Student IT SWOT analysis feedback

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Strengths
• Centralized administration for users and computers – domain based
• Easy to find help
• Fairly wide wireless access on campus
• Fairly good access to computers
• E-resources at library – fairly good access to
  o Subscriptions
  o E-books
  o Journals
  o Online resources
• OneStop – use a lot
• Web based content reasonably current
• Online content easy to navigate
  o UM main website
  o Moodle
  o Blackboard
  o Academic Planner
  o Library
• Computer labs are good / fairly well budgeted
• CyberBear works reasonably well
• Academic planner works well / very visual / better than CyberBear

Weaknesses
• Spotty uptime in residence halls networks
• Academic Planner is useful, but not always up to date and is completely separate from CyberBear
• Lack of wireless at Lewis & Clark
• Lack of wireless in all of residence life
• Scattered IT departments – lots of hoops to jump through to get things done
  o More than 8 different departments
  o Each academic department has its own support
• Departments host their own websites
  o Style doesn’t match from site to site
  o Difficult to enforce/implement standards
• Residence halls bandwidth is too small
• Technology in classrooms and labs inconsistent / software is variable
• Lack of centralized support to address issues
  o No central “ticket” system
  o Department workers don’t know who to call to resolve problems
• Bugs in logging into campus email. Once you log in, it’s hard to get out of system
• Spam – particularly from Business School (too many/too frequent messages)
• Moodle is not user friendly
  o Navigation – too much / cluttered
  o “a million” broken links
  o Sometimes faculty present too much info on Moodle at one time
  o Hate common area
• Initial campus anti-virus install was annoying/frustrating
  o Couldn’t contact anyone on the weekend
  o Renewal was difficult

Opportunities
• Wi-Fi in residence halls
• Wi-Fi everywhere
• Connect Academic Planner with CyberBear
  o AP needs to be up-to-date (hourly or live)
• Better individual control of email distribution lists
• More centralized, uniform IT
• More help, especially in dorms and off campus
• Advertise IT help opportunities
• Video training for users for more applications (i.e. Academic Planner, it’s great)
• Orientation on basics of everything by an IT person, not faculty
• Integrate all websites into umt.edu to simplify navigation and increase usability/consistency

Threats
• Web template use - Lack of rules / enforcement of rules
• Rising enrollment – more users, more complexity
• Rising tuition – limits opportunities
• More devices creates need for increased bandwidth, support, wireless
• Rapid technology advances makes it hard for University to stay current
  o Some departments advance, others do not
• Wireless – harder to secure student information
• Poor disaster recovery planning
  o Accessing during an emergency
• Money to fund IT – What gets cut?
  o Prioritization
  o Will people support new/increased fees for IT?