



Ad Hoc Faculty Senate IT Committee Meeting

9 December 2024

1:00 PM, 208 Frey Computing Services Center Building

Approved Minutes of the Meeting

Attendance:

Present: Param Singh (Chair), Gerry Knapp (Secretary), Scott Baldrige, Fabio Del Piero, Kenneth Lopata, Juana Moreno, Samuel Robison, Craig Woolley (Ex-officio), Sumit Jain (Ex-officio), Wen Chieh-Fan (Guest, Director of Academic Technology LSU Online). Absent: Thomas Douthat (special advisor: non-voting), Larry Smolinsky (special advisor: non-voting).

A regular meeting of the ad hoc FS IT committee convened at 1:00 pm on December 9, 2024, in room 208 Frey Computing Services Center Building at the LSU campus, with the Chair and Secretary being present.

The minutes of the last meeting (10/29/24) were adopted on a motion by Del Piero.

In the Chair's comments, Singh noted that the revised policies were presented to the ITGC last Friday and were well received. Singh asked Jain and Woolley to attend a Faculty Senate meeting in the spring to discuss, date to be determined. Singh introduced Dr. Wen Chieh-Fan from ITS academic systems, a guest for today's meeting.

Woolley presented results of the recent ITS survey of its customers. There were 303 responses, 31% from faculty; there was 85% satisfaction level overall. Most measures improved, couple went down. Customer satisfaction went down significantly among faculty but up among staff. Restrictive policies, software accessibility, and training were noted as negative issues; may be due to recent increased awareness of policies. Del Piero noted there should be much higher participation on surveys from faculty. Actions planned based on the survey results include training and tutorials, process improvements in software process, and continued improvements in customer service.

Chieh-Fan and Singh presented on Moodle's status and roadmap. Recent FS, ITS, and OAA survey show approximately 80% of platform users are positive or neutral on Moodle. Comments have indicated Moodle is outdated and not user friendly. The version we currently use is 4.1 LTS (2022), the most recent version is 4.5 LTS (11/24). Support ended for 4.1 ended in 12/23. Visual experience of 'snap' theme used in our version of Moodle is dated (based on 8+ year old technology). Snap updates lag behind Moodle overall, limiting when we can update. 'Boost' is most popular user interface theme but is not available through OpenLMS which is what we have. OpenLMS restricts navigation improvements. Boost includes improvements in course sections, activities, gradebook, communication with students, text editing, AI integrations which we don't have (Moodle doesn't include AI, but allows AI integration), and the mobile app; upcoming Moodle 5.0 will include a Visual Report Builder.

Singh has discussions with Moodle and LSU leadership, and attended MoodleMoot Global 2024 with Chieh-Fan where they met with Moodle and other vendors. Singh tried latest Moodle and was very impressed.

Updating to latest Moodle system will have significant costs and a steep learning curve for new system. LSU system has very large user base 90k+ users, possibly largest Moodle base in country. Courses are currently never deleted (best practice is to archive or remove courses after 3-4 years). Our Moodle instance currently has over 50TB+ of live data, which is costly and clunky to maintain. Lopata asked whether there was an aim to minimize UI customizations once move to Boost; Chieh-Fan indicated Boost should minimize need for such customizations.

Chieh-Fan indicates the current plan is to upgrade and replace Snap with Boost, and then plan to update to latest Moodle every 2 years. They are aiming for summer '25 pilot of the updated Moodle (4.5 LTS with Snap) which addresses the academic systems interface layer. Fall '25 will be Boost pilot, with full move planned for Spring '26. Current contract with Moodle vendor ends in July '26 (3 year contracts); will be investigating changing vendor at that time.

Woolley noted there is a big sell by Canvas, as LSU is only one not using in LA. Craig wanted to see who wants to attend a potential 12/18 meeting and demo with the Canvas representative. Let Singh know if you wish to attend.

Jain made a presentation on the planned Moodle course for faculty covering the IT policies. Major areas for faculty will include BYOD, encryption, security awareness, privacy, endpoints, software, roles and responsibilities, private/confidential data, network acceptable use, and data management (last is under further discussion). There is a similar course being developed for staff, but the TSP course will be significantly different. We should provide feedback on the course outline on box individually, and will finalize official feedback at first meeting of 2025.

Knapp moved to “include ITS customer feedback PowerPoint as addendum to today’s minutes”, motion passed unanimously.

Knapp moved to “include Moodle PowerPoint as addendum to today’s minutes”. In the discussion, some members expressed concerns on releasing the information to LMS vendors. Vote on the motion was 2 in favor, 3 against; motion did not pass.

Woolley indicated that a relaunch of Grammarly including AI was planned for faculty and staff users. Singh will bring to faculty senate for discussion / vote.

Singh noted our next meeting will be in late January; he will circulate a poll to collect data for scheduling.

The meeting was adjourned at 2:30 pm, following a motion by Robinson, passed unanimously.


Respectfully Submitted,
Gerry Knapp, Secretary

FY24 ITS

CUSTOMER SATISFACTION SURVEY RESULTS

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SATISFACTION SURVEY DETAILS

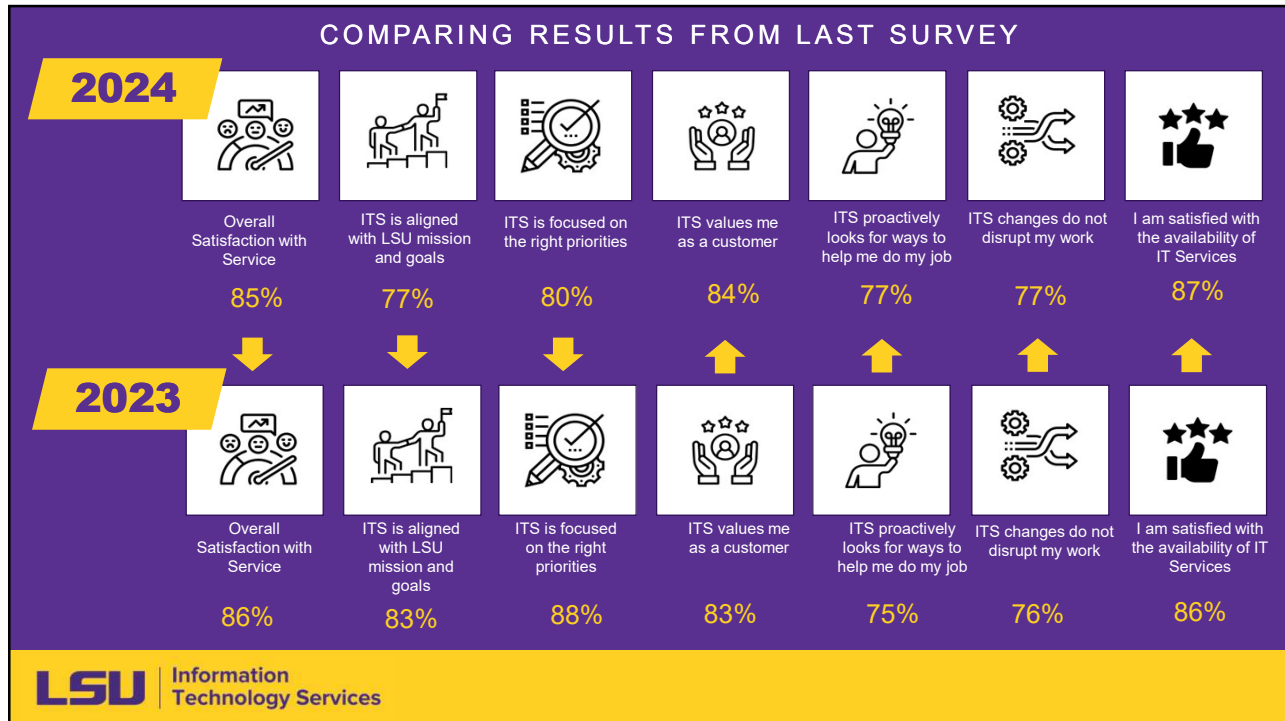
A Qualtrics survey was distributed to LSU Faculty & Staff
9/16/2024 – 10/02/2024

- Total Responses – 303
- Staff – 59%
- Faculty – 31%
- Graduate Assistant – 8%
- Other – 1%

- Total Questions – 22
- Total Comments – 406
- Overall Satisfaction – 85%

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POSITIVE CUTOMER FEEDBACK



I'd like to commend ITS for their exceptional, customer-oriented service. From the moment a service ticket is submitted, updates are provided regularly, ensuring transparency and smooth progress. Their quick response times, even for urgent requests, demonstrate their dedication to maintaining the university's systems effectively.

The warnings provided well before server maintenance/ planned outages are much appreciated.

I like GROK a lot. I use the global VPN, VMware, and have learned about remote desktop, etc. as well. It's nice we can have access to lab computers from home. From all the schools I've been to, I like that LSU allows us to have more access, and I find their helpdesk to be really responsive.

Response time: avoiding bouncing customers between departments (I love that y'all handle that behind the scenes rather than having me bounce around trying to find the right person to get help).

Customer service. They remain calm when others are stressing over their IT issues.

ITS excels in supporting non-technical users. They are patient, taking the time to explain solutions clearly and ensuring full understanding without rushing through any issues. This customer-first approach, combined with their professionalism and responsiveness, makes ITS an invaluable partner, and their commitment to excellent service is greatly appreciated.

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NEGATIVE CUTOMER FEEDBACK



The handling of IT-100 forms for new software could be improved. It appears likely that there is a lot of duplicate paperwork being files for software that has probably already been reviewed by IT.

On the downside, I have occasionally spoken to people who've been really dismissive and not listened to me, or acted like the problem I was having wasn't a real problem.

Supporting TSPs: Our TSP has to ask ITS and sometimes that feedback is slow.


We desperately need people with hardware expertise who are available to come and help when something goes wrong.

Maybe you should make it clear who we should contact for what services. That can be confusing.

Student workers are clueless and are dispatched to solve problems they have no knowledge of how to solve or are not allowed to solve by policy.

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TOP 3 POSITIVE CUSTOMER FEEDBACK THEMES

- 1. CUSTOMER SERVICE**
 - "Personal service! AMAZING! The staff is amazing – seriously the best."
 - "Friendly customer service when calling the help desk. They also follow up email tickets that allow you to confirm whether the issue has been resolved or if you need further assistance."
- 2. RESOLVING ISSUES**
 - "I appreciate the communication I receive from ITS regarding the issues I report."
 - "ITS excels in dealing with day-to-day IT issues. Very responsive. Quite pleased."
- 3. TICKETING SYSTEM**
 - "From the moment a service ticket is submitted, updates are provided regularly, ensuring transparency and smooth progress. Their quick response times, even for urgent requests, demonstrate their dedication to maintaining the university's systems effectively."
 - "Since the College of Business outsourced IT to ITS, the improvements have been remarkable. Any of my interactions with ITS have been seamless. The help ticket system seems to work very well. All the issues I have encountered have been addressed efficiently and effectively and professionally."

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TOP 3 NEGATIVE CUSTOMER FEEDBACK THEMES

- 1. RESTRICTIVE POLICIES**
 - “ITS has implemented a new policy of denying administrative rights on computers that faculty use. Now, every time we need to install software, we have to coordinate a time for ITS to install the software. The list of approved software is quite restrictive and omits basic productivity software common to higher education.”
 - “ITS’s goal is security and safety. Faculty’s goal is research and productivity. I believe the new ITS policy is well meaning but poorly conceived. It is quite restrictive. There has to be a better solution.”
- 2. SOFTWARE ACCESSIBILITY**
 - “The university is touting a “scholarship first” mission, but some of ITS policies hamper faculty from achieving that goal. Accessing software should be facilitated. Presently, I am required to navigate an onerous process just to download free software onto my campus computer.”
 - “Faculty should have administrative control over computers in their own offices. Without this, it is nearly impossible to conduct our work. IT seems oblivious to the fact that software changes/downloads are frequent in some disciplines. It is a shame that facilitating faculty research is not a priority for them.”
- 3. TRAINING**
 - “GROK articles are often difficult to locate and once you do, if they do not strictly align with your goal, there is little to point someone to an alternative, but similar, article that might better help.”
 - “I feel that ITS should provide a training resource similar to training.lsu.edu for training on software and tools. Having a dedicated team focused on managing and organizing these trainings could greatly benefit the LSU community.

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OVERALL CUSTOMER SATISFACTION

2021 – 70%

2022 – 81%

2023 – 86%

2024 – 85%

Customer Satisfaction has decreased 1%.

Year	Customer Satisfaction
2021	70%
2022	81%
2023	86%
2024	85%

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INITIATIVES IDENTIFIED FROM SURVEY RESPONSES

TRAINING AND TUTORIALS

- ITS plans to create video training and tutorials for some of the Microsoft applications.

AVAILABLE SOFTWARE

- ITS will enhance the LSU community's experience in software delivery by focusing on process improvements, providing clear instructions, and increasing visibility and awareness.

CUSTOMER SERVICE EFFORTS

- ITS always has ongoing efforts to improve overall customer service.
- ITS will revisit support model to individual departments to ensure efficient and timely resolution.