user receive about {project/process/change}? What is the media message around them about {project/process/change}? How can what they hear influence their perspective?
What do they say? What are your survey responses? What has been the feedback in interviews? What do they do? How do they behave in the context of {project/process/change}? How to they interact with {project/process/change}?	What do they think? What matters to them? What are they not saying about {project/process/change}? What do they feel? How is their emotional state affecting their experience with {project/process/change}?

**Pains** What obstacles/frustrations may the user face during this {project/process/change}?  
How can they be anticipated/prevented?

**Gains** What will the user achieve with this {project/process/change}?

{Project Name} We Do's

Role	Facing	Actions	Change Statement	Group/Person
Leaders and Sponsors	Employee	Approve/Support the change Show active support for change by being a visible participant Involve other employees (peers and direct reports) in the change through communication	As leaders and sponsors of change, we approve and support the change by being visible participants and involving other employees, both peers and direct reports, through clear communication.	{Who are the leaders and sponsors of the project?}
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OCM Staff	Enabling	Uses a framework to implement change Addresses each team/role involved in change and supplies the needed support/information Partners with project manager to ensure a cohesive plan	As OCM staff, we use frameworks to implement change. We address each team/employee involved in the change and supply them with the needed support and information. We partner with the project manager to ensure a cohesive change plan.	{Who are the OCM Staff for the project?}
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# TRAINING & COACHING

**TELL**  
Users with a presentation

**SHOW**  
Users with a live demonstration

**DO**  
Practice with users in a demo environment

**APPLY**  
New principles and share with team

- **Tell** users about the change.
- **Show** users a live demo.
- **Do** it yourself, let users in a test environment.
- **Apply** the concept to their teams, departments, and campus partners.

## WORKSHOP APPROACH



### EMAIL STUDIO DASHBOARD

1. **Top navigation**  
Containing a lot of the same elements from the main homepage, you can also access what you need Builder, from within En
2. **Recent Items**  
A list of the most receer you.

### ADD CONTENT

### ADD CONTENT – PT 2

Define Properties    **Add Content**    Preview and Test

#### Layouts

- This tab provides a wide array of pre-configured layouts to aid in planning out your template design.

HELP  
• How do I...  
• Can you...  
• What does...

INFORMATION

### PREVIEW & TEST

Define Properties    Add Content    **Preview and Test**

Once we have all the content prepared, use the second tab along the top left to Test Send your email. Marketing Cloud remembers how previous emails were sent, so make sure to adjust who is receiving this email and who it is coming from.

Test Send

Recipients\*  
Enter up to five email addresses or select a test data extension as the recipients of this send.

INDIVIDUALS    TEST DATA EXTENSIONS

dkooi@fsu.edu    Add email address and press Enter

Additional Options

From Options

FROM NAME    SAVED SEND CLASSIFICATION

Default Transactional

Sender Profile    Division of Student Affairs

Description    Division of Student Affairs

From Name    Division of Student Affairs

From Email    studentaffairs@message.fsu.edu

Reply Name    Division of Student Affairs

Reply Email    studentaffairs@fsu.edu

Subject Prefix

[Test]:

Track Clicks

Suppress this send from reports

Enable System Generated Links

**Send Test**

Use Individuals to add single emails to your tests, or select an entire data extension if Testable is enabled.

**Transactional** – Must receive (Ex: Departmental notice)  
**Commercial** – Able to unsubscribe (Ex: Newsletter)

You can adjust the prefix appearing before the subject. The test is suppressed from tracking reports by default.

HELP

- CAN-SPAM Requirements
- What is the difference between Transactional

- CAN-SPAM Requirements
- Impose stricter requirements on



# SUPPORTING USERS



## Introducing Microsoft Viva Learning

Make learning a natural part of the day by bringing learning into Microsoft Teams and Microsoft 365.

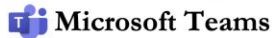


## Introducing Microsoft Viva Insights

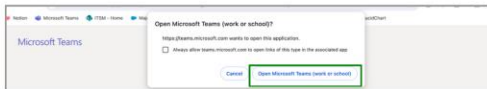
Giving you the tools to manage your time, build better work habits, and focus on your well-being.



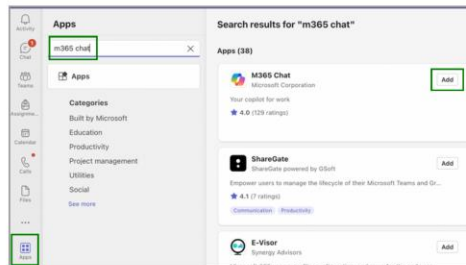
### Copilot Getting Started Checklist:



- Open the Microsoft Teams desktop application



- Select the Apps icon; Search and add "M365 Chat"



### Checklist:

history. For quick the M365 Chat



### in the Flow of Work

Learning and growth is easier than ever with the new Viva Learning app in Microsoft Teams. Browse learning courses, access your training assignments, and integrate into social features like Teams chat and tabs.



### Learn New Skills

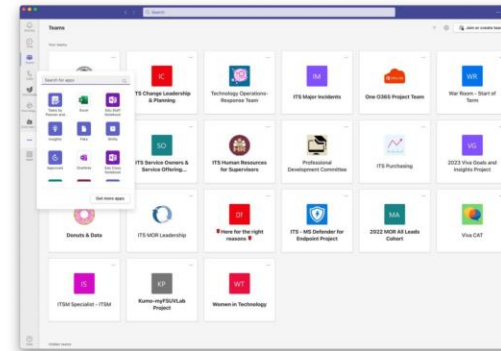
Discover the right content and discover relevant skills personalized suggestions based on your interests.

Using Viva Learning today!

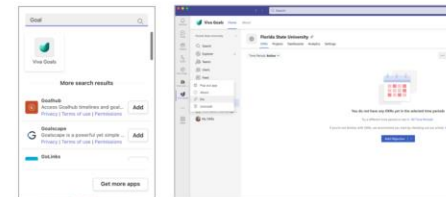
<http://its.fsu.edu/mic>



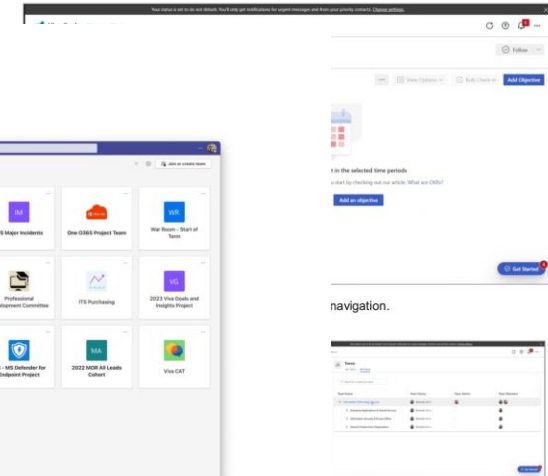
### Finding Viva Goals



- Using the 3-dot (meatball sub) scroll to find or use the search bar to find Goals.
- Select the Viva Goals app. You can pin Goals (Insights and Learn) to the left navigation by right clicking on the icon and selecting Pin.



### Protect Time



its you need to address it you might need to



discover, share, and



# SUPPORT DOCUMENTATION

- Job aids
- Templates for you to create your own job aids
- Instructional videos
- Coaching

**Zoom Open Office Hours**

**Improvements to the CIP Assignment(s) tab**

**What has changed?**  
On the CIP Assignment(s) tab of the ICS form, a hierarchy has been implemented for the selection of the level of CIP assignment. With a hierarchy in place, only the highest level of the CIP code in which the instructor is qualified to teach needs to be selected, thus eliminating

**What can we help you with?**  
Ask a question...

**IT Support**

- Accounts & Access
- Email Accounts
- Identity Management
- Portal & Mobile
- Administrative & Business
- Analytics & Integrations
- Application Development
- Authentication Services
- Electronic Signatures
- ERP Support
- Fax And Document Scanning
- Communication & Collaboration
- Campus Messaging
- Collaboration & Document Sharing

**What should I do if I am having trouble signing into FSU systems?**

**Answer**  
If you are having trouble signing in to any FSU systems, please follow the troubleshooting tips below.

1. Check the ITS Service Status page. If the system you are trying to sign in to is experiencing any issues, it will be reflected here
2. Clear your cache and cookies, then try signing in again. For more information, see How do I delete/clear my browser's cache and cookies?
3. Reset your password. For more information, see "How do I reset or change my FSUID password?"
4. If you still need assistance, please report a problem by clicking the **Report a Problem** button on the right side of your screen

**Trending Articles**

- What should I do if I am having trouble signing into FSU systems?
- How do I add a device to 2FA and activate the Duo Mobile app?
- Why is my audio not working in Zoom meetings?



A person is sitting on a lawn, using a silver laptop. They are wearing a blue t-shirt with a Florida State University logo, blue jeans, and red TOMS shoes. The background is a bright, sunny outdoor setting with a large, dark, abstract sculpture in the distance.

Questions?

# QUESTIONS?





# CONTACT

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# PLEASE PROVIDE FEEDBACK!

