

2013-12-11 Focus Group Summary

Working Environment

1. General need for more storage space
2. Cloud storage often appropriate, but not so for very large files
3. Easy access from multiple devices and multiple locations important. Backup essential.
4. Dropbox used often, indication of need

Scholarship

1. Specialty software needed. E.g. transcription software, qualitative analysis.
2. Unclear how to fund special software. Possible issues with support.

Classroom and Teaching

1. Issues are mainly with technology in the classroom, e.g. computers, software, projectors, classroom size or arrangement. Other aspects (e.g. Sakai, lecture capture, async interactions) not discussed.
2. Some classroom computers are slow. Other aspects are clunky.
3. Unclear which aspects are supported by AV and which by IT.
4. Physical space not always appropriate for art classes. Sometimes need computers, sometimes table or display spaces instead. Some art classes need a high-res projector (like removed from Scott 230)
5. Some need for larger classrooms (30 seats) with computers.
6. Would be nice to use the projector direct from a personal laptop via wireless.

Communications

1. Not always clear what facilities exist, in terms of classrooms, software
2. People find individual solutions, but they are not shared with IT or with others.
3. Solutions are often individual, rather than pressing for systematic

Intranet, Business Processes, Data

1. Paper forms and processes should be converted to electronic, e.g. curricula forms
2. Forms and information are scattered. Should be one "holistic intranet" to find forms, recommendation templates, HR forms, and so forth.
3. Need better scheduling tools for meetings, courses.
4. Need better and more accessible data about students. Should be able to look up info about a student even if not an advisee.
5. Should have a way to keep notes about advisees. Who can see the notes unclear.
6. Online version of catalog flawed.
7. Need coherent view of students. E.g. if a student does not adhere to a course of action agreed to with the advisor, the advisor should be informed.
8. Data view of students -- appropriate people should be informed (OSA, advisor, etc) of various conditions. E.g. if student's grades or behavior changes, intervention might be

needed. Early warning would be helpful.

9. Need better registration tools
10. Much should be centralized, but different people will want customizations.