

# OA Council Forum: UO Technology Listening Tour

January 17, 2013 from 1:00pm to 2:00pm  
EMU Ben Linder Room

The OA Council hosted Melissa Woo, VP/CIO; Andrew Bonamici, UO Libraries; and Helen Chu, UO Libraries. Our guest speakers led the meeting by asking three questions. The group's written comments, arranged by theme, are listed below.

## Question 1: What are your major initiatives?

- technical/ERP
  - IdM software replacement
  - Banner AP/FAMIS interface implementation
  - strengthen customer support orientation of IT staff
  - tying together the course approval, class scheduling, and course catalog process into on cohesive whole (Courseleaf)
  - making UO catalog accessible to all, including easily updatable and searchable on multiple criteria
  - FAMIS (facilities maintenance app) module implementation: space management, capital projects, mobile shop, utilities
  - 25Live event scheduling for central calendar and enterprise scheduling
  - Courseleaf for catalog and curriculum management
  - Courseleaf web-based course program and catalog software implementation
  - Implementing IDR
  - IDR project data warehouse
- student and faculty teaching and learning
  - teaching: all faculty have up-to-date software and hardware
  - distance education
  - technology in classroom
  - service-related: online teaching and learning
  - streamlining and improving the course review and approval process
  - teaching problems: bureaucracy in hiring procedures, especially international faculty—International Affairs doesn't help us as much any more
  - teaching (general): quick, easy ways to reach our majors and students: is it Facebook? Twitter? What's the best?
  - student events and activities that offer opportunities to get to know students who move in different circles
  - research/teaching faculty as guest speakers: paperwork bureaucracy is deterrent for speakers to come to UO
  - building and incorporating international/global content into classroom and other learning environments
- faculty
  - faculty workshops for promotion and tenure-related; NTTF promotions process
  - raising \$\$\$ for strategic initiatives (e.g. faculty and grad student support)
  - program review (10 year review)
  - expand internship program
  - research teaching collections
- space
  - campus ops: hardscape infrastructure improvements and repairs throughout campus
  - planning and design of campus building space, including formal classroom space and information learning space
  - how to build the best classroom
  - how to have enough teaching spaces
  - space planning to accommodate growth

- FAMIS utility module final implementation
- FAMIS space/GIS map interface
- general power station: coordinated effort with IS for support
- campus ops: landscape improvement project throughout campus (small to medium projects)
- no classroom space available at times when faculty want to teach (and students want to be there)
- offering a home-away-from-home, a welcoming feeling at our center
- funds for technology infrastructure should be included in all capital building projects
- classroom AV and presentation technology: how to outfit classrooms adequately and to provide what will be needed
- professional development and training
  - teaching technology awareness (no support)
  - online faculty handbook
  - increase IT staff tech skills
  - (from an academic unit) my position is most concerned with serve aspect. I would like to have greater support related to higher level skills, but not global knowledge necessarily, for software
- workforce and management
  - streamline and digitize multi-step processes
  - succession planning: personnel transitions as department faculty and staff retire
  - campus ops: personnel staffing needs and re-hiring to replace retirees
- web/media/accessibility
  - multimedia development and support
  - training for people to use CMS-inspired products in COE (ResourceSpace, DAM), along with best practices
- strategic communications
  - organizing and promoting faculty events
  - use technology to better facilitate PE & Rec services; communicate and educate
  - coordinated communications and services to students
  - getting the word out widely to students—we're student-centered at the EMU
  - use technology to reach individuals that perceive boundaries to using our facility
  - outreach to faculty and GTFs with training; cross-campus collaboration both in presenting workshops and event admin (PR, room scheduling, etc)
- business processes
  - data integration and analysis
  - more processes need to be online, such as job searches (NAPO to final report)
  - point-of-sale system that will integrate with web-based purchasing

## Question 2: What is your biggest challenge?

- process
  - understanding UO: culture, budget process, effective ways to get things done using other, non-campus ops groups
  - inefficient business processes that delay on-boarding of new employees
  - keeping team members up-to-date with opportunities to contribute as workload increases
  - collecting info about current practices throughout a decentralized system in order to assimilate into centralized processes
  - lack of single, required UO-wide system for all like applications and platforms
- course catalog
  - making UO catalog accessible to all, including easy to update and simple to search
  - speeding up and simplifying course review process while not losing oversight of faculty peers
  - implementing Courseleaf, which requires preparing for and training staff to use it
- technology
  - keeping up with advances in hardware

- learning and using new technologies
- digitizing processes such as promotion and tenure review
- technology systems have limited integration and are difficult to change
- providing enough computers and printers for students
- physical vs virtual classrooms and learning
- provide what instructors need to teach with
- teaching in classrooms that have easy to use technology
- storing and sharing huge files over the wire for collaboration and archiving
- keeping up with technology in the classroom without wasting resources; instruction and learning is so varied that classrooms must accommodate all
- passwords:
  - too many, change too often; need to keep a log—how safe is that? (and security that doesn't apply to me)
  - remembering all my passwords
- dynamic file sharing for committees
- getting staff setup and trained for so many different databases, forms, software; and getting permission to use them
- knowing who the players are
- training people who don't know basic tech tools (Outlook, image manipulation, web, etc.)
- planning for technological changes and how they might effect building space, planning and design
- increase baseline level of classroom technology across the board
- goals
  - a lack of well-defined goals and success criteria
  - ability to plan strategically for change and improvement
  - lack of articulate campus wide technology vision and master plan
- web
  - website development and maintenance: it's been a challenge for years
  - website support
- communications
  - being listed in centralized tech support services posting/website/etc
  - duplication of services
  - facilitating group collaboration (online and otherwise)
  - cross department communications and collaboration
  - decentralized structure at UO is hard for small department; we lack internal IT support
  - how to communicate easily, such as one easy place for room scheduling
  - challenged to know where the separation is between local IT and central IT in terms of resources
- culture
  - navigating silos: who manages and owns what?
  - silos
  - active cross-campus buy-in
  - decentralization
  - lack of clear decision-making authorities
  - decentralized culture and organizational structure
  - overcoming institutional inertia
  - lack of expertise in our department with the latest tech implementation and management
  - keeping up with knowledge and understanding of our field
  - expertise in our department twitch the latest tech topics
- resources
  - lack of scalability

- \$\$\$ to support staff and provide adequate technology—too many shared PCs, laptops, and remote printers
- campus ops: funding and finding revenue for improvement/renovation projects
- campus ops: having enough staff to address all the care and improvement needs to campus landscaping
- always feeling a little behind
- never enough time to do things well—scramble to learn, scramble to implement, then scramble to building documentation that never gets written
- getting lass rooms or meeting spaces with the equipment needed
- insufficient staffing: can barely keep current service levels; very difficult to add more or better services
- classroom infrastructure: we need more classrooms!
- lack of classroom space
- all admin duties have trickled down to departments (PCS, etc.)
- uncertain funding picture for non-academic units

### Question 3: What works well (+) and what needs improvement (-)?

What works well? (+)	theme
web services	communications
UO homepage (timely updates)	communications
UO Champions (great profiles)	communications
social media is a good tool	communications
the web is a great tool	communications
collaboration	culture
e-mail	enterprise
day-to-day tech operations	enterprise
email is a good tool	enterprise
email is great	enterprise
Mailman Listserv admin	enterprise
WiFi on campus	enterprise
(almost) single-sign on with Duck ID	enterprise
current recreation mgmt software is meeting needs	enterprise
ability to use radios to remotely control central irrigation systems	enterprise
Blackboard uptime	LMS
Blackboard	LMS
Jamie Moffitt makes good changes	management
IT support from Tim Miller is critical to our small department	support
central IS services support appears reasonably solid	support
IT support from centralized staff	support
tech support: I've found McKenzie Hall and VPFA support to be helpful and responsive	support
physical plant—campus buildings are well-maintained	support
lots of central resources and tools available	support
staff helpful with q's about email setup	support
local IT support is very responsive	support
support partnership with SAIT	support
opportunities to use and increase tech skills	training

What needs improvement? (-)	theme
need integrated, searchable UO calendar	communications
lack of regular, proactive communication and updates from IS	communications
cross-silo communications	communications
email: we are swamped	communications
hard to schedule a computer lab for training	communications
it's hard to get info about available resources; too much irrelevant info and some important info not shared	communications
a lack of central calendaring system	communications
better explanation of IT-related email (earlier message began at step #3, not #1)	communications
don't know what's available re: resources and tools	communications
the need to carry a cell phone AND a radio for communications	communications
Outlook/Exchange	enterprise
room scheduling such as 25Live	enterprise
scheduling software is clunky and not user-friendly	enterprise
where's my price list of services offered by IS?	enterprise
Banner: pulling data for reporting and analysis is time-consuming	enterprise
coordinated technology deployment or implementation	enterprise
Outlook/Exchange	enterprise
email and calendaring: Google offers great, seamless products for education	enterprise
lots of paper-based processes such as promotion and tenure	enterprise
Banner and SDWH	enterprise
service replication	enterprise
Banner reporting	enterprise
no reliable, steady support for web development and maintenance	enterprise
FAMIS work order/purchasing system is not user friendly; it's cumbersome	enterprise
could use a flexible, simple inventory/check-out tool for loan library	enterprise
Blackboard is convoluted and needs more support	LMS
tech strategy	management
changes in HR and top administration cause gaps in progress	management
Can't access Banner due to plug-in that won't install properly	support
Help Desk support for Mac users	support
intuitive use of the technology provided	support
lack of expertise or support for expansion, new ideas	support
technical skills and resources	support
to get stuff done, there's too much reliance on personally owned devices w/o support or funding	support
access systems/buildings	support
help non-IT people navigate the world of IT [lost all contacts in iPhone migration]	support
unclear on what jurisdiction IS has (global address list in Outlook)	support
getting IT people to speak in layman's terms to non-IT people—we need step-by-step directions	support

few computer labs available to be scheduled  
expensive to rent labs  
media services sometimes forgets to schedule deliveries  
need better advice on hardware and software purchases  
poor classroom tech in some spaces—not even a DVD player  
classroom tech varies widely; this makes faculty grumpy  
would love to learn how to best manage email

support  
support  
support  
support  
support  
training