

## Faculty Senate Information Technology Committee Annual Report

August 2021-July 2022

### Elected members:

- Philip Busbee Mdc Path-micro (2024)
- Naomi Falk School Of Visual Art Design (2024)
- Neset Hikmet, **ex-officio**, Integrated Information Technology (2022)
- Kelli Kenison Health Services Policy and Management (2023)
- Chun-Hui Miao, **Co-Chair** Economics (2022)
- Scott Phinney, **Co-Chair** Libraries (2023)
- Nikolaos Vitzilaios Mechanical Engineering (2024)
- Alexander Yankovsky School of Earth Ocean and Environment (2023)

### Appointed members:

- Doug Foster & Elizabeth Shirkey, ex-officio, Division of Information Technology
- Paul Sagona, ex-officio, Research Computing
- Heather Heckman, ex-officio, University Libraries
- Debbie Kassianos, ex-officio, Vice President for Research Office
- Cheryl Addy, ex-officio, Provost's Office
- Aaron Marterer, ex-officio, University Registrar Office

### DoIT Strategic Priorities

Doug Foster presented the proposal from the unITe. Liz Shirkey updated the committee on the DoIT Governance groups and Strategic initiatives progress for 2021-2022. DoIT continues to seek a representative view of priorities from the faculty in order to identify areas to invest in. Based on the survey results, the committee provided the DoIT with an Infographic representing faculty views on IT needs.

### Digital accessibility and ADA compliance

Kim Hodges gave an update on DoIT's implementation of digital accessibility. Issues related to digital accessibility can now be submitted through helpdesk. Digital accessibility website is available ([https://sc.edu/about/offices\\_and\\_divisions/digital-accessibility](https://sc.edu/about/offices_and_divisions/digital-accessibility)), providing info on making videos, etc. CTE also has a similar website ([https://sc.edu/about/offices\\_and\\_divisions/cte/instructional\\_design/accessibility](https://sc.edu/about/offices_and_divisions/cte/instructional_design/accessibility)). There remains a lack of awareness of available resources among faculty. New communication strategies such as newsletters are being considered.

Currently, digital properties are about 30-40% compliant. The goal is to reach 60% - 70% compliance by 2025.

### **Software licensing**

Laurel Eddins provided a DoIT software update. The software distribution URL is now also available through ServiceNow. Under USC Policy IT 1.0 on Information technology procurement, UniTe is working on a catalog for redundant software purchases from different departments.

Microsoft 365 is transitioning from A3 to A5, ensuring MS defender to work with Symantec Endpoint. Adobe site licensing is not yet available because it needs university strategic funding for site licensing.

### **The LITE initiative**

Jeff Hostilo updated the committee on the progress of the LITE (Learn, Innovate, Teach, Enhance) initiative. In response to strategic priority #7 for improved classroom efficacy and support, many types of equipment have been installed to upgrade the classrooms. The upgrades received generally positive feedback. Year 1 progress to Date is 78%. However, the initiative request for FY21-22 was not approved.

The committee submitted to the faculty senate a resolution on LITE funding. The aim was to ensure that LITE received committed, flexible funding. The resolution was passed by the faculty senate.

One of the recommendations made in the resolution is to add recording devices to all classrooms. It raised concern from the student government for its potential negative impact on attendance and hindrance to freedom of speech. The committee discussed related issues, such as intellectual property concerns. The committee stressed that using of recording device was recommended, but not mandatory.

### **Research computing**

CESR (Carolina Enclave for secure research) phase 1 core process completed, phase 2 started in January. CMMC (cybersecurity maturity model certificate) is ready for actual certification. High speed research network, Globus, was implemented about a year ago. 3M funding for data center has been approved. HIPAA server – research-oriented storage vendor - is in. Storage platform, network component became operational by January. Current timeline is October 2022 for HPC infrastructure to be in place.

In January, research computing moved to a new home. Central storage had arrived. Cost-based pricing structure is being considered.

### **Faculty Communication**

The committee recommends that DoIT communicate about available resources to the faculty on a more regular basis. It can take the form of newsletters, while giving faculty members the option to opt out (to avoid information overloading). It is suggested that the newsletter can be modeled after the CTE and library newsletters that provide summaries of the resources and updates.

To improve faculty communication with the DoIT, the committee discussed collaboration with the CTE to communicate about IT offerings and needs. Augie Grant discussed communication strategies employed at the CTE. It is proposed that CTE workshops be held in LITE classrooms. A model classroom can be created as a test bed for new technologies. The committee took a poll through the CTE newsletter: "What video conference tools do you use?"

Modeled after a similar program for students, "A Day in the Life of a Faculty Member" is a new DoIT initiative to increase faculty awareness of IT resources.

### **University system outage**

The committee discussed the specificity of ServiceNow announcements. The DoIT seeks to strike a balance between giving out enough information and causing paranoia. There are also confidentiality issues involved.

Recent system outages were due to old equipment nearing the end of the lifecycle. They were started by a security issue, then worsened by cascading problems.

### **Research Data Assessment**

Stacy Winchester presented Research Data Assessment survey questions. The committee asked clarifying questions and discussed data explosion and data hoarding issues. For now, there is no time limit on the availability of data shared through public access depository.

### **25Live**

Aaron Marterer et al. presented information on Conference Rooms with web conference capabilities in 25Live. The presentation covered both Academic classroom space and Non-academic space options. The spaces can be searched and reserved on 25Live, but reservations may vary with department. A list of point of contact schedule coordinators is provided online.

### **University-wide communications**

Jeff Stensland from the office of communications (OofC) talked about university-wide communications, particularly internal communications manager for mass emails. The OofC coordinates with human resources for employee messages, published on Monday edition of UofSC today. Nina Jackson is the contact person for dissemination of information through UofSC Today. Planned maintenance and unexpected outages are communicated through social media accounts. To distribute information through UofSC Today, the lead time is a few days, e.g., typically compiled on Friday, scheduled for release on Monday morning.

Academic units are responsible for communicating Faculty and staff notes on publications, projects, grants directly. To be solved at the college level, one can use faculty staff gateway. To disseminate news, a submission link is available at the news page.

## **Other topics**

The following topics were also considered by our committee this year.

Aaron Marterer talked about DegreeWorks issues. They were due to changes in the way of integration between Banner and DegreeWorks. There were also coding Problems in Banner.

The leaders of the UofSC Linux Users Group gave an introduction of the group to the committee. The group can be a source of troubleshooting Linux systems for faculty members. Although there is currently no academic support, limited support is provided through RedHat contract and research computing. This can change based on faculty survey.

Max Sewesky came to recruit for the IT advisory committee. Each of the three groups, Faculty, student, and staff, is represented by an advisory committee, with the aim at creating or reinstating IT governance groups.

The committee was briefed on the SpringShare Library Chat Service E-mail Abuse Incident, which raised issues of jurisdiction between DoIT and other entities, particularly Title IX and DEI. The committee intends to invite Mr. Robert Wilson to come to a Faculty Senate IT Committee in the fall.

FY 2023 budget as currently proposed has hit support units, including DoIT and the University Libraries, difficult in that no requests to SUAC (Service Unit Allocation Committee) were funded beyond utilities increases to continue paying electricity bills. The committee is considering a resolution in support of DoIT funding.

Preferred names have gone live. Mongoose Cadence texting tool is coming out. Prototype texting will be presented to the committee.

DoIT hosted listening tables at the Oktoberfest and installed E-learning system at the CTE.

## **2022 faculty IT survey**

The committee agreed that we should continue to survey the faculty annually. The survey report is reproduced at the end of this annual report.

Recommendations:

- Support DoIT to the fullest level possible to meet the needs of the University
- Promote the Knowledge Base and LITE Initiative to enhance classroom technology to increase faculty awareness
- Continue to improve WiFi & internet access more broadly on campus

The IT Committee should:

- Continue to survey faculty on an annual basis;

- Consider exploration of the following topics during the 2022-2023 academic year (see the report below for further details):
  - Classroom technology & support
  - Virtual classroom technology & support
  - Learning management systems (LMS)
  - Software licensing
  - Centralization of IT

**Faculty Senate IT Committee Members** (Chun-Hui Miao & Scott Phinney, Co-Chairs)  
**June 2022**  
**Report on the 2022 Faculty Senate IT Survey**

## Summary

In the spring of 2022, the Faculty Senate IT Committee distributed a survey on satisfaction with UofSC's state of technology to faculty. The project had three goals:

- to continue to monitor trends in faculty assessment of IT
- to identify topics for investigation by the IT Committee during the 2022-2023 academic year
- to assess faculty satisfaction with the first cohort of technology in classrooms upgraded during the LITE Initiative in Spring and Summer 2021

279 responses were received, a decrease over the 325 faculty members who participated last year. Demographic information is included in [Appendix 4](#).

We have collected responses on satisfaction for 4 years. Interpretation of these results should be taken in that context.

- As in 2021 and earlier, in the aggregate, overall satisfaction with IT services and support offered by *units* appears to exceed satisfaction with those provided *centrally* by the Division of IT (see [Appendix 1](#)). These ratings remain about the same relative to 2021 (see [Appendix 2](#)).
- Satisfaction ratings for DoIT's Knowledge Base, classroom technology, and success meeting teaching needs with technology are lower relative to 2021.
  - Comments concerning the Knowledge Base suggest that the content is out-of-date and needs revision.
  - Dissatisfaction with physical classroom technology remains a primary criticism. Another recurring theme is difficulty in determining whether to report classroom technology issues to departmental IT support or to DoIT central support.
  - Summaries of satisfaction comments may be found in [Appendix 5](#).
- Many, if not most, of the issues reported in this survey stem from chronic underfunding of IT infrastructure and the personnel need to support it.

From the comments submitted, the Committee selected the following issues for possible exploration in Academic Year 2022-2023:

- Classroom technology & support: Concerns about equipment age and reliability, maintenance scheduling and support response times continue to be reported. These topics have been considered by the Committee since its formation but remain important for the committee. We are particularly concerned by the lack of awareness of the LITE initiative for classroom technology replacement and support.
- Virtual classroom technology & support: Subtopics that emerged from this spring's survey include online testing and remote access to lab computers.
- Learning management systems (LMS): Many respondents expressed dissatisfaction with Blackboard and/or interest in Canvas. DoIT established the Learning Management System Advisory Council governance group that includes representation from this Committee.
- Software licensing: While many fairly specialized software products were suggested by individuals, Adobe Creative Cloud Suite (along some requests for component products like Acrobat, Photoshop, and Illustrator) and Zoom received numerous recommendations. The committee feels that investigation of these products for site licensing is warranted.
- Centralization: The tension between centralized infrastructure, which lowers costs to the benefit of all, and decentralized services and support, which seem to be preferred by many faculty, remains. While we cannot reasonably expect a perfect equilibrium, we can continue to work toward an improved one.

The Committee considers the following high priority:

- This Committee believes we still under-invest in IT infrastructure. Though the Committee is aware of the challenges related to funding in the current budget environment, DoIT must be supported to the fullest level possible to meet the needs of the University.
- Responses to this year's questions regarding the LITE Initiative to enhance classroom technology and support indicated a low level of awareness of the program among the faculty. Like the low levels of use reported for DoIT's Knowledge Base, we urge promotion of this resource (e.g. Faculty Senate presentation).
- Reports of poor WiFi coverage continue. The Committee endorses efforts to improve WiFi coverage and internet access more broadly on campus.

See [Appendix 4](#) for aggregated responses.

## **Appendix 1: Comparison of satisfaction ratings**

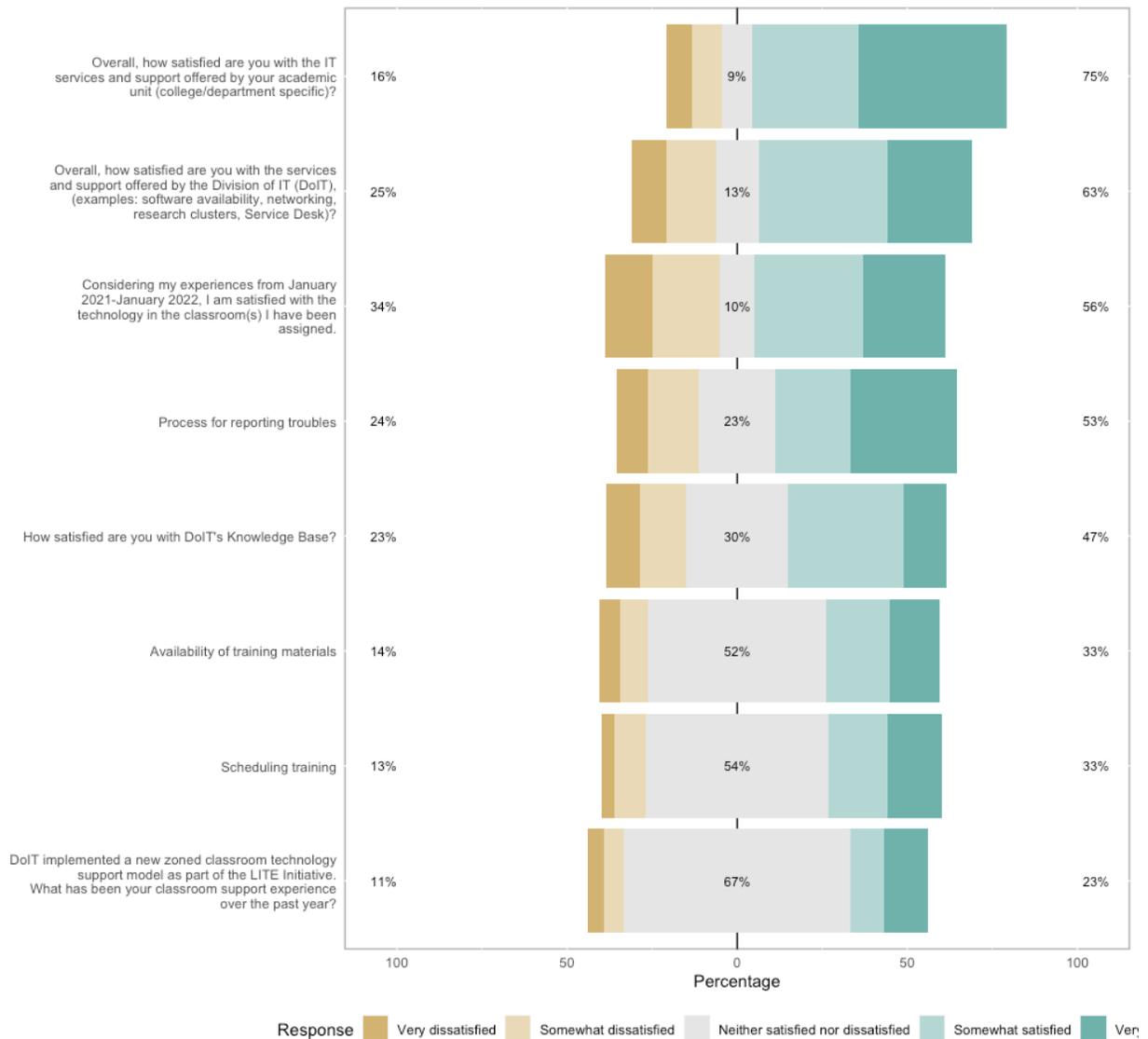
### ***Survey Questions Regarding Satisfaction***

- Overall, how satisfied are you with the IT services and support offered by your academic unit (college/department specific)?
- Overall, how satisfied are you with the services and support offered by the Division of IT (DoIT), (examples: software availability, networking, research clusters, Service Desk)?
- Considering my experiences from January 2021-January 2022, I am satisfied with the technology in the classroom(s) I have been assigned.
- How satisfied are you with DoIT's Knowledge Base?
- How satisfied are you with the following aspects of classroom technology support?
  - Process for reporting troubles
  - Availability of training materials
  - Scheduling training
- DoIT implemented a new zoned classroom technology support model as part of the LITE Initiative. What has been your classroom support experience over the past year?

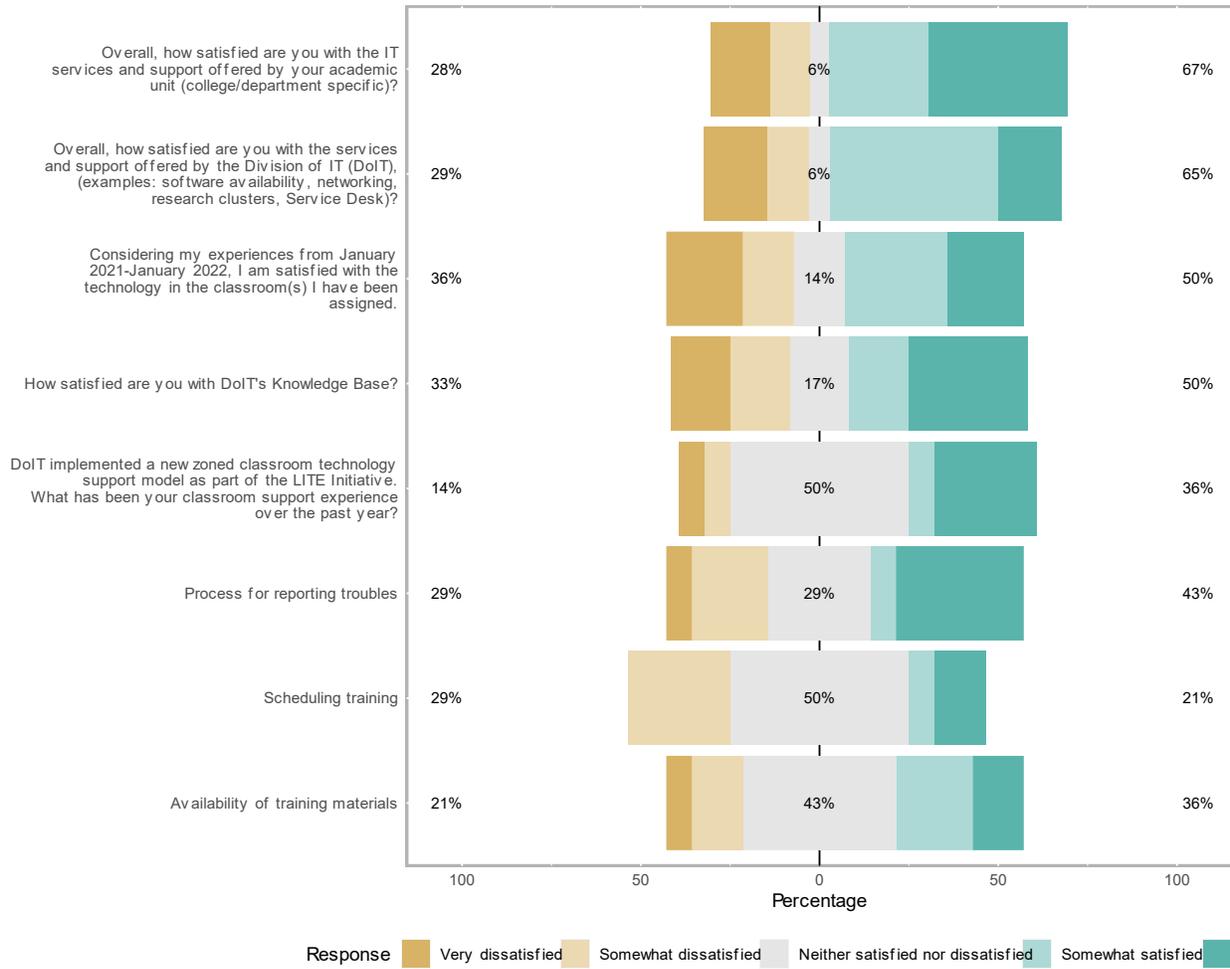
**All academic units**

n=279

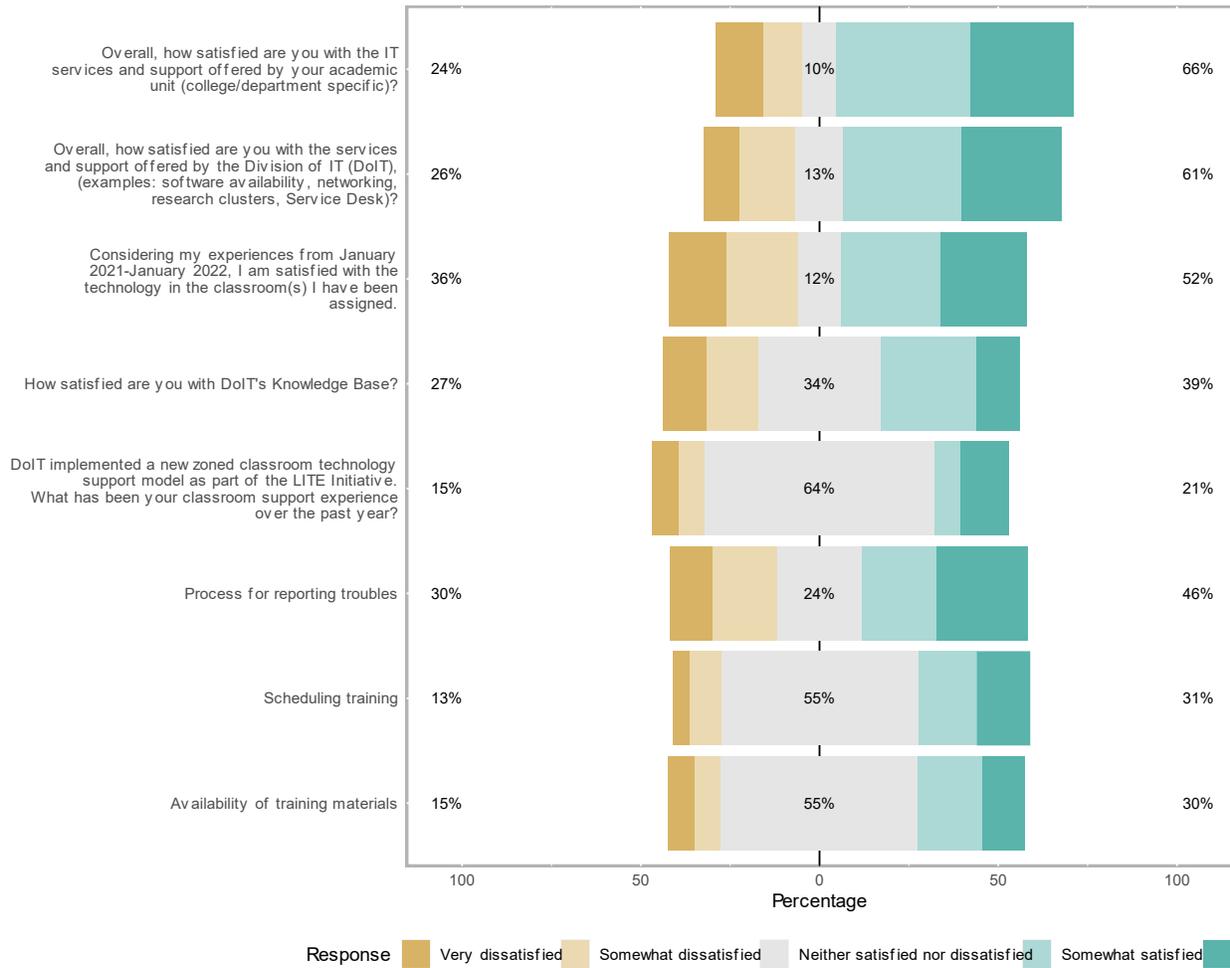
The diverging bar charts that follow are centered around the median of “Neither successfully nor unsuccessfully/Neither agree nor disagree” responses.



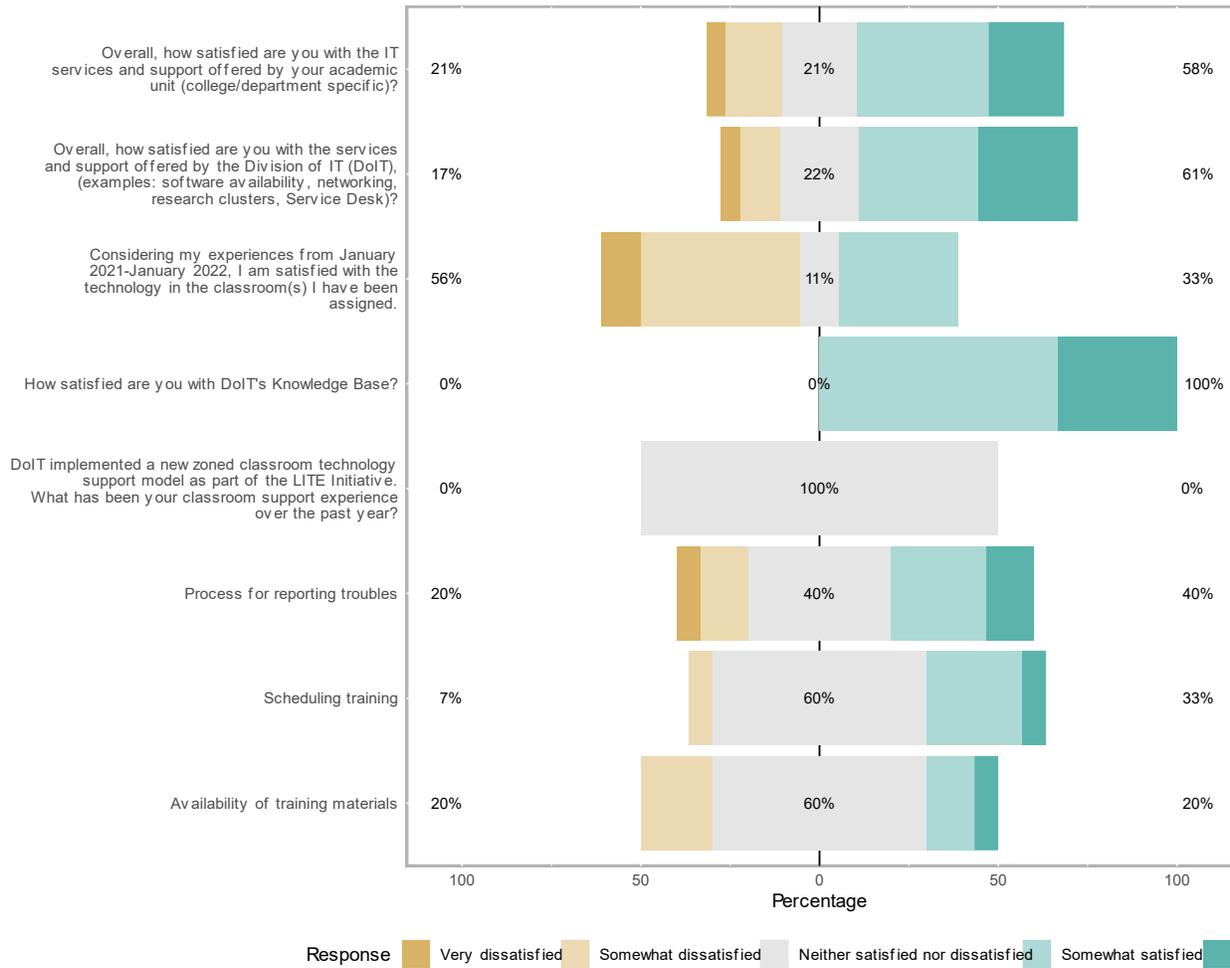
**Individual academic units**  
 Arnold School of Public Health  
 n=18



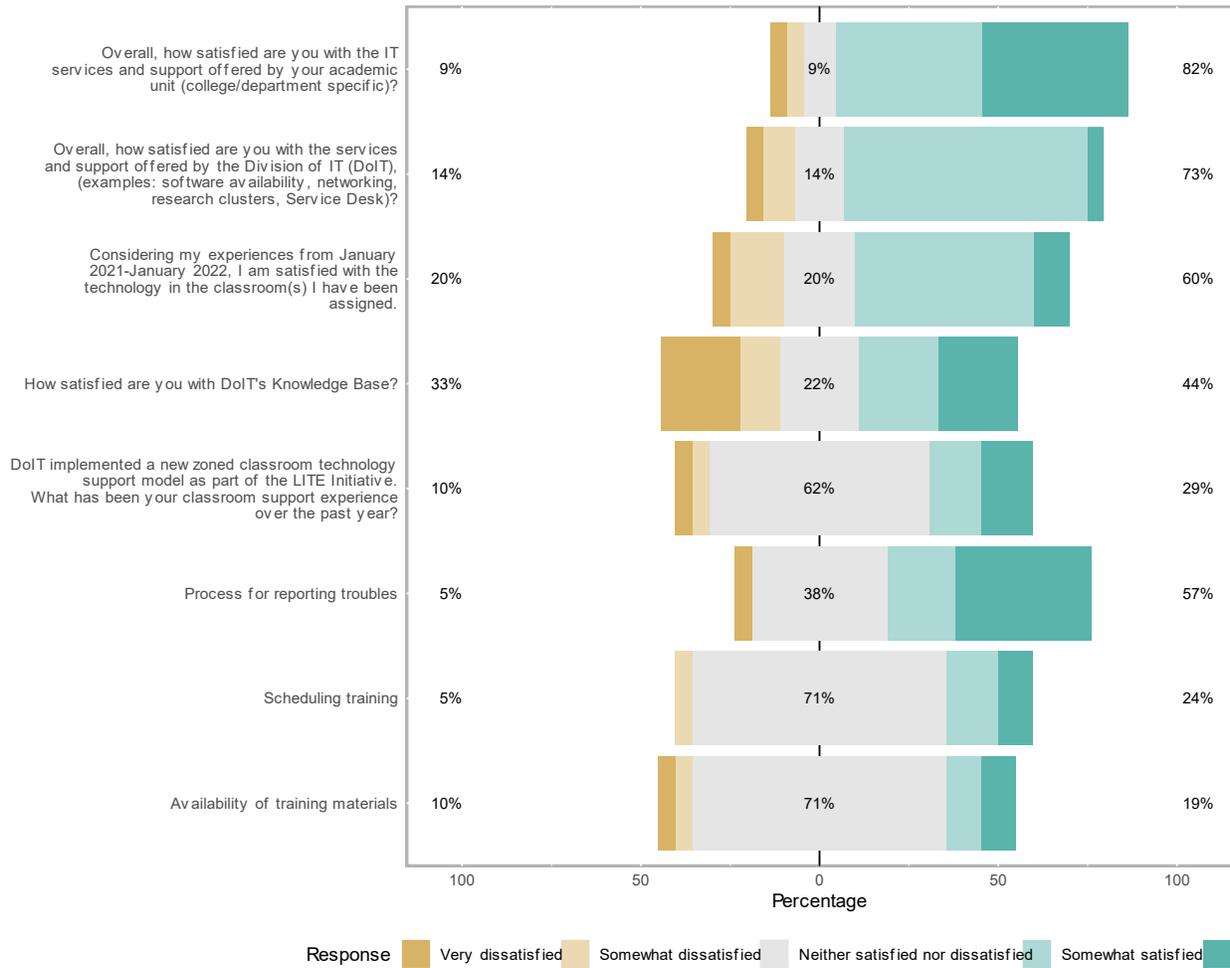
College of Arts and Sciences  
n=88



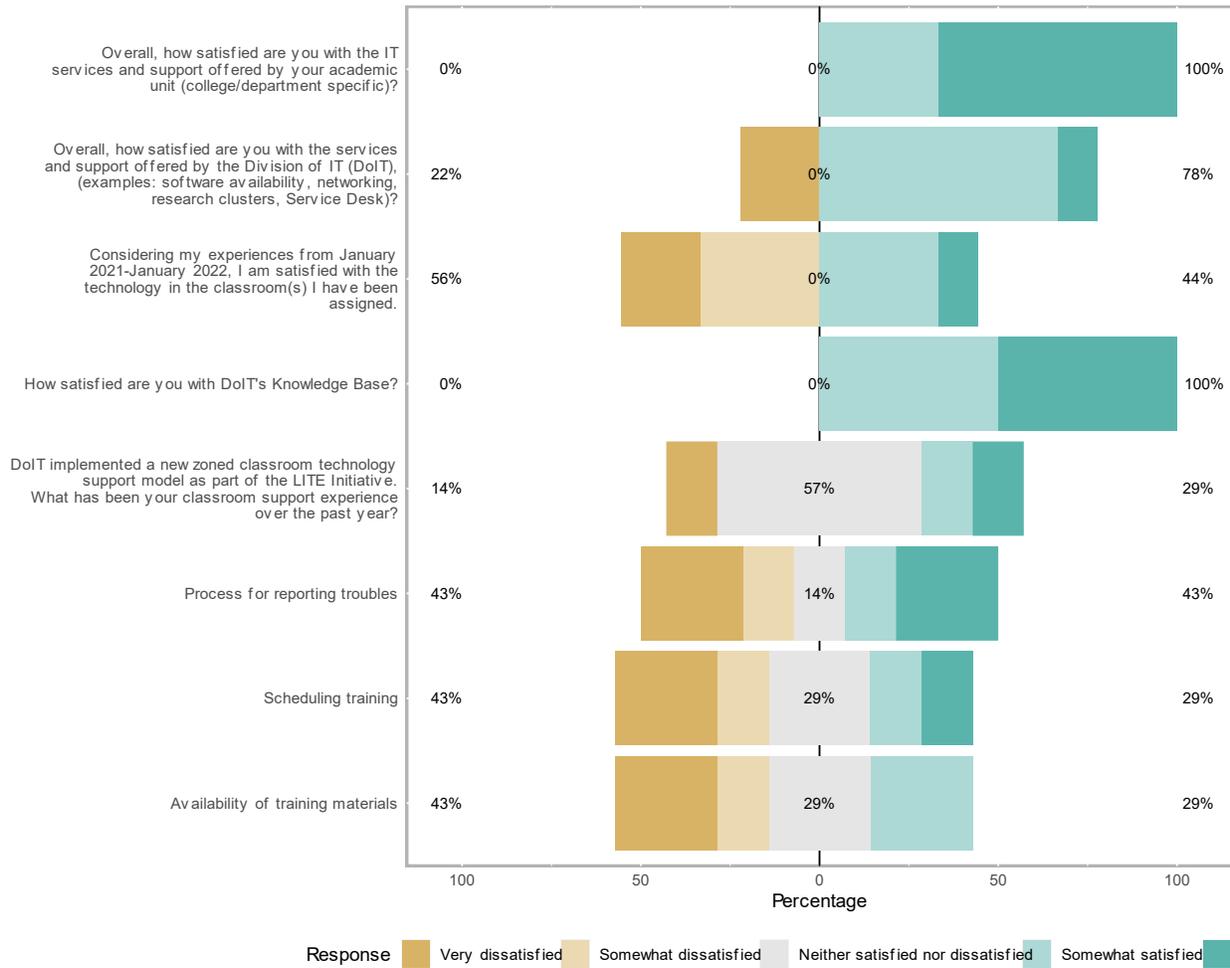
College of Education  
n=19



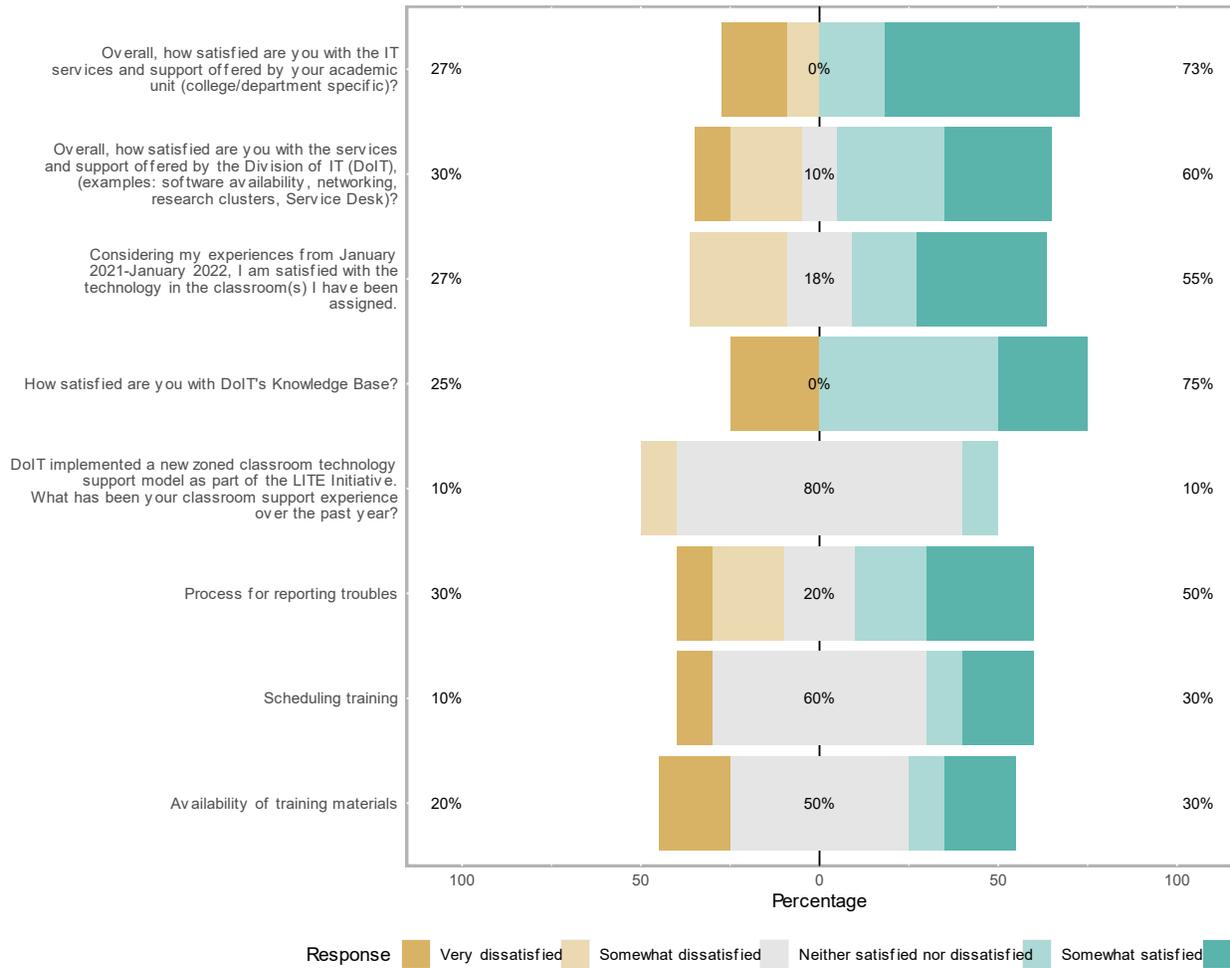
College of Engineering and Computing  
n=22



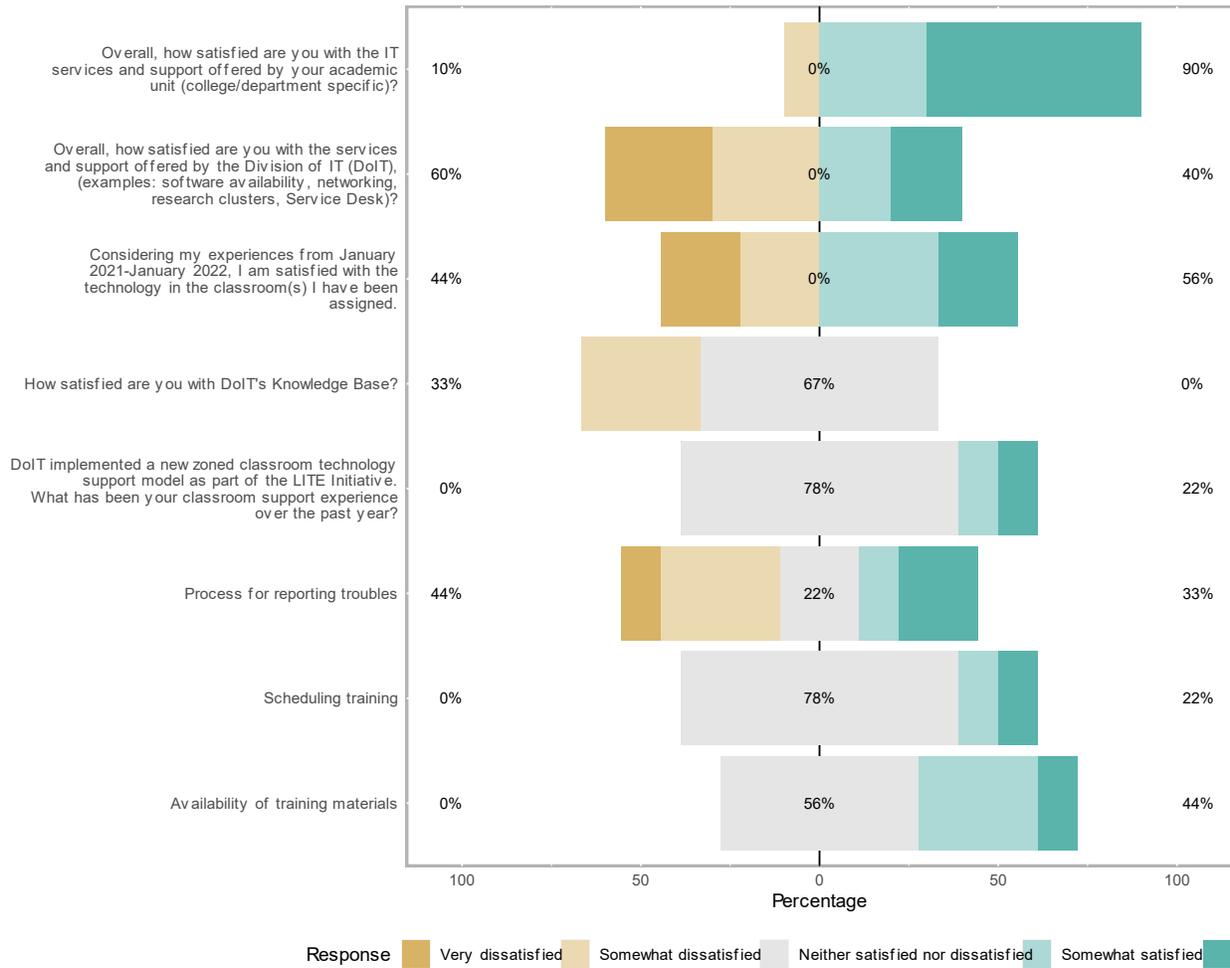
College of Hospitality, Retail, and Sport Management  
n=9



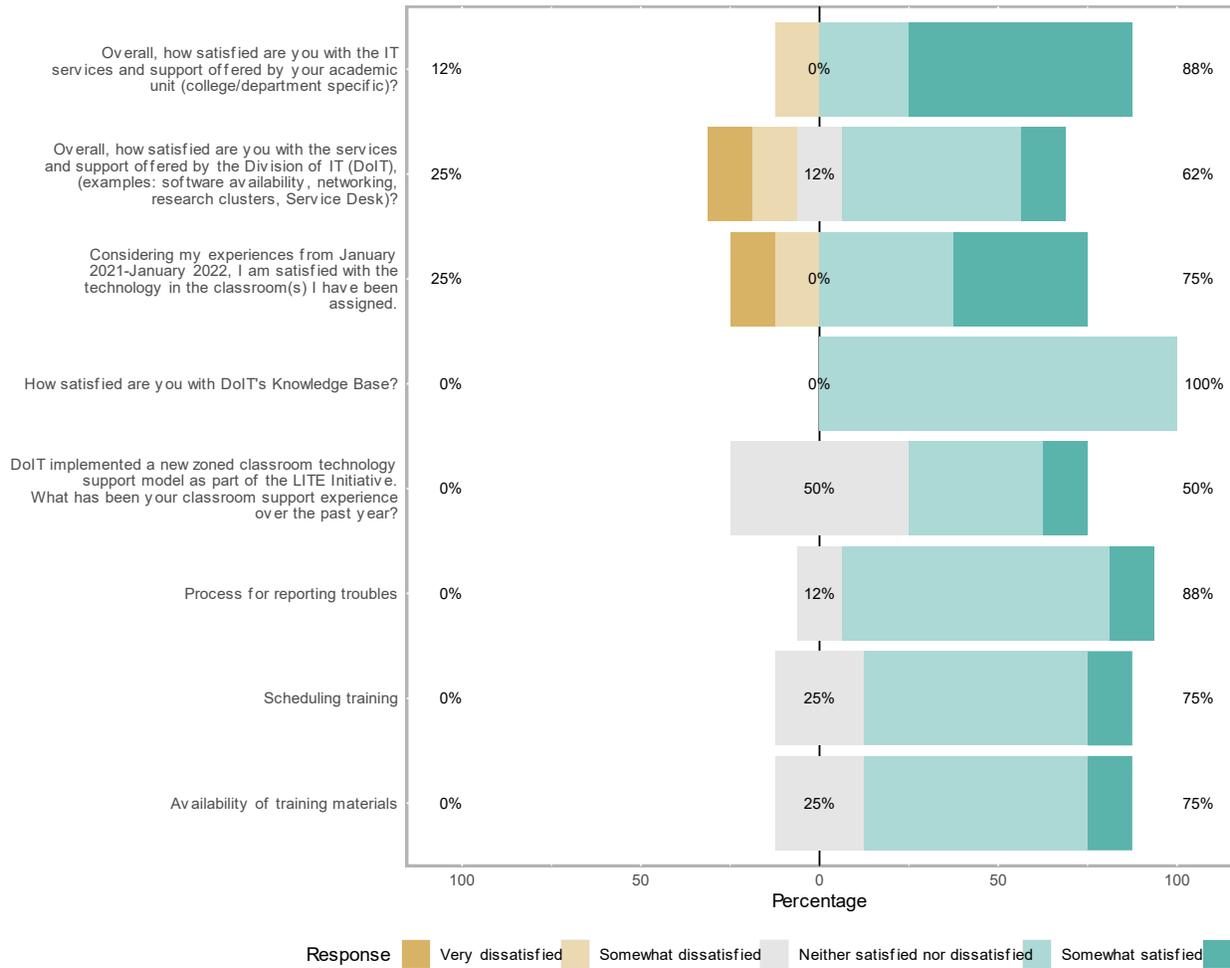
College of Information and Communications  
n=11



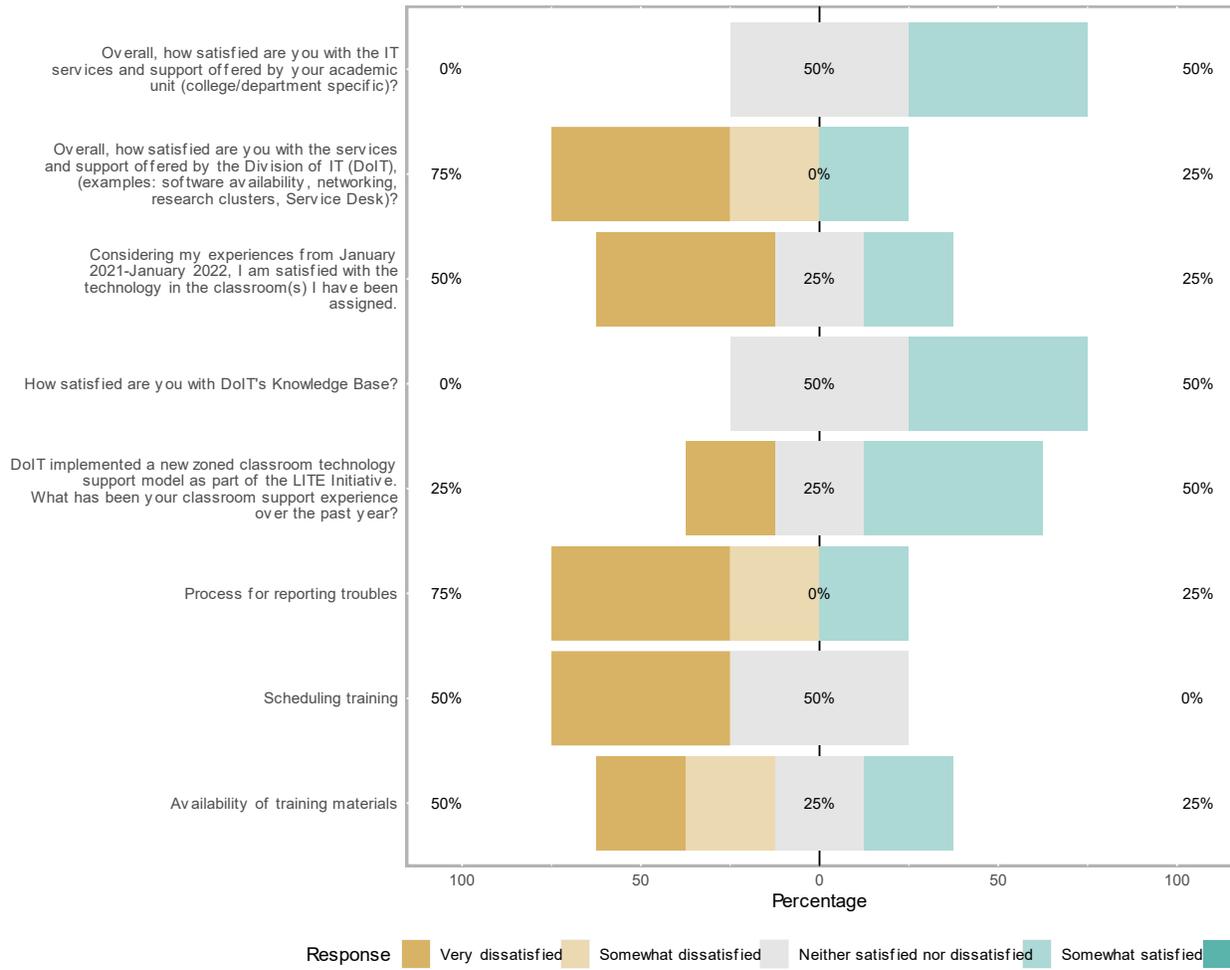
College of Nursing  
n=10



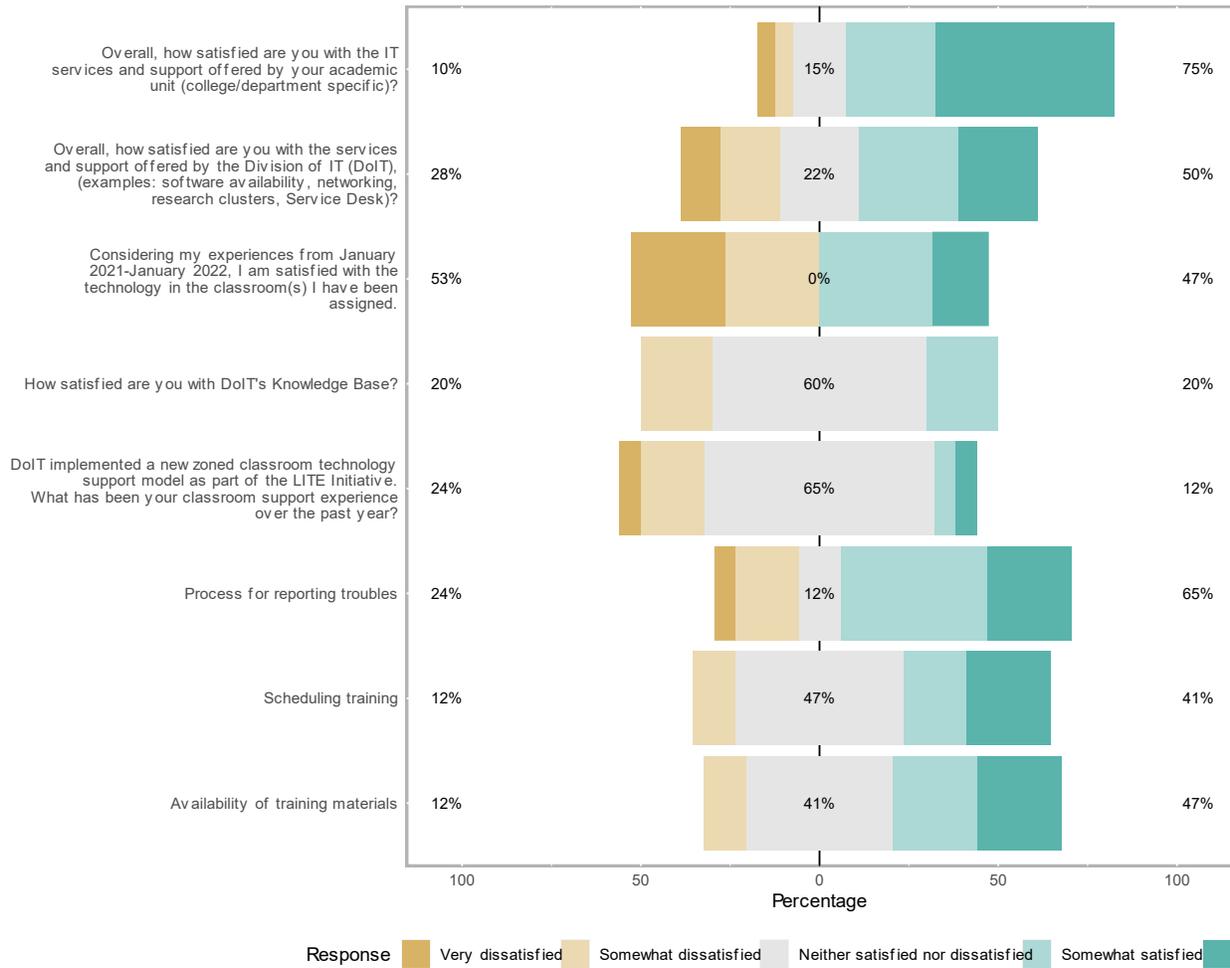
College of Pharmacy  
n=8



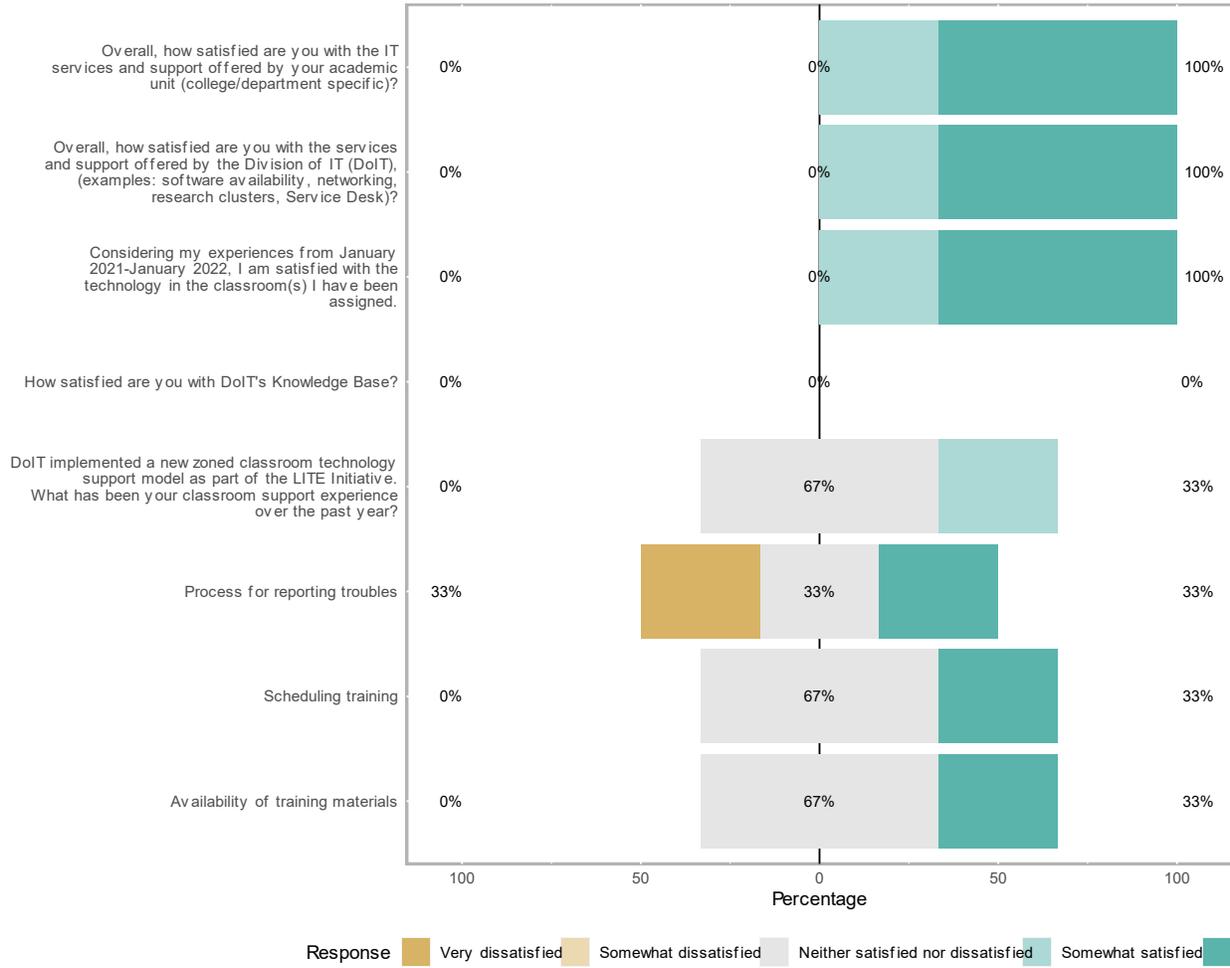
College of Social Work  
n=4



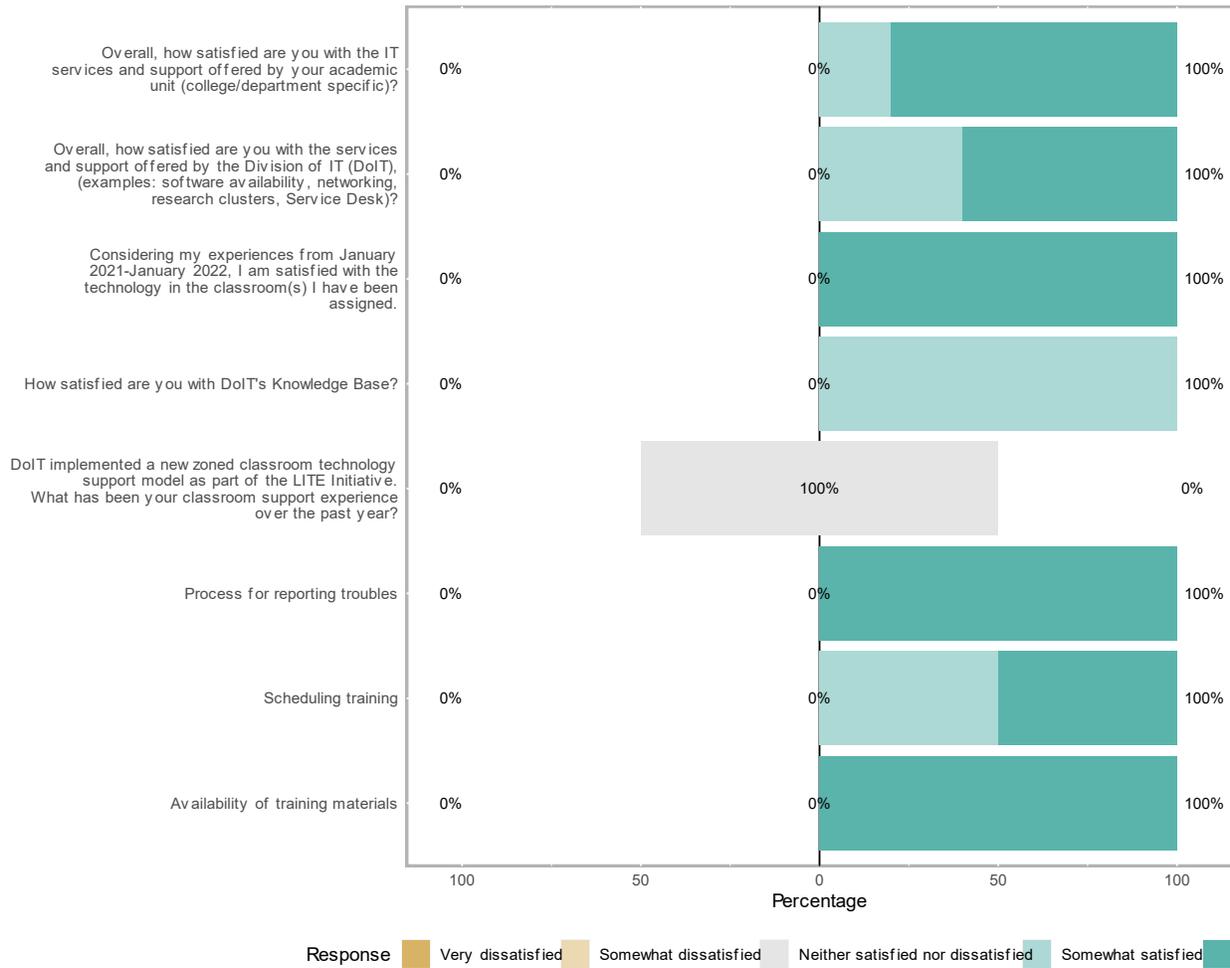
Darla Moore School of Business  
n=20



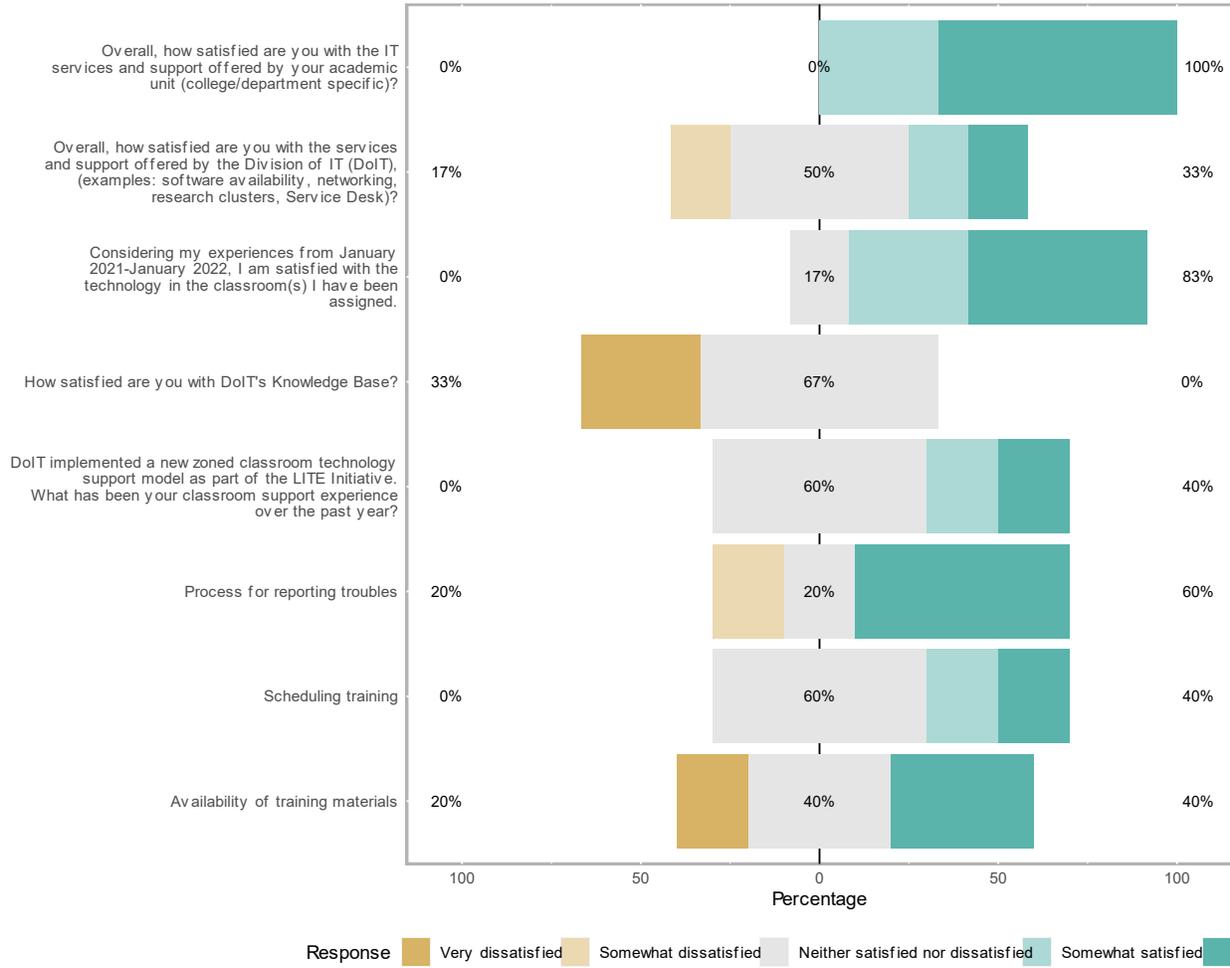
Other College  
n=3



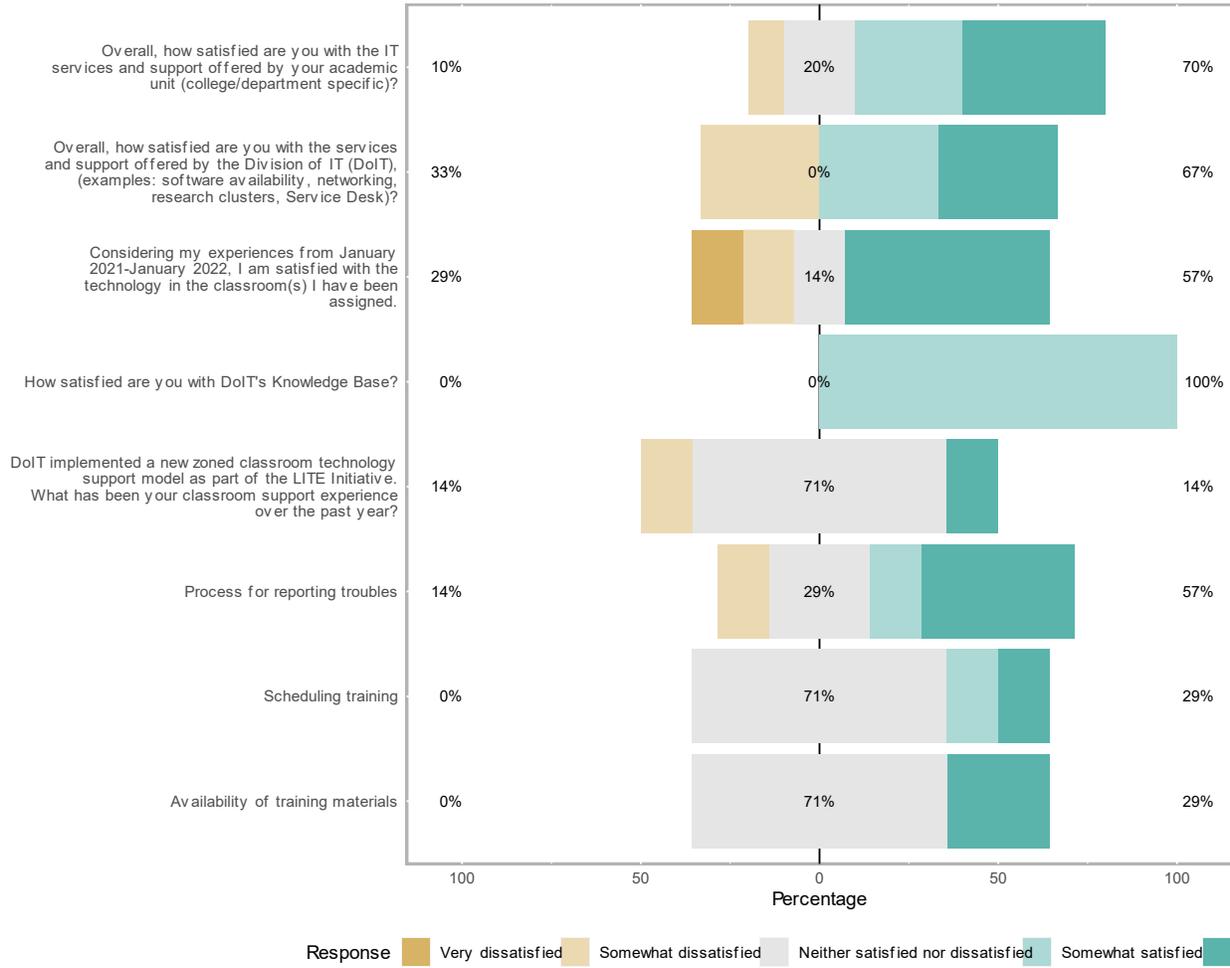
Palmetto College  
n=5



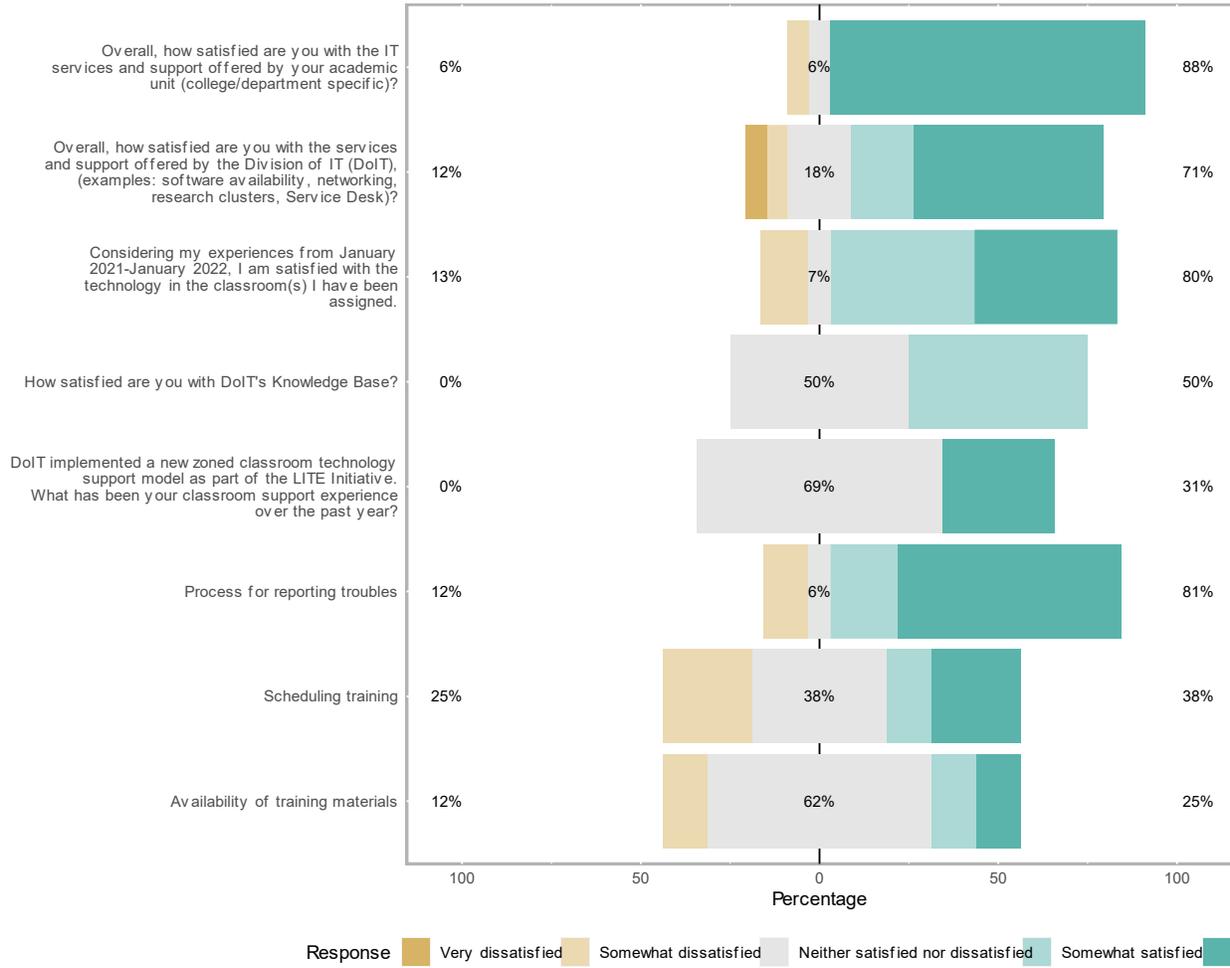
School of Law  
n=8



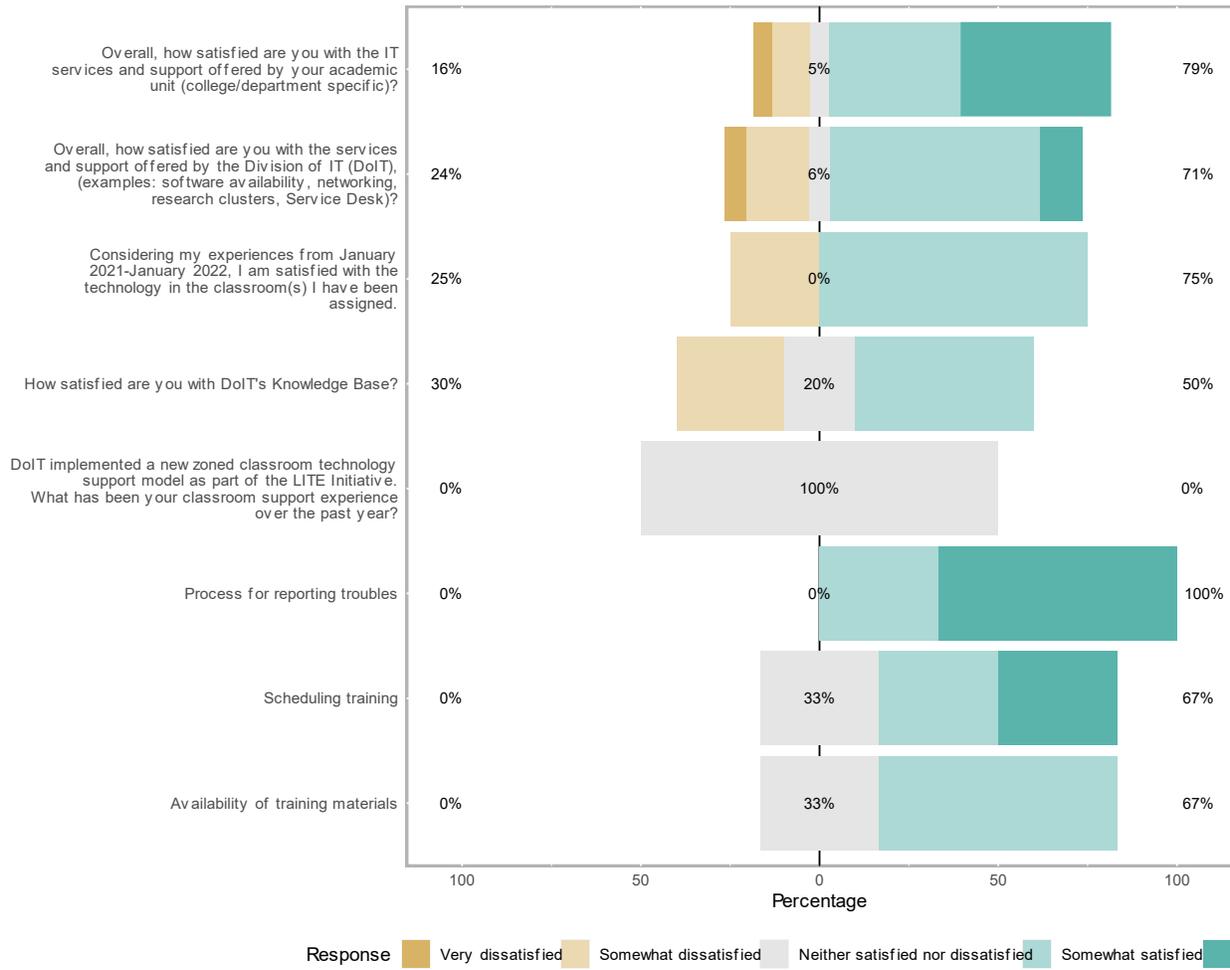
School of Medicine  
n=10



School of Music  
n=17



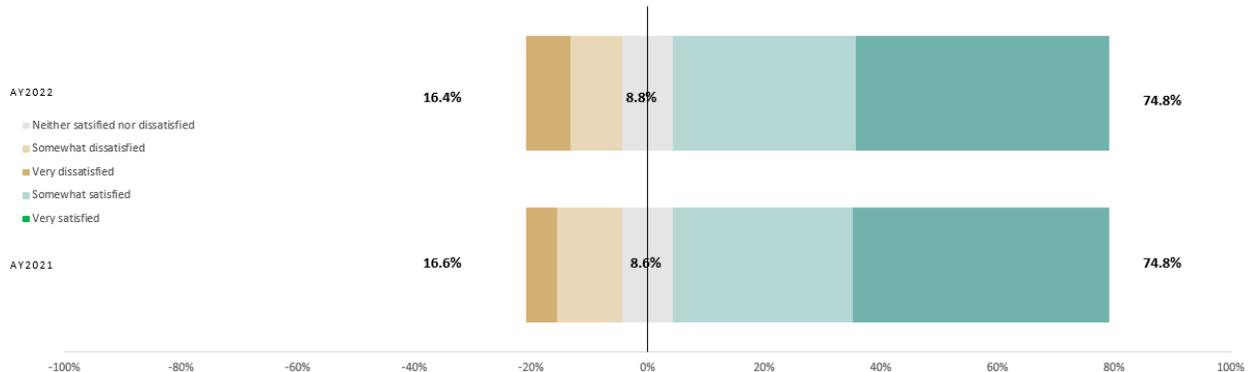
University Libraries  
n=19



## Appendix 2: 2022 vs 2021 aggregate comparison

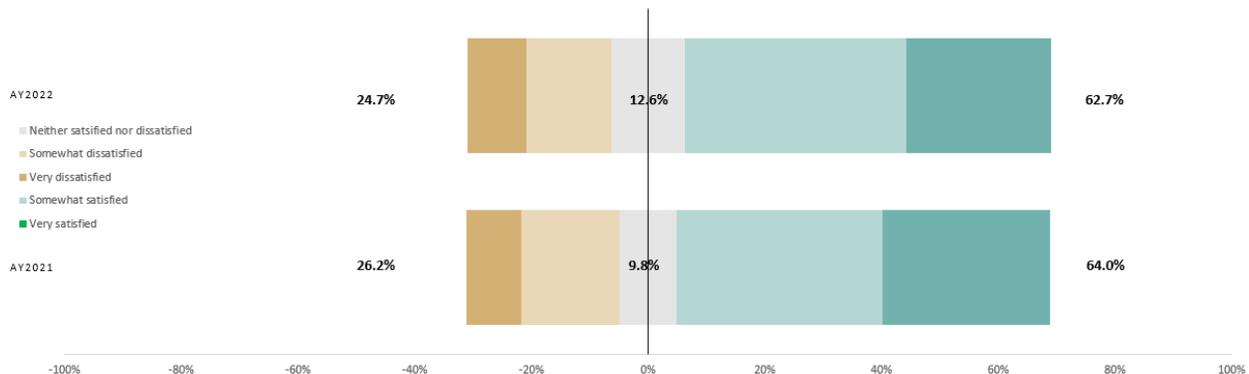
In general, ratings were somewhat less positive this year, although overall satisfaction with departmental and DoIT support remained about the same. Changes to this year's questions to expanding coverage of classroom technology meant that 6 questions were comparable year over year.

### **Overall, how satisfied are you with the IT services and support offered by your academic unit (college/department specific)?**



Response	2021	2022	Change
Very satisfied	44.0%	43.5%	-0.5%
Somewhat satisfied	30.8%	31.3%	+0.5%
Neither satisfied nor dissatisfied	8.6%	8.8%	+0.2%
Somewhat dissatisfied	11.3%	8.8%	-2.5%
Very dissatisfied	5.3%	7.6%	+2.3%
<b>Total Change in Satisfaction</b>			<b>0.0%</b>
<b>Total Change in Dissatisfaction</b>			<b>-0.2%</b>

### **Overall, how satisfied are you with the services and support offered by the Division of IT (DoIT), (examples: software availability, networking, research clusters, Service Desk)?**

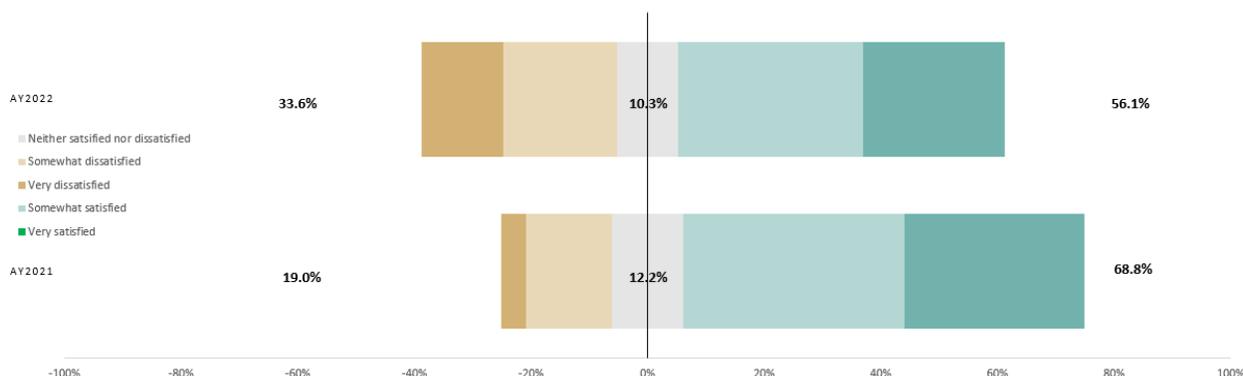


Response	2021	2022	Change
Very satisfied	28.7%	24.7%	-4.0%
Somewhat satisfied	35.3%	38.0%	+2.7%
Neither satisfied nor dissatisfied	9.8%	12.6%	+2.8%
Somewhat dissatisfied	16.8%	14.5%	-2.3%
Very dissatisfied	9.4%	10.2%	+0.8%
<b>Total Change in Satisfaction</b>			<b>-1.3%</b>

<b>Total Change in Dissatisfaction</b>			<b>-1.5%</b>
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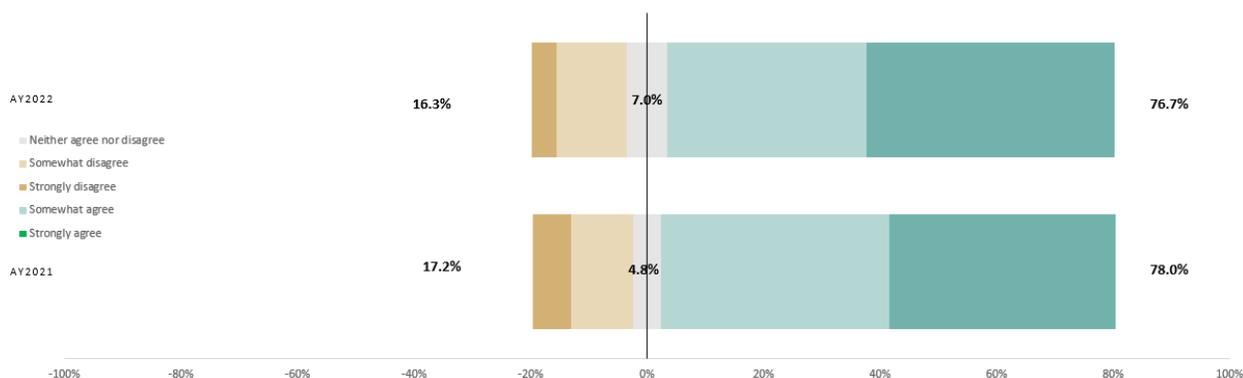
**Considering my experiences from January 2021-January 2022, I am satisfied with the technology in the classroom(s) I have been assigned.**

Note: for comparison purposes, these charts only reflect responses that indicated that the faculty member taught in a classroom. The full results for 2022 may be found in [Appendix 3](#).



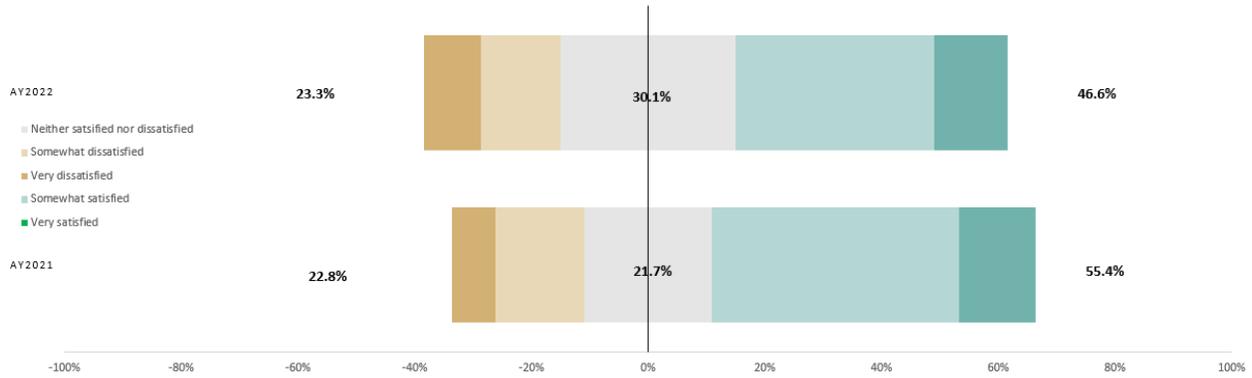
Response	2021	2022	Change
Very satisfied	30.8%	24.3%	-6.5%
Somewhat satisfied	38.0%	31.8%	-6.2%
Neither satisfied nor dissatisfied	12.2%	10.3%	-1.9%
Somewhat dissatisfied	14.8%	19.6%	+4.8%
Very dissatisfied	4.2%	14.0%	+9.8%
<b>Total Change in Satisfaction</b>			<b>-12.7%</b>
<b>Total Change in Dissatisfaction</b>			<b>+14.6%</b>

**Please rate your level of agreement with the following statement: “When I have an IT problem or need, I know where to go for a solution”**



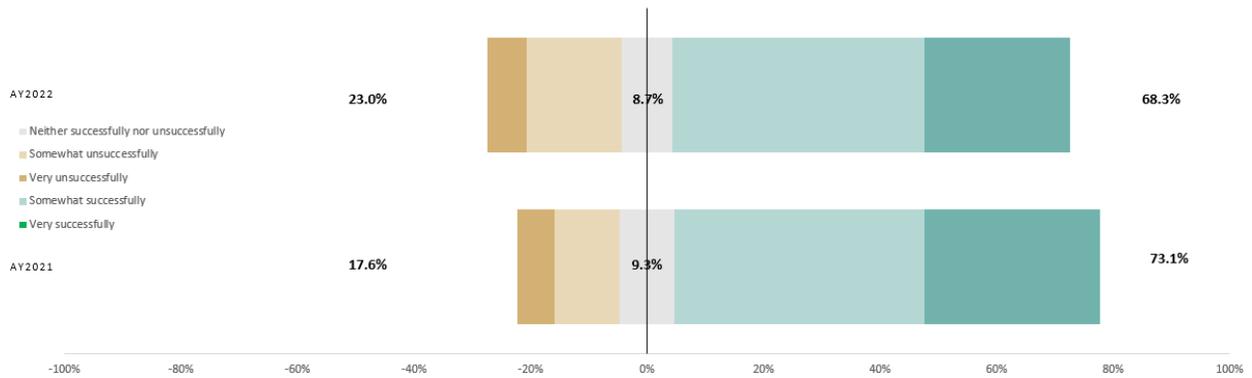
Response	2021	2022	Change
Strongly agree	38.8%	42.6%	+3.8%
Somewhat agree	39.2%	34.1%	-5.1%
Neither agree nor disagree	4.8%	7%	+2.2%
Somewhat disagree	10.7%	12.0%	+1.3%
Strongly disagree	6.5%	4.3%	-2.2%
<b>Total Change in Agreement</b>			<b>-1.3%</b>
<b>Total Change in Disagreement</b>			<b>-0.9%</b>

### How satisfied are you with DoIT's Knowledge Base?



Response	2021	2022	Change
Very satisfied	13.0%	12.6%	-0.4%
Somewhat satisfied	42.4%	34.0%	-8.4%
Neither satisfied nor dissatisfied	21.7%	30.1%	+8.4%
Somewhat dissatisfied	15.2%	13.6%	-1.6%
Very dissatisfied	7.6%	9.7%	+2.1%
<b>Total Change in Satisfaction</b>			<b>-8.8%</b>
<b>Total Change in Dissatisfaction</b>			<b>+0.5%</b>

### How successfully has the IT environment on your campus met your teaching needs?



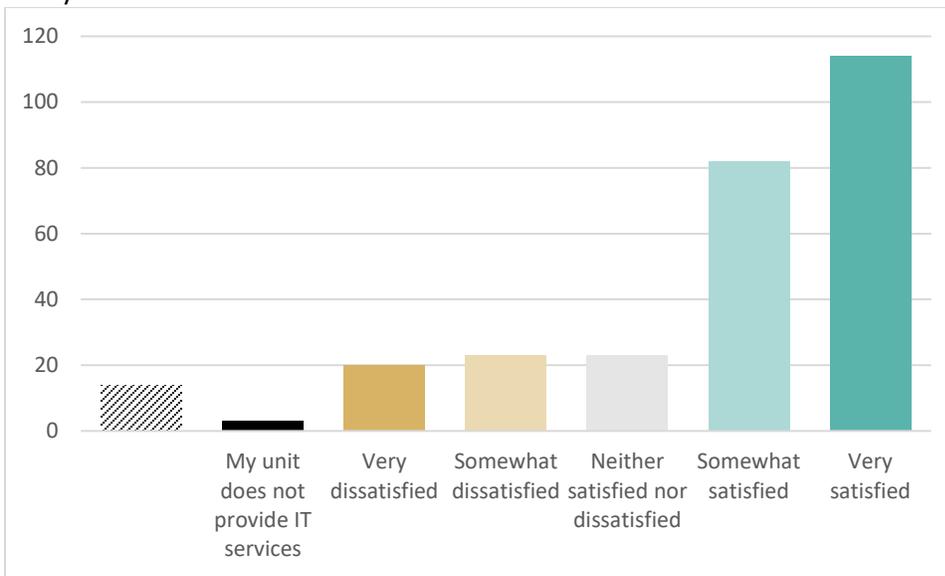
Response	2021	2022	Change
Very successfully	30.2%	25.0%	-5.2%
Somewhat successfully	42.9%	43.3%	+0.4%
Neither successfully nor unsuccessfully	9.3%	8.7%	-0.6%
Somewhat unsuccessfully	11.3%	16.3%	+5.0%
Very unsuccessfully	6.3%	6.7%	+0.4%
<b>Total Change in Successful Outcome</b>			<b>-4.8%</b>
<b>Total Change in Unsuccessful Outcome</b>			<b>+5.4%</b>

### Appendix 3: Results

**Overall, how satisfied are you with the IT services and support offered by your academic unit (college/department specific)?**

(n=279)

Response	Count
[No response]	14
My unit does not provide IT services	3
Neither satisfied nor dissatisfied	23
Somewhat dissatisfied	23
Somewhat satisfied	82
Very dissatisfied	20
Very satisfied	114

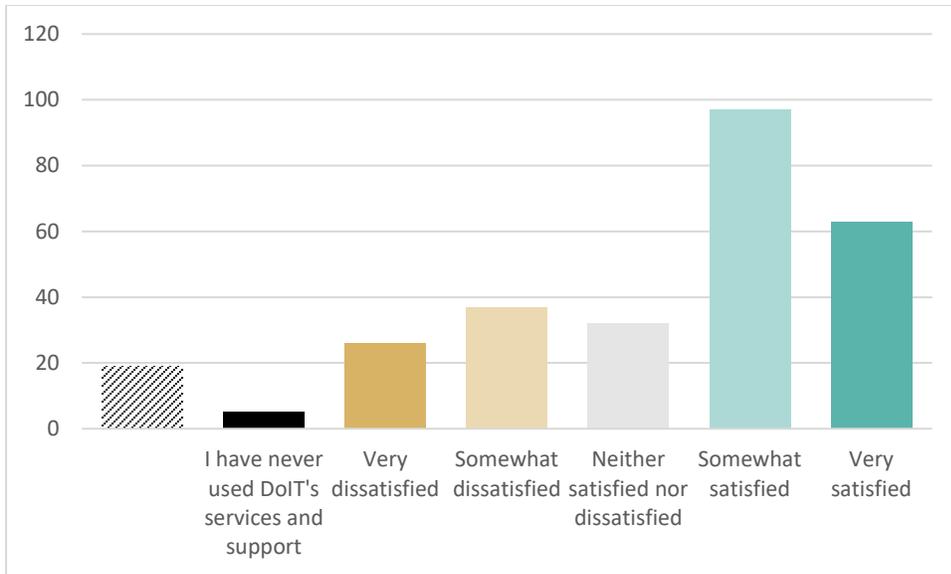


**Overall, how satisfied are you with the services and support offered by the Division of IT (DoIT), (examples: software availability, networking, research clusters, Service Desk)?**

**Please explain your response [for dissatisfied response].**

(n=279)

Response	Count
[No response]	19
I have never used DoIT's services and support	5
Neither satisfied nor dissatisfied	32
Somewhat dissatisfied	37
Somewhat satisfied	97
Very dissatisfied	26
Very satisfied	63

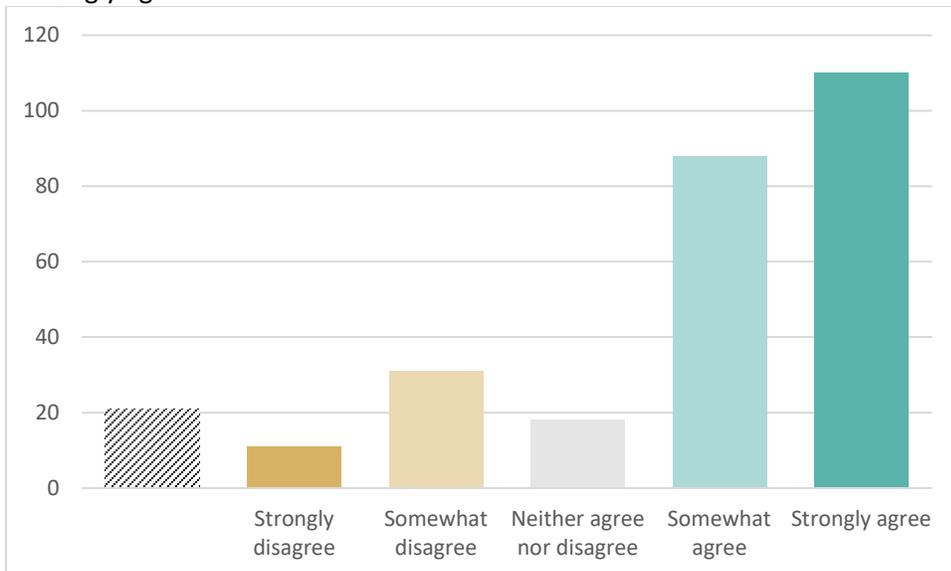


Descriptions of [dissatisfied response] may be available upon request.

**Please rate your level of agreement with the following statement: 'When I have an IT problem or need, I know where to go for a solution.'**

(n=279)

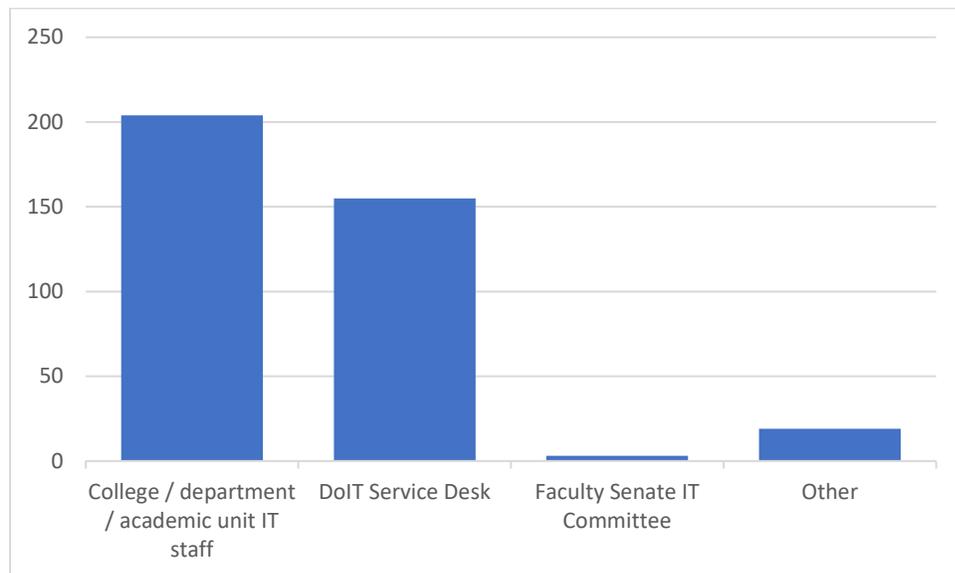
Row Labels	Count
[No response]	21
Strongly disagree	11
Somewhat disagree	31
Neither agree nor disagree	18
Somewhat agree	88
Strongly agree	110



**Where do you go for IT solutions? Check all that apply. IT Solution, Other – Please describe.**

(n=381)

Response	Count
College / department / academic unit IT staff	204
DoIT Service Desk	155
Faculty Senate IT Committee	3
Other (Please specify)	19

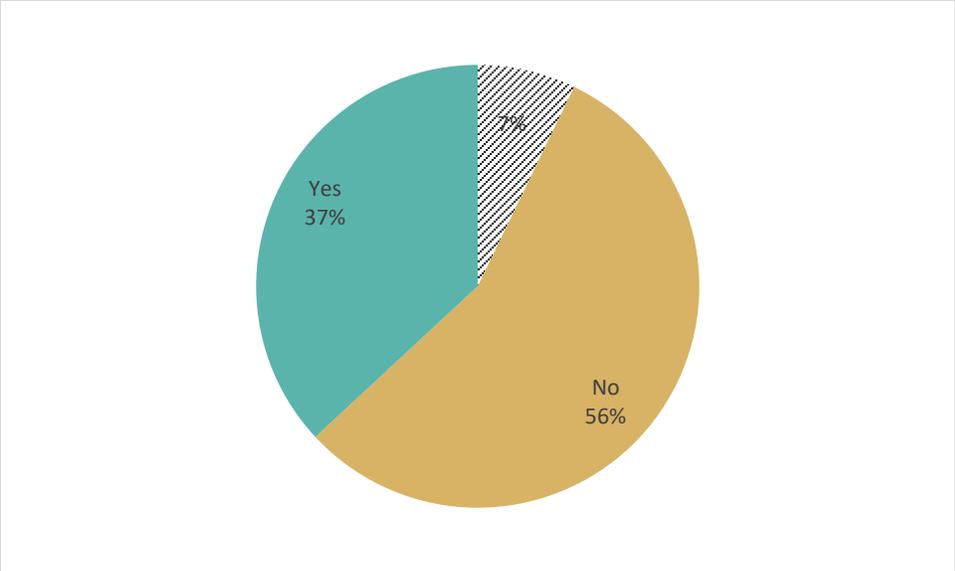


Descriptions of “Other” may be available upon request.

**Have you ever used DoIT's 'Knowledge Base'?**

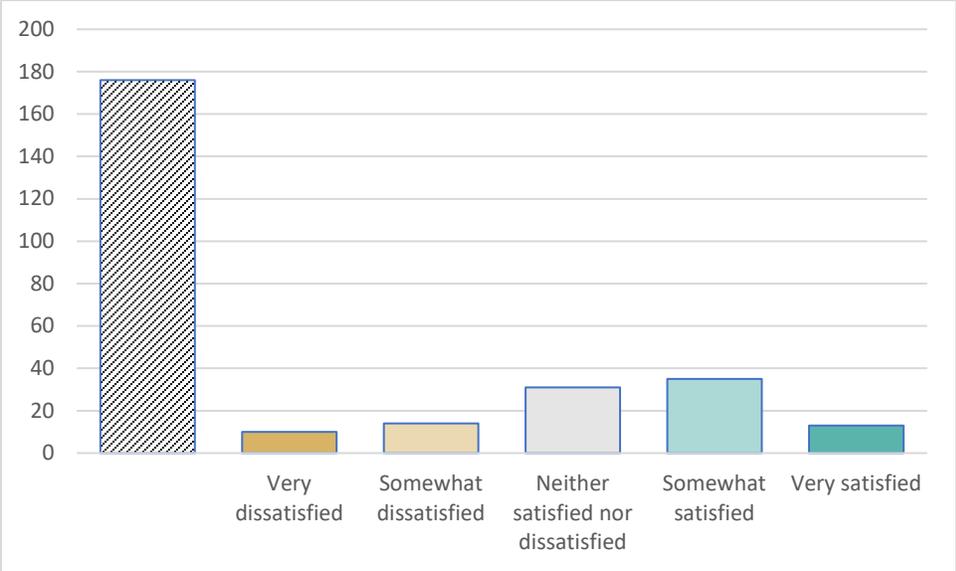
(n=279)

Response	Count
[No response]	20
No	156
Yes	103



**How satisfied are you with DoIT's Knowledge Base?**  
(n=279)

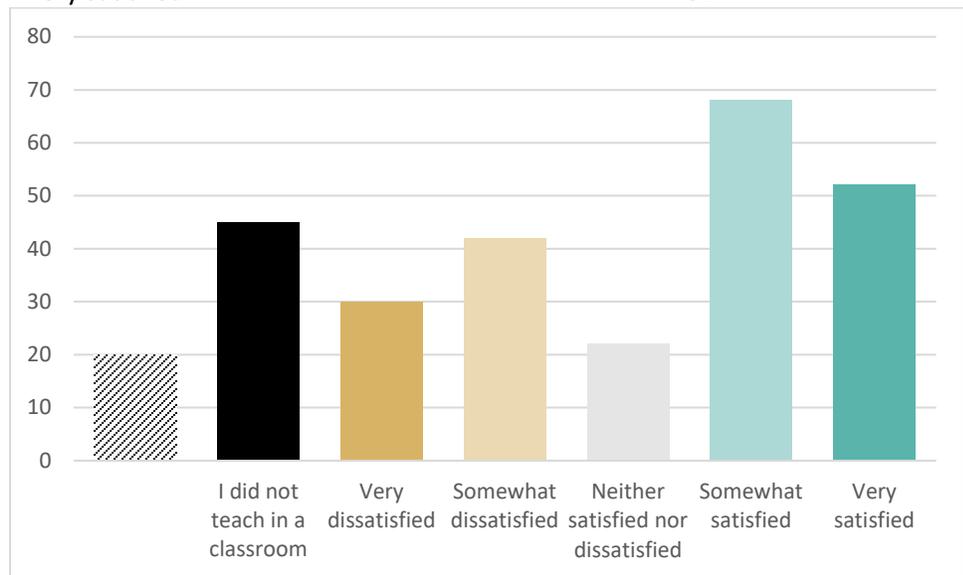
Response	Count
[No response]	176
Neither satisfied nor dissatisfied	31
Somewhat dissatisfied	14
Somewhat satisfied	35
Very dissatisfied	10
Very satisfied	13



**Considering my experiences from January 2021-January 2022, I am satisfied with the technology in the classroom(s) I have been assigned.**

(n=279)

Response	Count
[No response]	20
I did not teach in a classroom	45
Neither satisfied nor dissatisfied	22
Somewhat dissatisfied	42
Somewhat satisfied	68
Very dissatisfied	30
Very satisfied	52

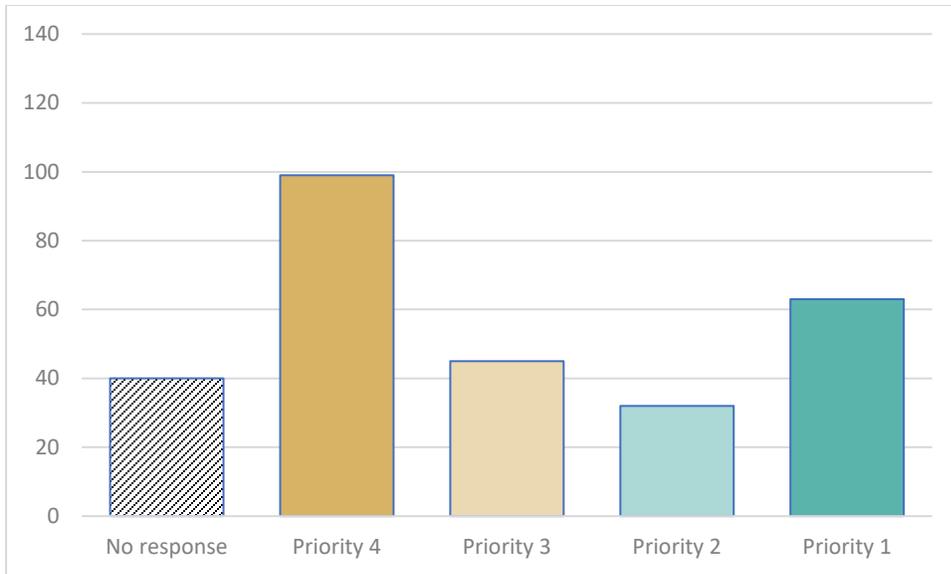


**DoIT is seeking input on funding priorities for technology initiatives. Provided that funds become available, please rank the following choices in each category.**

(n=279)

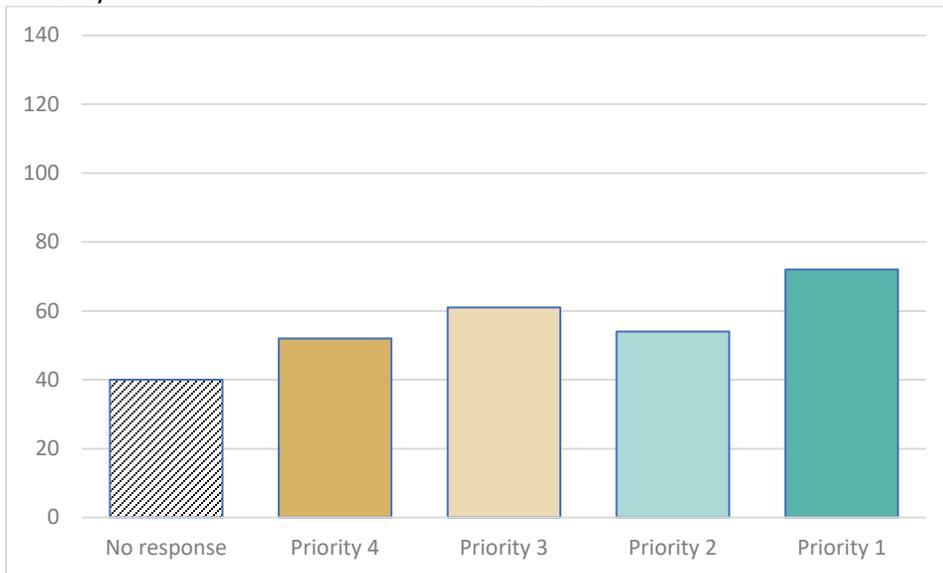
New Grants Management Processes and System - Pre and Post award

Response	Count
[No response]	40
Priority 1	63
Priority 2	32
Priority 3	45
Priority 4	99



High Performance Computing Resources - e.g. another cluster

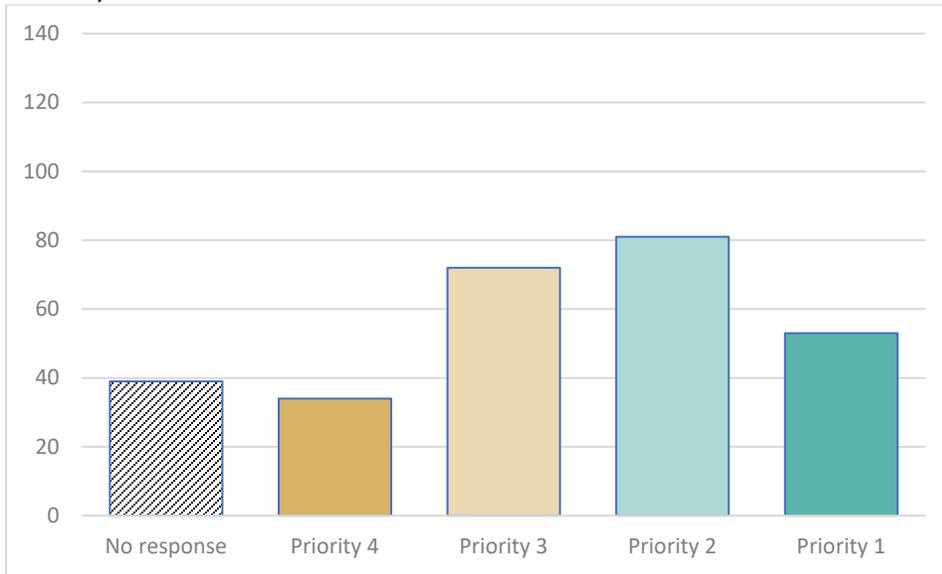
Response	Count
[No response]	40
Priority 1	72
Priority 2	54
Priority 3	61
Priority 4	52



Research Data Storage Resources - e.g. secure data storage, flexible growth

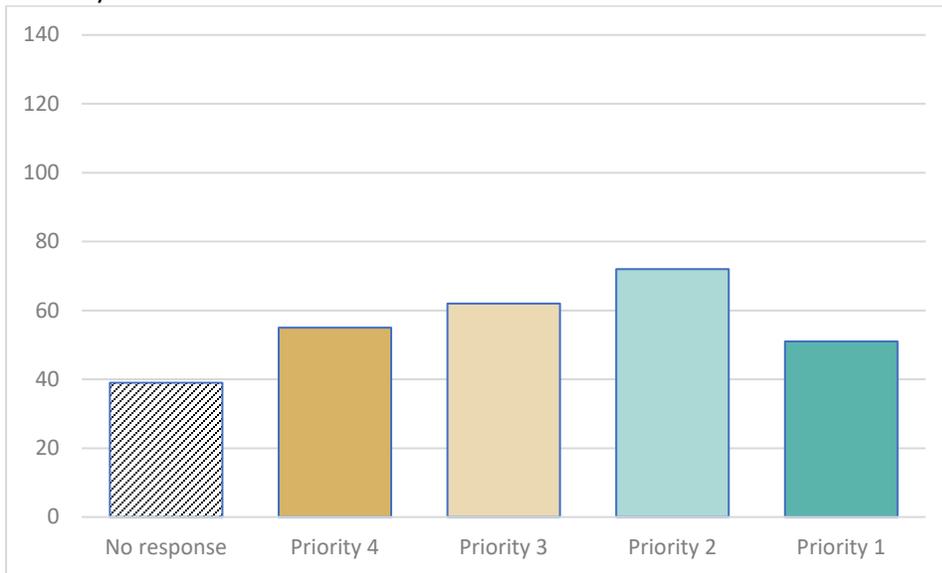
Response	Count
[No response]	39
Priority 1	53
Priority 2	81

Priority 3 72  
 Priority 4 34



Research IT Support Personnel - write code, utilize HPC, knowledge of data warehousing

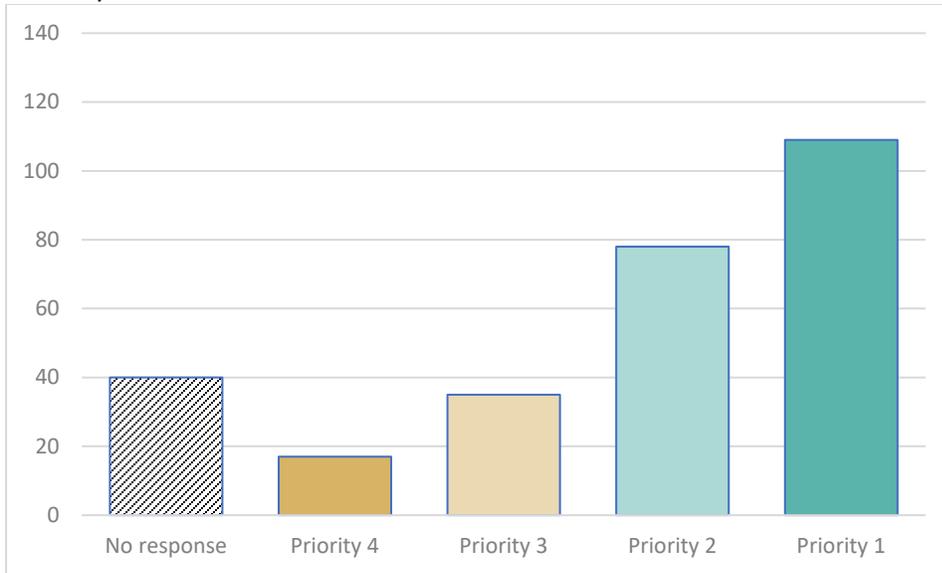
Response	Count
[No response]	39
Priority 1	51
Priority 2	72
Priority 3	62
Priority 4	55



Upgrade classroom equipment - e.g. projectors, mics, cameras

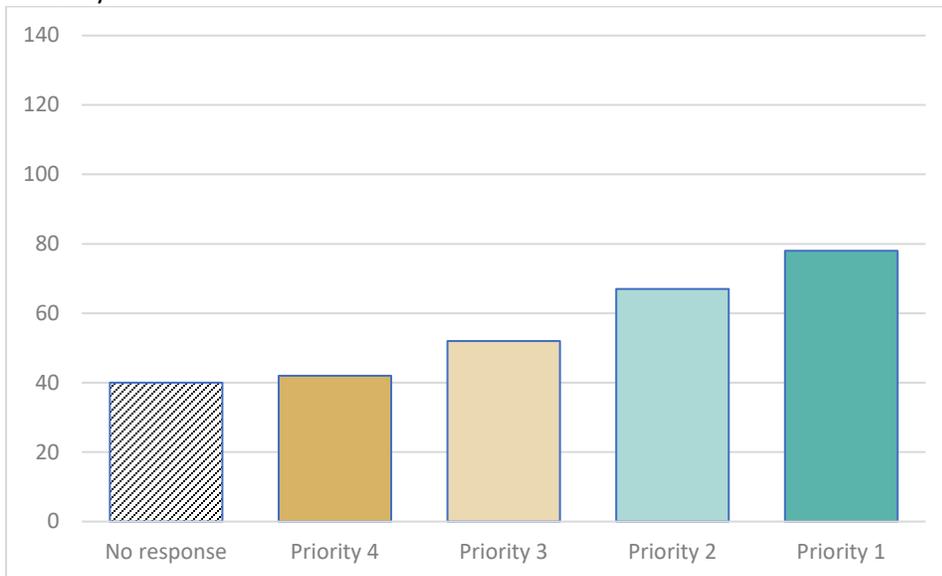
Response	Count
[No response]	40

Priority 1	109
Priority 2	78
Priority 3	35
Priority 4	17



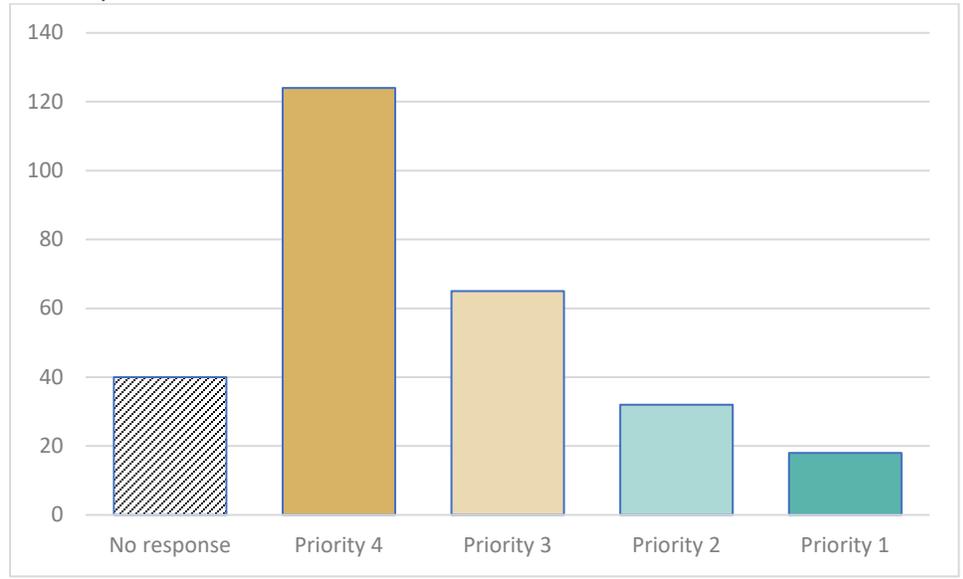
Improve WiFi in classrooms

Response	Count
[No response]	40
Priority 1	78
Priority 2	67
Priority 3	52
Priority 4	42



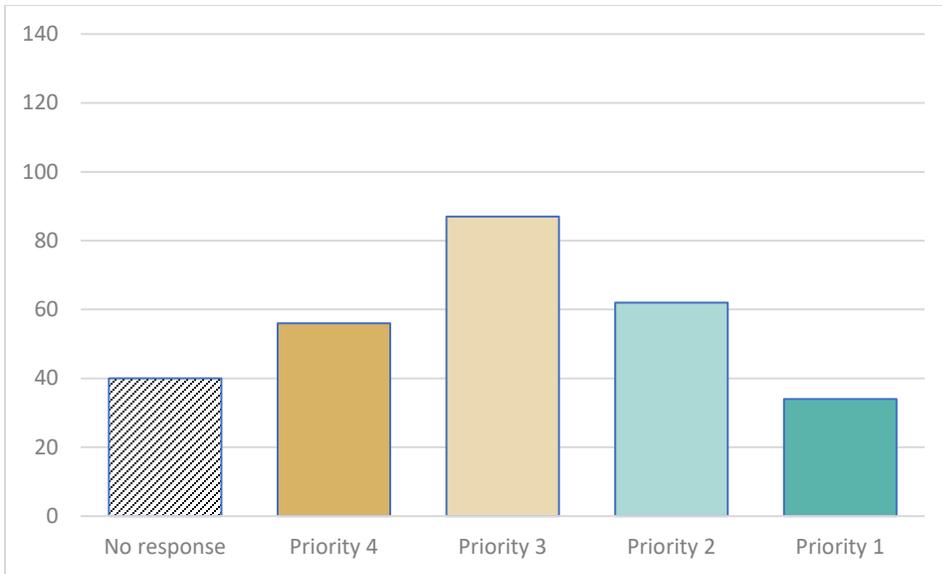
Additional Teaching Tools (e.g. testing, proctoring, eText)

Response	Count
[No response]	40
Priority 1	18
Priority 2	32
Priority 3	65
Priority 4	124



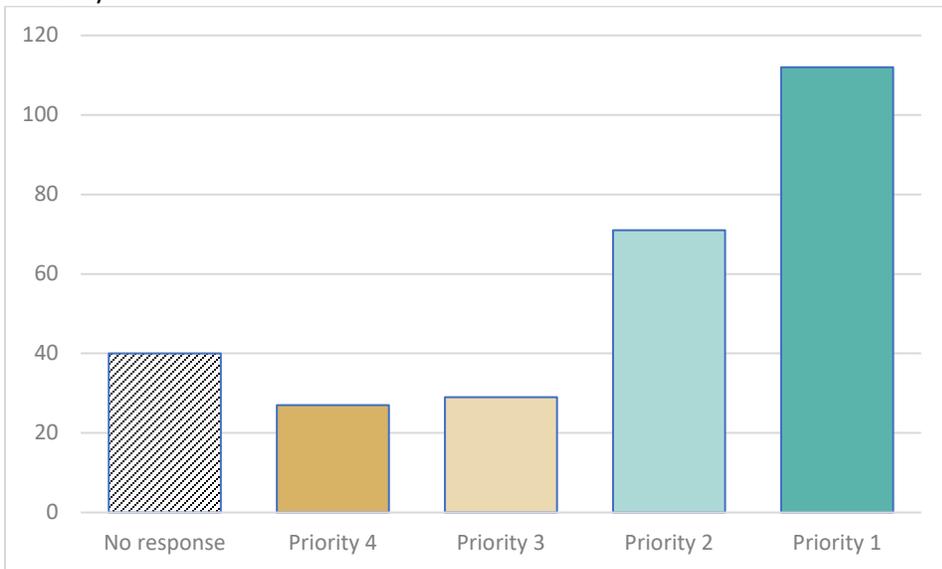
Classroom Technical Support Improvements

Response	Count
[No response]	40
Priority 1	34
Priority 2	62
Priority 3	87
Priority 4	56



University provided laptop/desktop on regular replace cycle

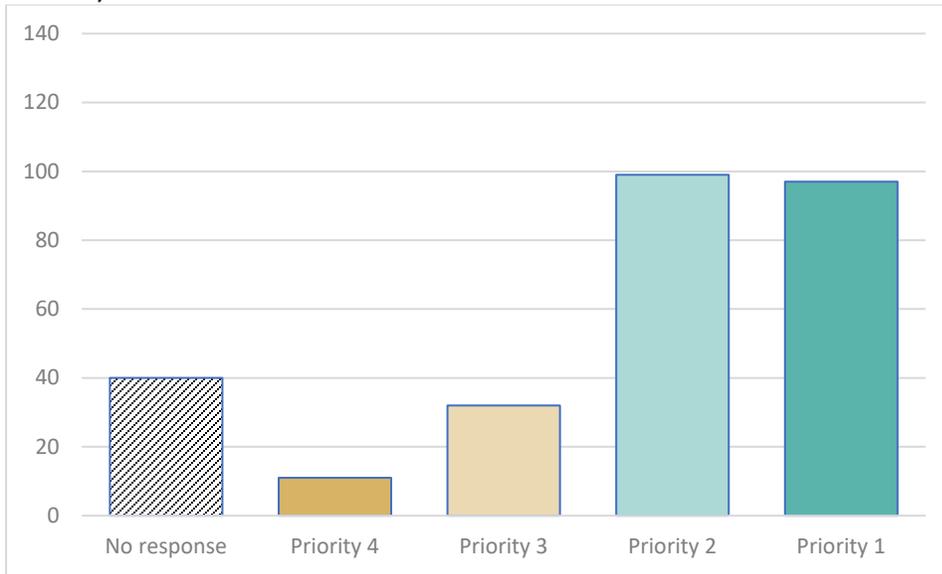
Response	Count
[No response]	40
Priority 1	112
Priority 2	71
Priority 3	29
Priority 4	27



Site Licenses for widely used software

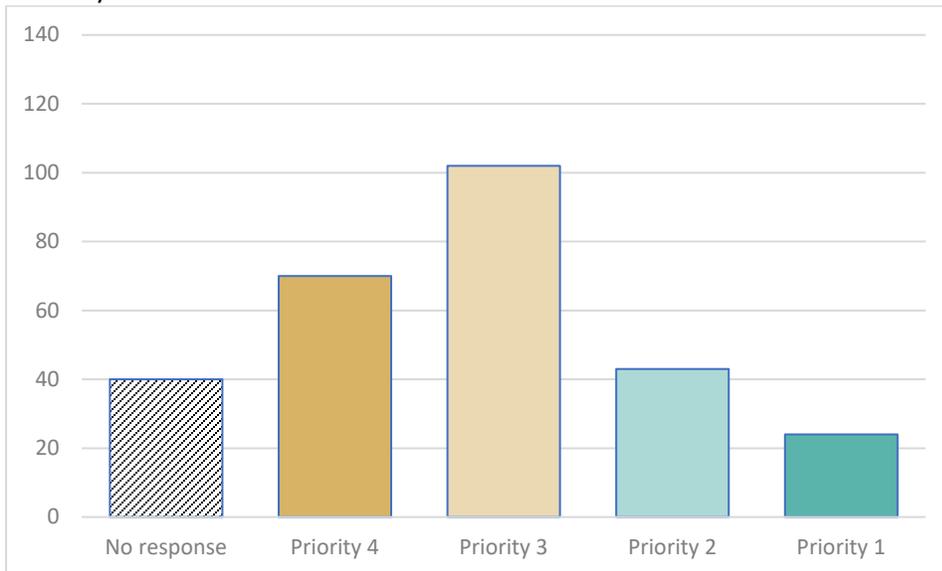
Response	Count
[No response]	40
Priority 1	97
Priority 2	99

Priority 3 32  
 Priority 4 11



Business process improvement (e.g. Human Resources, Procurement, IT Services)

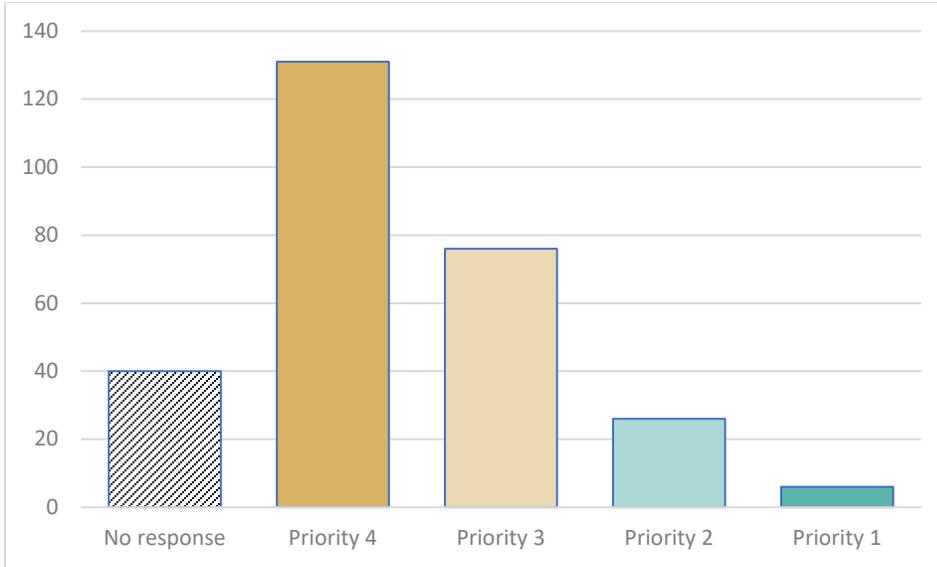
Response	Count
[No response]	40
Priority 1	24
Priority 2	43
Priority 3	102
Priority 4	70



Improved Data and Analytics Tools (e.g. Tableau, Power BI, BigQuery)

Response	Count
[No response]	40

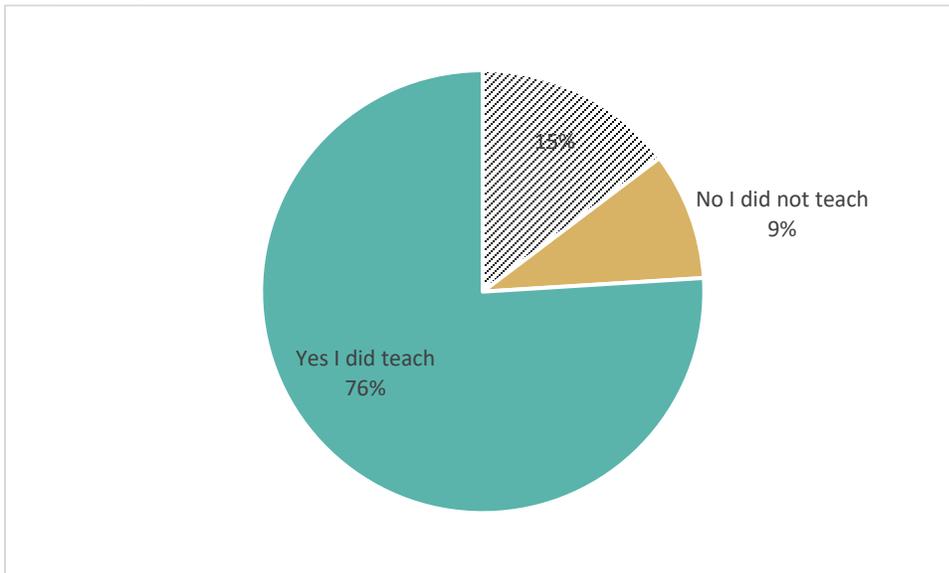
Priority 1	6
Priority 2	26
Priority 3	76
Priority 4	131



**DoIT is seeking input on the use of specific technology in teaching and on the new technologically enhanced classrooms provided by the LITE (Learn, Innovate, Teach and Enhance) Initiative. Did you teach during the last academic year?**

n=279

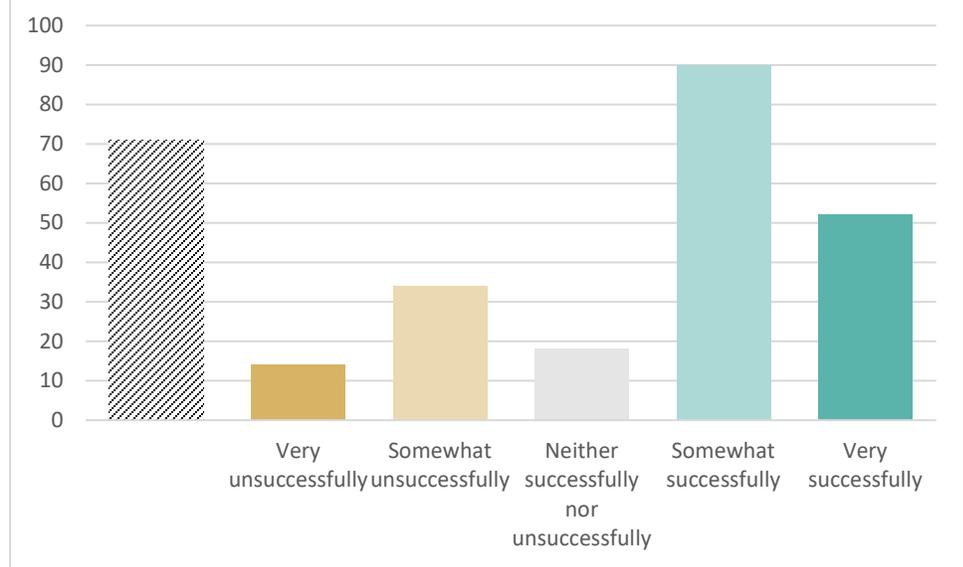
Response	Count
[No response]	41
No I did not teach	26
Yes I did teach	212



**How successfully has the IT environment on your campus met your teaching needs?  
Please explain your answer.**

n=279

Response	Count
[No response]	71
Very unsuccessfully	14
Somewhat unsuccessfully	34
Neither successfully nor unsuccessfully	18
Somewhat successfully	90
Very successfully	52

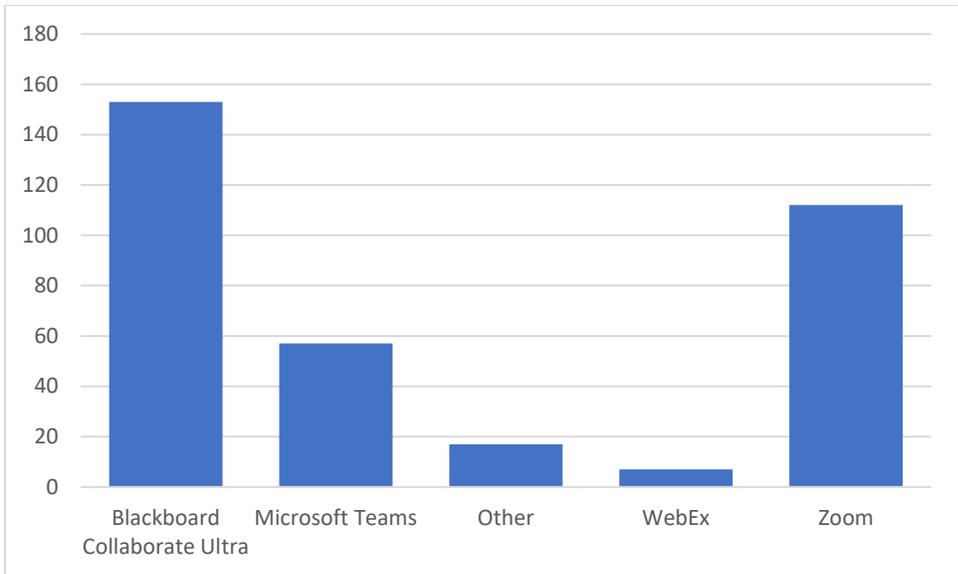


Descriptions of answer explanation may be available upon request.

**What software-based online collaborative technology platforms are you using for in-classroom instruction? Please indicate the platform you are using.**

n=346

Response	Count
Blackboard Collaborate Ultra	153
Microsoft Teams	57
Other	17
WebEx	7
Zoom	112

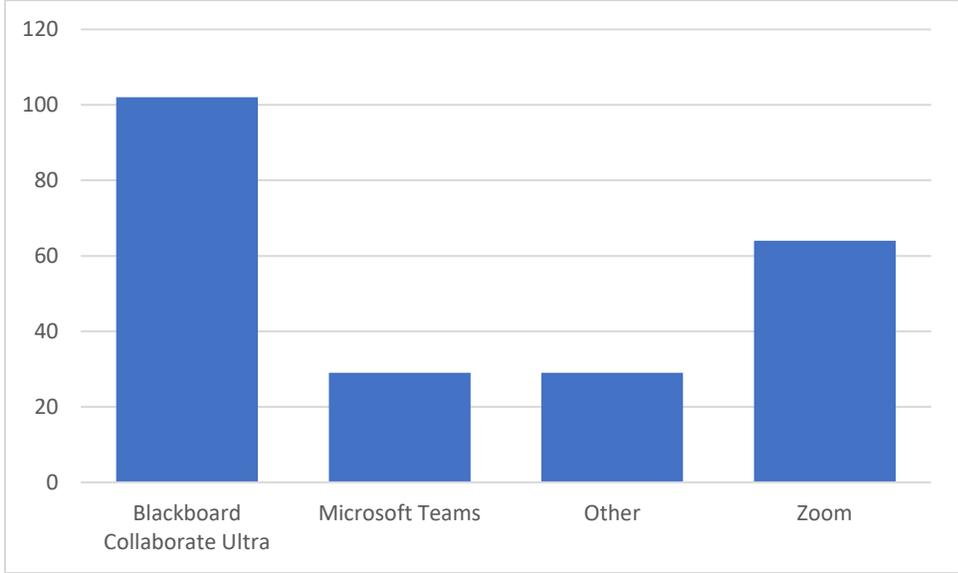


Descriptions of "Other" may be available upon request.

***If you are capturing/recording your in-classroom instruction, which platforms are you using? Please indicate the platform you are using.***

n=224

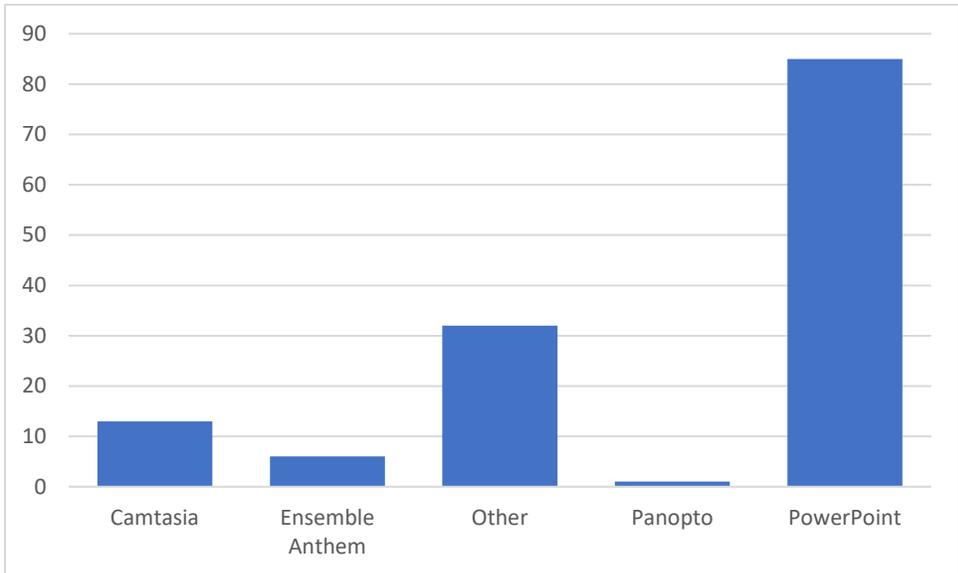
Response	Count
Blackboard Collaborate Ultra	102
Microsoft Teams	29
Other	29
Zoom	64



Descriptions of "Other" may be available upon request.

**If you are doing any desktop capture from your office/home for asynchronous instruction, which platforms are you using? Please indicate the platform you are using.**  
n=137

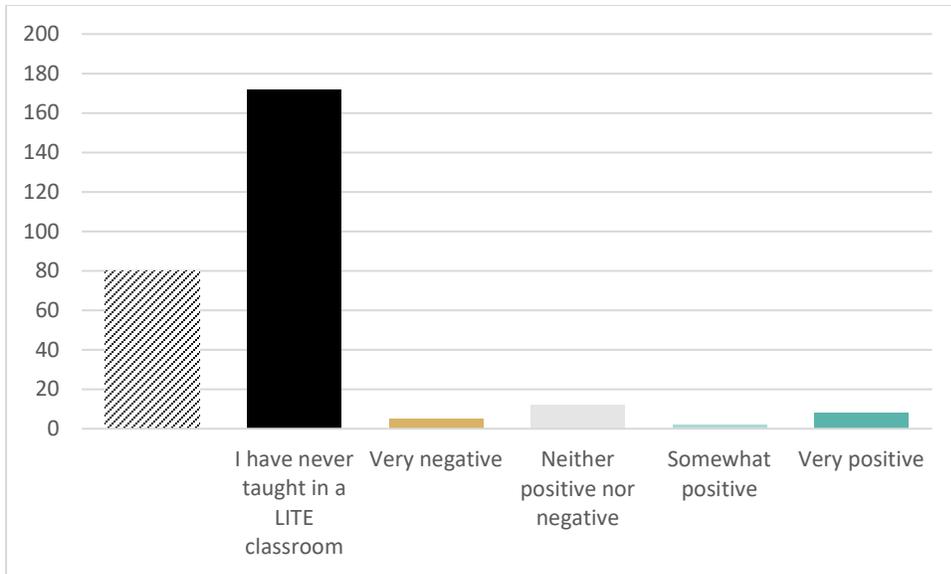
Response	Count
Camtasia	13
Ensemble Anthem	6
Other	32
Panopto	1
PowerPoint	85



Descriptions of “Other” may be available upon request.

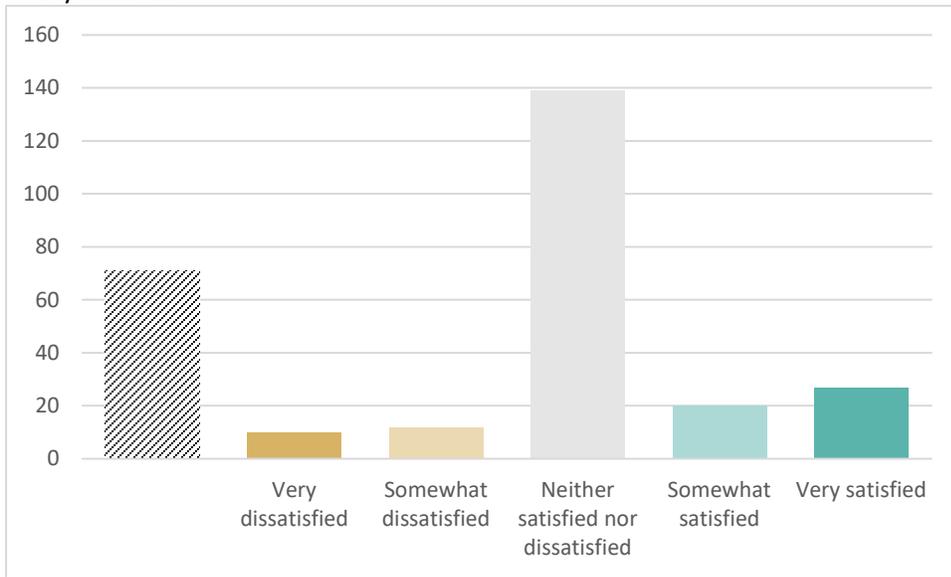
**LITE Strategic Initiative: If you have taught in one of the recently enhanced LITE classrooms, what was your overall experience? Please explain your response.**  
n=279

Response	Count
[No response]	80
I have never taught in a LITE classroom	172
Very negative	5
Neither positive nor negative	12
Somewhat positive	2
Very positive	8



***DoIT implemented a new zoned classroom technology support model as part of the LITE Initiative. What has been your classroom support experience over the past year? Please provide a brief description of your classroom support experiences over the past year.***  
 n=279

Response	Count
[No response]	71
Very dissatisfied	10
Somewhat dissatisfied	12
Neither satisfied nor dissatisfied	139
Somewhat satisfied	20
Very satisfied	27



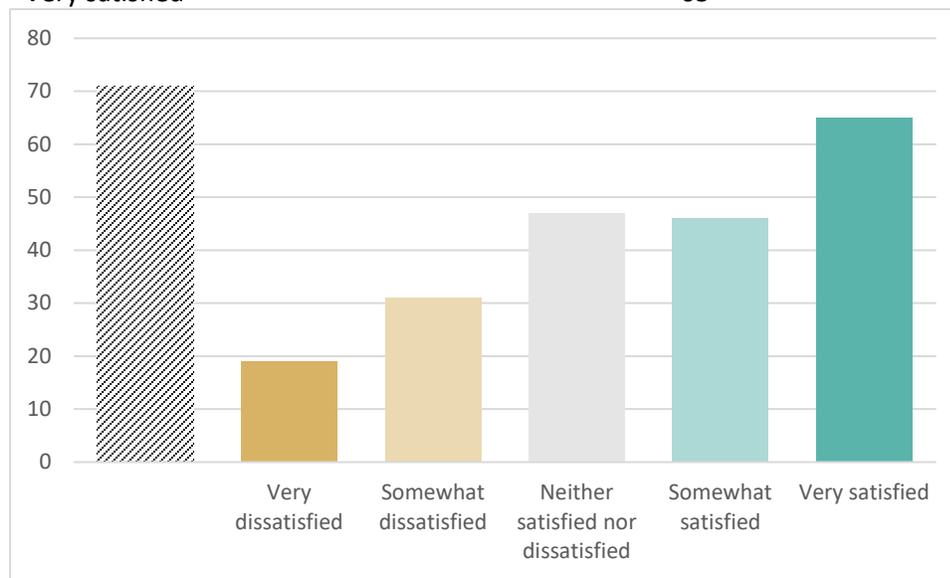
Descriptions of classroom support experiences may be available upon request.

**How satisfied are you with the following aspects of classroom technology support?**

Process for reporting troubles

n=279

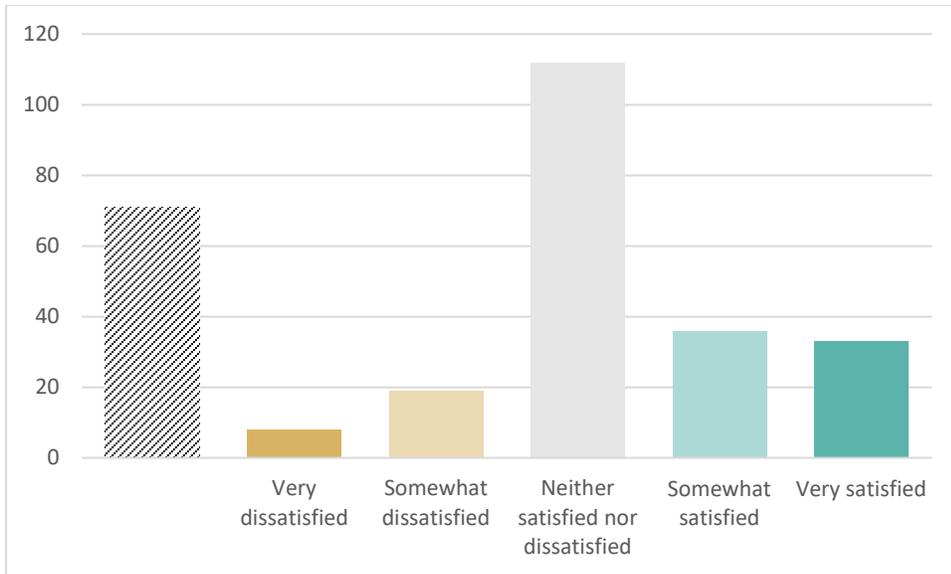
Response	Count
[No response]	71
Very dissatisfied	19
Somewhat dissatisfied	31
Neither satisfied nor dissatisfied	47
Somewhat satisfied	46
Very satisfied	65



Scheduling training

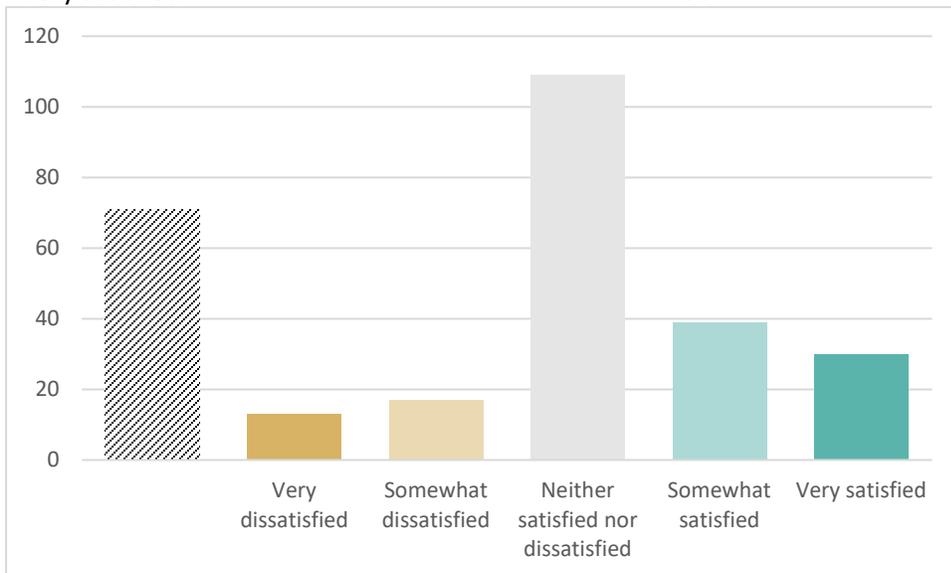
n=279

Response	Count
[No response]	71
Very dissatisfied	8
Somewhat dissatisfied	19
Neither satisfied nor dissatisfied	112
Somewhat satisfied	36
Very satisfied	33



Availability training materials  
n=279

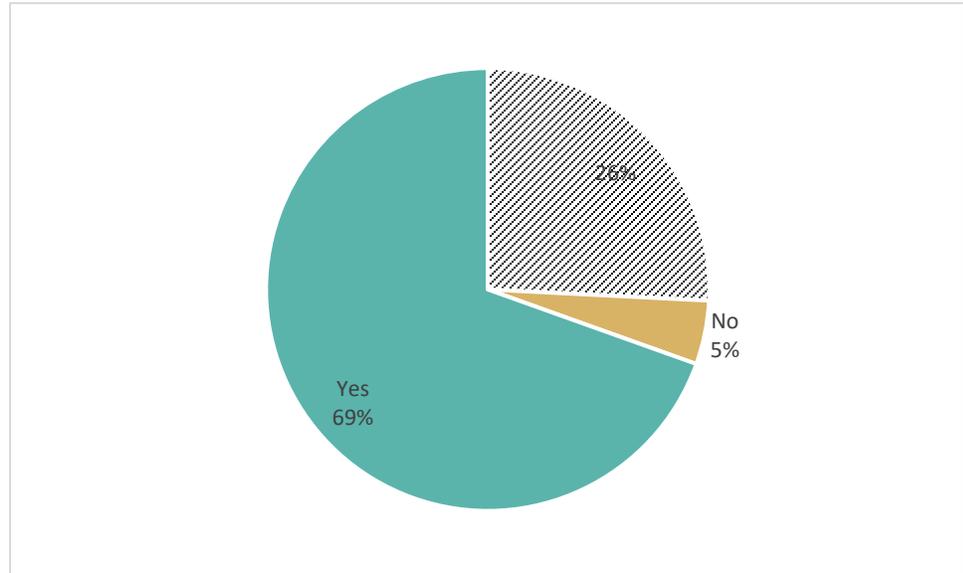
Response	Count
[No response]	71
Very dissatisfied	13
Somewhat dissatisfied	17
Neither satisfied nor dissatisfied	109
Somewhat satisfied	39
Very satisfied	30



**Do you use Blackboard? Please describe the feedback you are getting from your students about Blackboard features.**

n=279

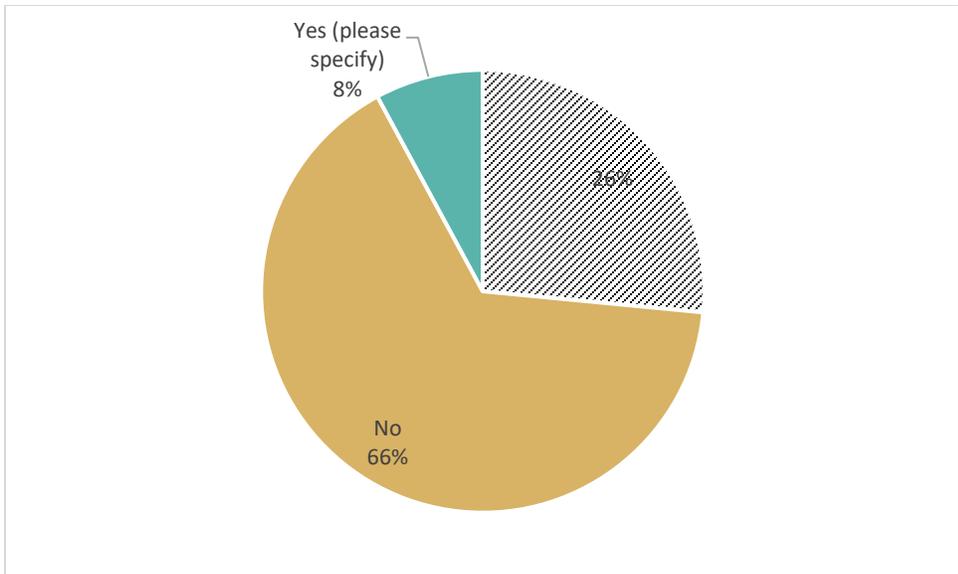
Response	Count
[No response]	72
No	13
Yes	194



**Learning Management System (LMS): Do you use an LMS or similar application, other than Blackboard, to deliver course content? Which LMS are you using?**

n=279

Response	Count
[No response]	74
No	183
Yes (please specify)	22

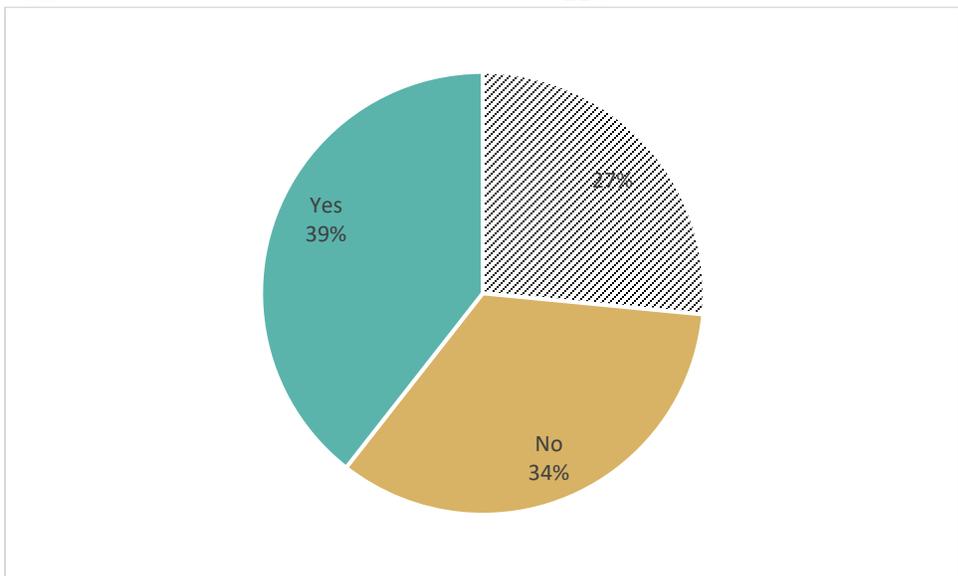


Descriptions of [Other LMS platform] may be available upon request.

**Are you aware of Blackboard Ultra course view?**

n=279

Response	Count
[No response]	74
No	95
Yes	110

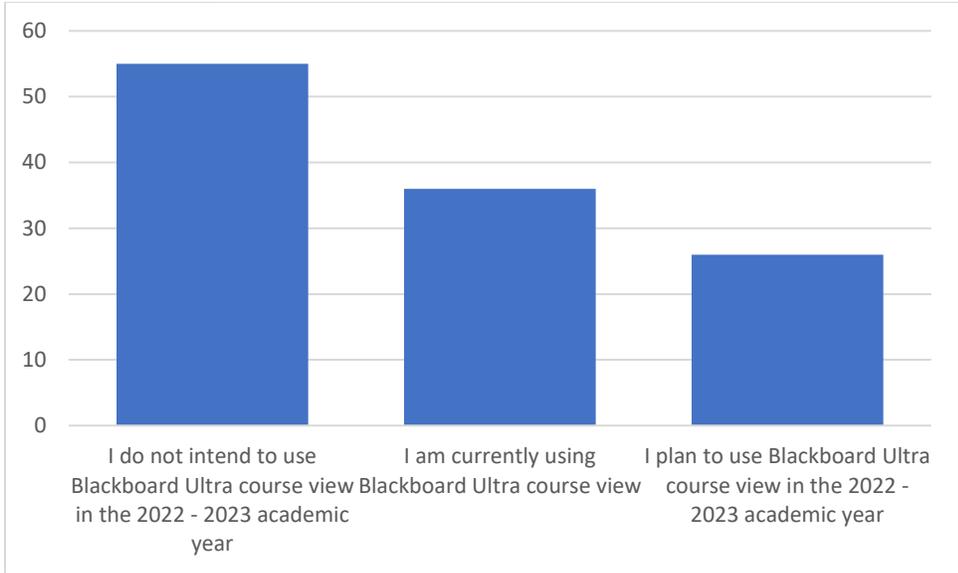


**Please check all that apply [regarding planned use of BlackBoard Ultra Course View].**

n=117

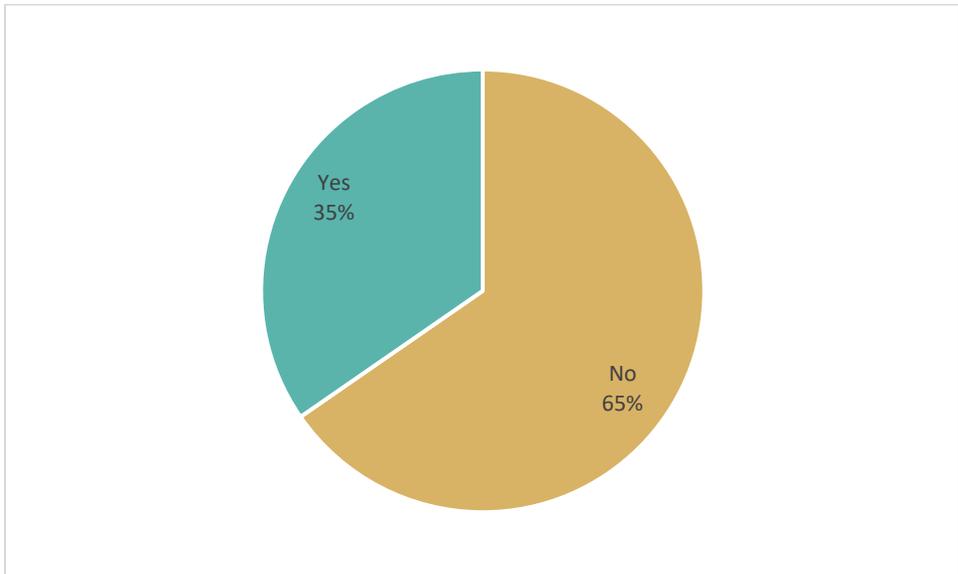
Response	Count
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I do not intend to use Blackboard Ultra course view in the 2022 - 2023 academic year	55
I am currently using Blackboard Ultra course view	36
I plan to use Blackboard Ultra course view in the 2022 - 2023 academic year	26



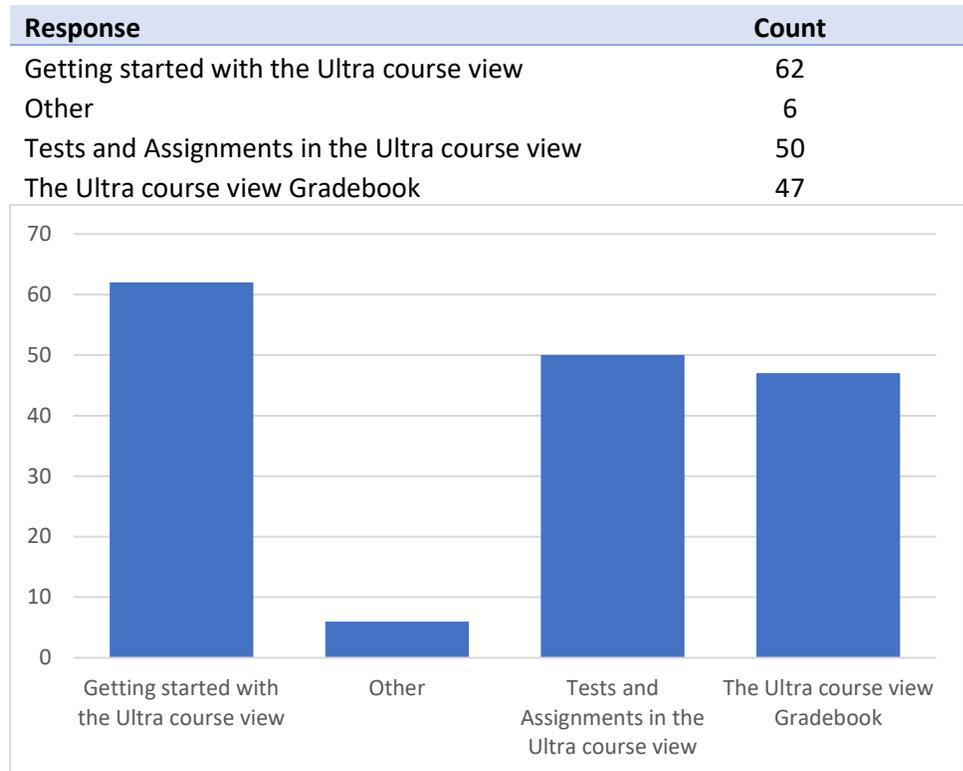
**Would you like to receive training for the Blackboard Ultra course view?**  
n=205

Response	Count
No	134
Yes	71



**Please check all that apply [regarding desired Blackboard Ultra course view training].  
What other training would you like?**

n=165

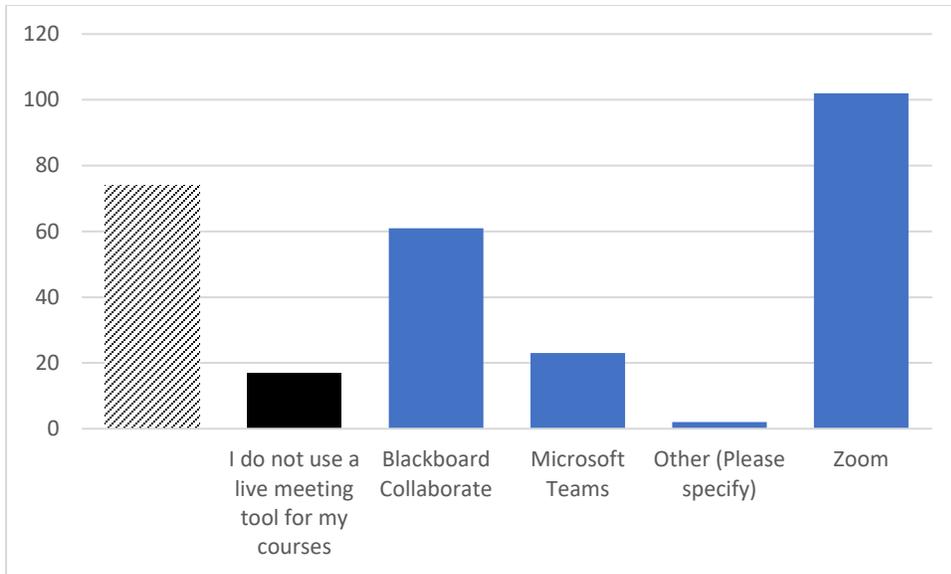


Descriptions of "Other" may be available upon request.

**Which live meeting (web conferencing) tool do you prefer to use for your courses? If you selected Other for the above question, please explain.**

n=279

Response	Count
[No response]	74
I do not use a live meeting tool for my courses	17
Blackboard Collaborate	61
Microsoft Teams	23
Other (Please specify)	2
Zoom	102



Descriptions of “Other” may be available upon request.

***Are there any software tools that you would recommend to DoIT to explore acquiring for the university as a site license (up to five recommended tools)?***

n=133

Response	Count
Adobe Acrobat DC	1
Adobe Acrobat Pro	3
Adobe Creative Cloud Suite	17
Adobe Illustrator	2
Adobe Photoshop	2
Anchor	1
Anki	1
ArcGIS	1
BioRender	1
Calendly	1
Camtasia	2
Canvas	6
ChemDraw	1
CLC Genomics Workbench	1
Covidence	2
CREO	1
Data repository	1
Dedoose	1
Dorico	1
Dropbox	2
EndNote	2
ESRI Maintenance Program	1

Ezcheck.me	1
GCC High	1
GitHub codespaes	1
GitPod	1
GoReact	1
GraphPad Prism	2
Ingenuity Pathway Analysis	1
Jadbio Automated Machine Learning Platform	1
Kahoot	1
LabVIEW	1
LinkedIn Learning	1
Maple	1
MatLab	2
MAXQDA	1
Mestre Labs Mnova	1
Microsoft Office	1
Microsoft Project	1
Mplus	2
Mural	1
Nvivo	2
OpenEye Scientific Software	1
Origin	1
Overleaf	1
Padlet	1
PaperPile	1
Partek Genomics Suite	1
Premier Pro	1
Qualtrics	3
Salesforce CRM	1
SAS Software	1
Screencast-O-Matic	1
Scribble Together	1
Sibelius	1
Sketch-up	1
Slideo	1
Software for collecting electronic signatures	1
SolidWorks	1
SPSS	5
Stata	2
Tableau	5
Tailscale	1
TopHat Recording Studios	1
Trello	1

Unity	1
Vectorworks	1
Wolfram Mathematica	4
Zoom	18

***How can the IT environment on your campus be improved to better serve faculty, staff and students?***

Responses may be made available upon request.

***Please offer any additional comments or suggestions.***

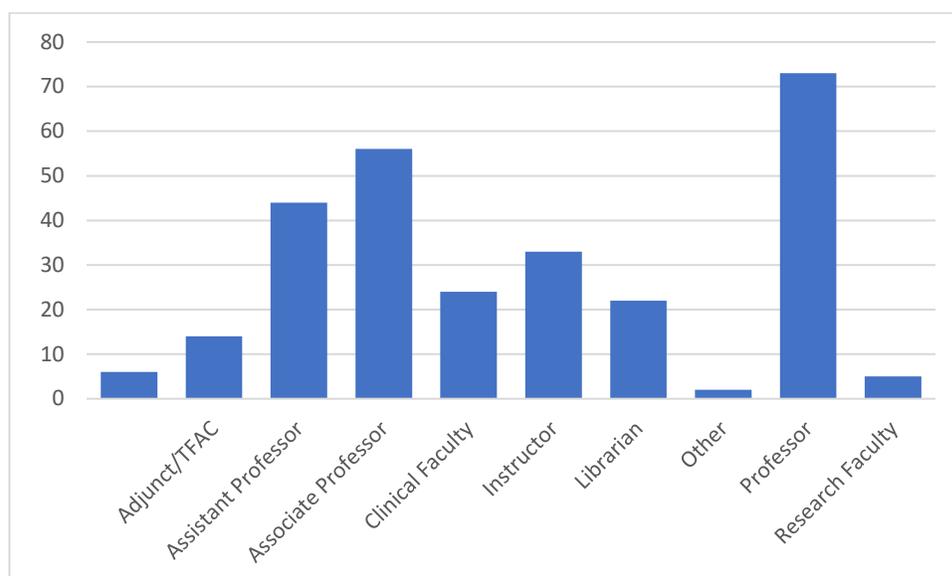
Responses may be made available upon request.

## Appendix 4: Additional Results

### Position

(n=279)

Response	Count
[No Response]	6
Adjunct/TFAC	14
Assistant Professor	44
Associate Professor	56
Clinical Faculty	24
Instructor	33
Librarian	22
Other	2
Professor	73
Research Faculty	5



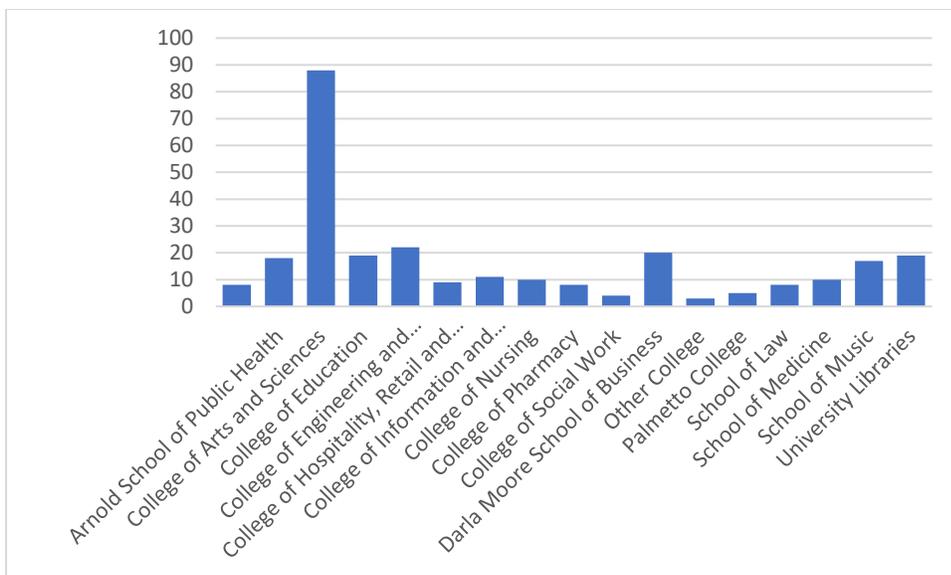
Descriptions of “Other” may be available upon request.

### College

(n=279)

Response	Count
[No response]	8
Arnold School of Public Health	18
College of Arts and Sciences	88
College of Education	19
College of Engineering and Computing	22

College of Hospitality, Retail and Sport Management	9
College of Information and Communications	11
College of Nursing	10
College of Pharmacy	8
College of Social Work	4
Darla Moore School of Business	20
Other College	3
Palmetto College	5
School of Law	8
School of Medicine	10
School of Music	17
University Libraries	19



Descriptions of "Other College" may be available upon request.

## Appendix 5: Summary of Open-Ended Responses

### General Findings

Faculty report using Internet searches, other colleagues, family members, acquaintances, and friends to help them with IT solutions. According to one School of Medicine faculty member having to go through Prisma Health IT is problematic.

Though some faculty reported being satisfied overall with DoIT, many others expressed dissatisfaction with many aspects of DoIT including the networks and network outages, WiFi connections, email filtering, available software, and timely access to knowledgeable (and personable) technicians. Throughout the survey responses across multiple questions, many took the opportunity to share general dissatisfaction with FireEye, Eduroam, and Blackboard specifically. Some noted poor IT infrastructure compared to similar universities. Additional concerns are the software approval for research and the software purchasing process. A more general software request was for Mac software. Some would like the ability to have admin rights on their computers and install software themselves. Some report very prompt responses when having IT issues (particularly from unit level IT staff, but some from centralized staff and the help desk), others described lengthy delays in response.

Faculty were asked to make suggestions for improving the IT environment on campus. Many comments addressed concerns expressed above and some respondents used the opportunity (and other throughout the survey) to note IT improvements and to commend IT for doing fantastic work, particularly during the pandemic. Additional comments and suggestions included (direct quotes are italicized)

- Ensure each classroom has information about how to contact IT for classroom teaching
- Increased communication from DoIT, including who and how to contact (unit staff vs. university staff)
- Ensure software vendors are capable and willing of working to adapt to the varying needs of units across campus
- Expand support for remote teaching and research
- Address software abuses by bad-actors and malcontents
- Multiple systems for admissions is cumbersome
- Return to department level IT staff; hire department-level systems administrators
- Separate IT support for faculty/staff and student
- Expand Research Computing resources - Hire IT staff who care about research computing and work well with faculty; create a committee to think through the best approach to moving forward on research computing in a meaningful way; focus on secured computing environments for grants and contracts with the federal government
- Focus on usability, hire an expert on usability, test software platforms with end users
- Invest in IT staff, pay them more
- Ensure all faculty in online programs have webcams
- *Have a DOIT liaison appointed for each department to answer questions. Not every incident requires a ticket.*
- *I wish the technology support in my College was determined more by the preferences of the faculty than the preferences of the IT staff. They prioritize ease of management over everything else.*
- *Create an integrated USC app for students and faculty that includes links to most used systems and platforms.*
- *The onboarding process was difficult with much password hunting and many hard stops.*
- *The immunization waiver form should be eliminated from the onboarding process as the site as so many glitches that it prevents students from registering and enrolling in courses. The system makes the whole university look incompetent.*
- *Consider adding software or technology skills/ proficiency requirements to course descriptions so students are aware of what skills they need to succeed in a class. Bring back training for faculty/ staff needing it. Give IT the support they need to function.*

- *Communication is key. I didn't know anything about LITE. Visibility - how about having support personnel be more visible? UofSC has to invest a large amount of money upfront to bring our IT infrastructure up to where it needs to be. Once there, UofSC has to continue to fund IT at the level necessary to keep our infrastructure from becoming antiquated. We need excellent wifi in classrooms; otherwise, we can't use TopHat or other classroom tools. Training - we need classroom - specific training for instructors.*
- *No offense, y'all, but every time I take a survey from DoIT, I finish not knowing exactly what you were talking about overall or what I said. Your questions assume a level of knowledge that I don't always have and then I guess at what the optimal (and accurate) answer might be from among options that don't fit my experience. This seems to be representative of the approach that DoIT takes with end-users. More context and less tech-ese would really help. That said, your front-line support personnel have improved exponentially from where they were before the pandemic so props to everyone involved. The ticket system for reporting difficulties is cumbersome. It's not always easy to know whom to select for support. I know this breadth of information is hard to convey in a process or a survey, but if you have anyone at DoIT who can think like an end-user, please turn that person loose and let them make it better for all of us.*

Faculty who are highly satisfied with teaching technology support across multiple units note the responsiveness and helpfulness of unit (college) level IT staff. Those less satisfied note system problems including network outages, equipment failures and equipment that is not repaired for long periods of time. Some faculty members specifically noted the need for teaching technology support early in the morning and in the evening as classes are not limited to usual work hours.

When asked about their experiences with LITE classrooms, many faculty shared they did not know anything about LITE. For those who reported teaching in LITE classrooms, their experiences with the technology were mixed. Some were very pleased with the technology, others reported more problems when there was a significant increase in the number of online students participating.

*Excellent sound quality and NO technology problems at all! It was fabulous! DMSB 123  
Until I scanned the list of LITE classrooms, I didn't realize that I had taught in one this semester. I didn't utilize the streaming technology (cam at back of room), but the console was one of older ones with the usual audio/video issues. I often had to use the HDMI output from the projector to use video content. Since this film/cinema was central to this course, AV issues were disruptive and frustrating. Early in the course, the external speakers didn't function properly. I usually bring a bluetooth speaker to class, just in case.*

Classroom tech support experiences are mixed, some report improvement in the current year. Support is needed for early morning and evening classes. Some instructors do not know who to call for classroom tech support. Instructors in several units (DMSB, School of Music, School of Law specifically) are satisfied with unit level support.

While some faculty shared their own opinions of Blackboard when asked about student feedback, others noted they rarely received feedback regarding Blackboard. Some indicated feedback varied with concerns generally related to the testing features, Bb Collaborate for lectures, and the Bb system locking up. Additional student concerns were about connection issues or system availability.

*Using blackboard for lectures is absolutely terrible. The audio and video quality are terrible. Worse yet if you switch to read comments/questions, screen sharing inexplicably stops. After dealing with that in a hybrid class where 80% of the students chose to be offsite for the in person lectures, I asked if they would mind if I switched to zoom -- the students APPLAUDED! I had to pay for it out of pocket and pay even more so that my co-instructor could run the sessions for their lectures.*

### **Additional Blackboard Ultra Course View Training**

Only a few additional requests/ comments were made:

- How to activate it
- Advantages of UCV
- Interested in training if it is improved
- General Bb training
- *The Ultra course view looks a lot like Canvas! That makes me excited.*

### **Preferred Web Conferencing Tool – Other Please Specify**

- *This question is stupid because we aren't able to use Teams or Zoom for classes, although both are better for meetings, so I would assume better for classes as well.*
- *It makes no difference for me*

### **Collaborative Platforms Used**

- CAS: Anchor (podcast), Basecamp,
- CIC: Slack, Miro
- Music: Google Docs
- DMSB: Pearson MyLab, TopHat

### **Other Classroom Recording:**

- CAS: Basecamp, Screencast-O-Matic, Laptop Connection, Tried Bb, it didn't work well
- Education: Articulate 360, Replay, Screencastify
- Engineering and Computing: CEC studio, cellphone as cannot log into classroom computer
- School of Law: Panapto
- Music: YouTube Streaming
- School of Medicine: Panapto, Echo 360

### **Other Desktop Recording:**

- ASPH: Zoom
- CAS: Blackboard to YouTube mp4, OBS, OpenShot, Prezi, Screencast-O-Matic, Snagit, Zoom
- CIC: Canva and Photoshop Express, Prezi, Snagit, Quicktime, VidGrid
- Music: Keynote, Zoom
- Libraries: Windows Camera app and YouTube
- Education: Screencastify, Teams, Bb Collaborate
- Pharmacy: Zoom
- CEC: Lady, scan and present in pdf, Smart Pen (new Smart Pen)
- HRSM: FSDC video editor
- COSW: Screencast-O-Matic
- DMSB: Screencast-O-Matic

### **Site License Software Requested (Q 34 and Q 83)**

Many respondents across the university requested Zoom, Adobe Acrobat Pro and other Adobe products, Canvas as LMS (replace Bb), Dropbox, and more specialized software depending on the subjects taught. Interestingly faculty from School of Medicine and DMSB requested Qualtrics. They may not be aware this is currently available.

ASPH: SPSS LabVIEW, SPSS, Tableau, Unity

CAS: Mestre Labs Mnova, Adobe Acrobat Pro/DC (4 requests), Adobe Creative Suite (2), Adobe Photoshop, Adobe Illustrator, ChemDraw, Covidence, Zoom (MANY requests throughout the survey), Matlab (2), Mathematica (2), Maple, Origin, MPlus (2), Padlet, Slido, SAS, Scribble Together, Tailscale, GitHub, Codespace, GitPod, Overleaf, Vectorworks, Sketch-up, EndNote, Camtasia, GIS (esri), Something to create podcasts from cellphone that can be uploaded to Blackboard (alternative to Anchor), Stata, Wolfram Mathematica, Dropbox, SPSS, Nvivo

- Offer training and resources on Open-Source tools
- Canvas instead of Blackboard (noted throughout survey)

Education: Adobe Pro, Adobe Products, Zoom, Screencast-O-Matic, Software for Electronic Signatures, Zoom (mentioned throughout survey by many respondents)

CEC: SolidWorks, CREA, Canvas, Mathematica, OpenEye Chemistry Software, PaperPile, GCC High (secured computing), Top Hat, Recording Studios with Lightboard for faculty to record classes, Zoom

CIC: Adobe Creative Cloud Campus, Adobe, SPSS, Canvas, Zoom

Pharmacy: CLC Genomics Workbench, Partek Genomics Suite, JadBio Automated Machine Learning Platform, Graphpad, Prism, BioRender

Nursing: MAXQDA, Canvas

School of Medicine: Endnote, Microsoft Office, Adobe Athens, GraphPad Prism, Qualtrics

Social Work: Adobe, Camtasia

DMSB: Kahoot, Canvas, Salesforce CRM, [www.ezchedk.me](http://www.ezchedk.me) (Attendance), Zoom, Qualtrics

School of Law: Zoom, Tableau

School of Music: Music notation software (Dorico or Sibelius), Canvas, Zoom (3), Dropbox,

Libraries: Adobe, Creative Campus (4 requests), Tableau (2), Data repository, Adobe Create Cloud (3), ArcGIS, Covidence, LinkedIn Learning

### **Survey/Committee Specific Comments**

- *This survey was helpful - I think there are some resources under IT that I didn't previously consider.*
- *Your survey needs to have a N/A option for some of the questions that require an answer. When the only answers you provide as choices are not applicable, what are we supposed to choose?*
- *Your survey shouldn't force us to rank items 1-4. I don't have need or experience with some of these rankings and just made it up. It creates noise in your data and can mess up your results.*
- *A few responses thanked the Faculty Senate IT committee.*

### **Additional concern**

*When answering questions, the most important complaint didn't occur to me, perhaps because our higher administration is to blame and not our IT system. Last semester, we were told that our "people" webpages, where we store all our essential information for the research mathematical community, would be abolished no later than April, and we would have to use a totally different home page, etc. I have heard NOTHING about this problem since then and neither has my Chair, or our departmental IT person. This is unacceptable.*