

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

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.

“The goal is to **listen to everybody** and make sure that everybody feels, at some level, like they’re part of the team.”

“I would just like to see **better cohesiveness and work between the units**. To feel that it’s not an us versus them mentality.”

“So having someone who is open to change, **open to progression**, open to finding ways of solutions to meet our IT needs would be great to have.”

COMMUNICATION

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.

“**I don’t know** what I don’t know.”

“I think maintaining communication is really, really important. **Humanizing the technology division** is really important.”

“I would like something like a **town hall meeting** where people can come and get updated on what progress is being made.”

“I have been here seven years, and there are **things that I’ve just discovered** this year that ITS has been doing for years.”

CONTACT & PROCESS CONFUSION

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.

“I just wish there was a **clear way to understand who handles what**, so that way there’s not so much confusion.”

“There needs to be a **contact person** who’s in both realms—who is working with ITS, but then also feeding the information back.”

“I think a little bit **more transparency and openness** would be very helpful.”

“The belief is that when I have to get ITS involved, **it takes a while** for them to get to it.”

CONTINUOUS SUPPORT

The ITS support model needs to give customers the resources they need to be successful or provide technical users access to advanced support.

“IT is supposed to be **supporting** us. Not us begging IT for help.”

“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.”

“**Training our employees** on IT knowledge is as important as using it.”

“Make it easier for students to contact you guys. Maybe an app with a chatbot or something where ITS is **more accessible**.”

WHAT WE ARE DOING

- Developed framework for OCM process and team
- Started Technology Architecture Committee
- Launched Zoom web conferencing tool for students, faculty and staff
- Serving as member of FSU Research Development Partners group

- Presented ITS roadshows to several university departments
- Planning major redesign of ITS website
- Hosting quarterly town hall meetings on the state of ITS
- Publishing monthly ITS Pursuits newsletter

- Implementing new customer relationship management (CRM) solution
- Forming structure of new ITS liaison program
- Developing concierge service for complex support issues
- Creating new ITS funding model for enterprise services

- Redesigning ITS Service Catalog
- Creating “Fast Pass” option for IT professionals
- Offered customer service training to ITS staff
- Developing user-centered knowledge base

