## 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 that we are listening and care about their perceptions of our organization.

### WHAT WE HEARD

<table>
<thead>
<tr>
<th>COLLABORATION</th>
<th>COMMUNICATION</th>
<th>CONTACT &amp; PROCESS</th>
<th>CONTINUOUS SUPPORT</th>
<th>DATA MANAGEMENT</th>
<th>ADMINISTRATIVE PROCESSES</th>
<th>SEAMLESS EXPERIENCE</th>
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<tbody>
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<td>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.</td>
<td>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.</td>
<td>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.</td>
<td>The ITS support model needs to give customers the resources they need to be successful or provide technical users access to advanced support.</td>
<td>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.</td>
<td>Campus partners want the day-to-day ITS interactions to run smoother, whether it’s billing practices, data governance or something in between.</td>
<td>Students expect technology to be there, from utility-grade wireless to cutting-edge 3D printing, no questions asked.</td>
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<td>“The goal is to listen to everybody and make sure that everybody feels, at some level, like they’re part of the team.”</td>
<td>“I don’t know what I don’t know.”</td>
<td>“I just wish there was a clear way to understand who handles what, so that way there’s not so much confusion.”</td>
<td>“IT is supposed to be supporting us. Not us begging IT for help.”</td>
<td>“How do we get data to other researchers or other universities? We want to share our data.”</td>
<td>“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?”</td>
<td>“Technology is fundamental to my learning here at FSU.”</td>
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<td>“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.”</td>
<td>“I think maintaining communication is really, really important. Humanizing the technology division is really important.”</td>
<td>“There needs to be a contact person who’s in both realms—who is working with ITS, but then also feeding the information back.”</td>
<td>“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.”</td>
<td>“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.”</td>
<td>“Transparency on billing: We get bills and we have no idea what it’s for.”</td>
<td>“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.”</td>
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<td>“I would like something like a town hall meeting where people can come and get updated on what progress is being made.”</td>
<td>“I think a little bit more transparency and openness would be very helpful.”</td>
<td>“I have been here seven years, and there are things that I’ve just discovered this year that ITS has been doing for years.”</td>
<td>“I want to do 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.”</td>
<td>“The belief is that when I have to get ITS involved, it takes a while for them to get to it.”</td>
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<td>“Make it easier for students to contact you guys. Maybe an app with a chatbot or something where ITS is more accessible.”</td>
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### WHO WE TALKED WITH
- 297 Survey Respondents
- 125 Participants
- 49 Colleges/Departments
- 27 Listening Sessions
- 2 Surveys

### 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

### LET YOUR VOICE BE HEARD. TELL US WHAT YOU NEED. WE ARE STILL LISTENING.
its.fsu.edu/voc