

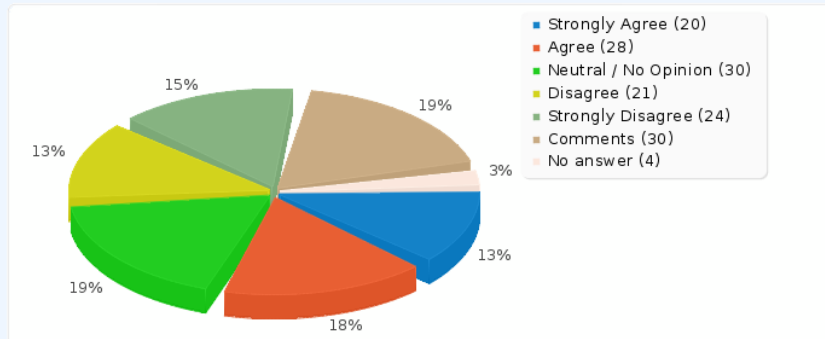
## Faculty Responses to the UMaine Information Technology Strategic Plan

127 responses

### Field summary for 1A

**IT Leadership and Governance: UMaine should establish a new Chief Information Officer (CIO) role to champion UMaine's information technology (IT) vision and a University-wide IT governance structure that fosters a transparent process for oversight, communication, and the strategic direction of IT at UMaine.**

Answer	Count	Percentage
Strongly Agree (SAz)	20	15.75%
Agree (Az)	28	22.05%
Neutral / No Opinion (Nz)	30	23.62%
Disagree (Dz)	21	16.54%
Strongly Disagree (SDz)	24	18.90%
Comments <a href="#">Browse</a>	30	23.62%
No answer	4	3.15%



- We can and should accomplish this goal without such an expensive new position.
- Contrary to common opinion, there is no one person to lead IT on campus - IT is spread over many, areas CED, IT etc.
- however, only if we eliminate some other Admin position of similar salary
- we need more faculty more than we need another high-paid administrator.
- We are cutting or leaving unfilled faculty positions in order to balance the budget. \$187K buys a lot of instruction. This is an irresponsible idea.
- We do not need more administrators on campus.
- I've read the entire report and find it focused too much on internal IT politics rather than on defining how value can be added to the clients (e.g. students, faculty, staff, student parents, etc.). There is little compelling in the entire document unless a reader has their own ox gored (I don't want to lose First Class, I want my own departmental e-mail server, I want the system to not be on the campus business, etc. etc.). There are numerous numerical estimates for costs or benefits - which rightly warn that they are not hard numbers - and yet they form the framework for much of the decisions. Would the hiring of a CIO mean that Mr. Gregory's position would still be in place (hence the added costs) - or what that position then be redundant - but elevated in importance (presumably the later). Another large problem with the report and its analysis in my view stems from its use and statement that our peer institutions are Purdue, the University of Michigan, and Case Western University. That is totally preposterous. UMaine IS NOT (and I am a primarily faculty researcher) a research university or a higher education university in the same league as a big 10 school (having obtained my PhD at one of them). Also Case Western is a much heavier research institution. The use of those three schools as peer institutions, without justification or rationale, raises another flag in my view. I am faculty member with high research productivity who uses computers quite a bit but am not an IT person or computer science person. Sorry to be such a downer on the report - but it was a disappointment to read. Almost no discussion about security?
- UM Does not have a comprehensive IT vision.
- I constantly hear complaints that we are top heavy with administrators.
- IT is heavily used for education and research and therefore should be jointly led by VP Research

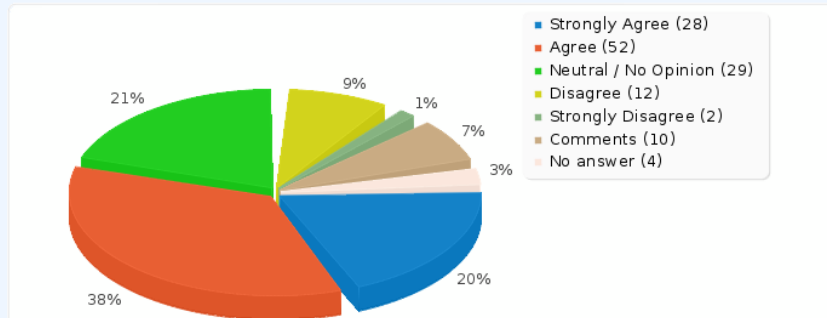
and Provost.

- UMaine is the Land Grant Institution and should lead Maine in IT thus it needs a leader.
- We do not need more useless overpaid administrators.
- Do we really need more administrators?
- The last thing we need is another administrator
- Do we really need yet another administrator? Aren't we top-heavy enough?
- The need for strong, integrated leadership in this area, especially as we are the flagship, and utilizing and needing the most sophisticated, cutting-edge, and non-restricted technology possible, makes this a true necessity in the 21st century.
- Don't hire yet another expensive administrator
- while CIO is needed, why is it not in the current structure and salary expenditure?
- IT and UNET need to work together. We don't need an additional administrator
- UM IT needs are simple.
- UMaine does not need another administrator.
- Having a centralized voice at the UMaine (Orono Campus) is critical to keeping up with the changing technology. For example class rooms need technology for instructors; as well classrooms need distance technology. It needs to be one platform that all professors use- as opposed to an ad hoc arrangement and localized personal preference.
- this position will not do what it says it will do, just add unnecessary costs.
- Depends on if this expenditure would just bring more bureaucracy and no advancement.
- The University should listen to the expert faculty they already have--from what I see, they are unresponsive to faculty experts.
- Don't we already have an Executive Director? Why create a redundant position, stacking the place with administrators? Could we use the salary much more effectively in two to three faculty positions in our many under-staffed departments?
- Absolutely not! Why is the answer from consultants like this and the UMaine administration always to add a new administrator? UMaine is top-heavy as it is. The money could be far better spent on implementing changes in IT. NONE of the "contextual info" examples did this.
- Do so only if it doesn't require the hiring of a new administrator at a high salary or if it can be done with current personnel.
- Sounds like waste of money.
- No new administrators needed! Use the money to pay faculty and existing staff. Doesn't the System do this anyway?

#### Field summary for 1B

**Fiscal Management: UMaine should develop a campus-wide IT funding model that focuses limited dollars on strategic spending while reducing non-strategic IT spending over the next five years.**

Answer	Count	Percentage
Strongly Agree (SAz)	28	22.05%
Agree (Az)	52	40.94%
Neutral / No Opinion (Nz)	29	22.83%
Disagree (Dz)	12	9.45%
Strongly Disagree (SDz)	2	1.57%
Comments <a href="#">Browse</a>	10	7.87%
No answer	4	3.15%

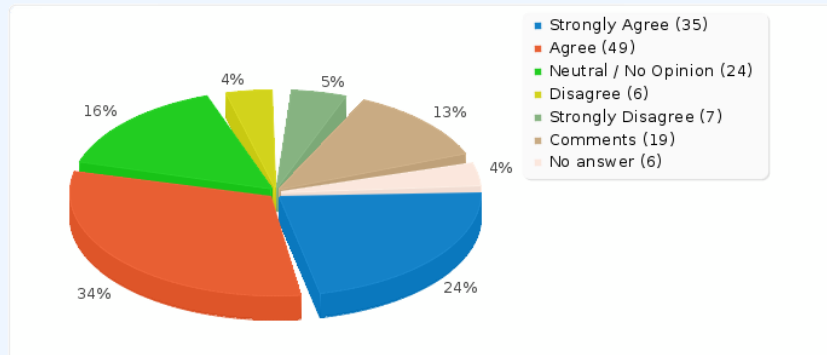


- What is meant by strategic should reflect and emphasize the academic mission -- especially teaching and research.
- can't answer because I don't know the difference between strategic and non-strategic spending.
- Don't we already do this?
- It is always important to be cost effective in any endeavors we undertake. We must also be good stewards of the taxpayers funds.
- This question is unclear. If, by non-strategic funding is meant support for new, untried technological initiatives, I would disagree. If faculty development and support is to be cut, I would disagree. I do not have time to consult the report, unfortunately. I wish the question were worded more clearly.
- This is far too vague a recommendation in order for me to support.
- What is strategic spending?
- Not sure I really understand what is being asked here.
- Depends on who is defining strategic
- How so defined as strategic? We cannot pour money into an increasing rigid status-quo at the expense of the innovative potentials that might appear to administrators as non-strategic because they lie outside of current systems.

#### Field summary for 1C

**Organizational Alignment: UMaine should assess and align IT classified and professional resources at UMaine in order to improve collaboration and optimize the delivery of IT services.**

Answer	Count	Percentage
Strongly Agree (SAz)	35	27.56%
Agree (Az)	49	38.58%
Neutral / No Opinion (Nz)	24	18.90%
Disagree (Dz)	6	4.72%
Strongly Disagree (SDz)	7	5.51%
Comments <a href="#">Browse</a>	19	14.96%
No answer	6	4.72%



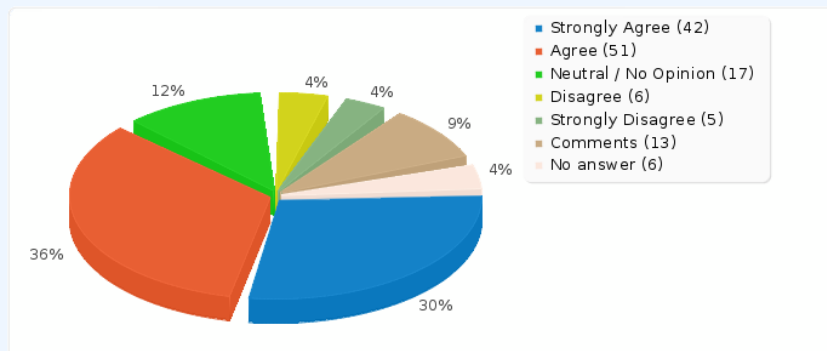
- Better IT staff would come if we paid them more...
- this sounds sensible but what does it mean on the ground?
- The cost saving estimates do not seem well supported. How about the realities about College or Departmental support vs. centralized IT vs. system IT. I'm skeptical that more beauracracy will improve efficiency. Centralize everything and we'll save money. Wasn't that the argument of the University of Maine system? My opinion is that the exact opposite happened.
- Resources should remain aligned by academic unit
- Don't we already do this?
- Collaboration is essential for the success of IT.
- I strongly suspect what is meant by this, or what will be the upshot, is centralization of support personnel, as campus IT has advocated for years. This would be a phenomenally bad idea.
- The Faculty Development Center and the CED support services as well as CETA should all be under the same umbrella, to maximize resources and avoid confusion. We need an easily accessible one stop shop for faculty, and a 24/7 helpline for faculty and students. CETA is charged with Faculty Development and the Faculty Development Center should logically be housed there. Since distance education is in the DLL, faculty and student support having to do with teaching should logically be there. Hardware support should remain with IT.
- Sounds good, but who knows what it really means. This is incredibly vague.
- Difficult to achieve since departments/colleges don't feel that they get the service they need from a Univ based IT resource.
- one suggestion: Linking student id photos to blackboard rosters would be help teachers be more effective in the classroom. This is done in other universities I have worked at. This requires organizational alignment.
- IT needs people to do the work.
- Yes, but don't waste money on outside reviewers. Listen to the faculty here that are already doing this sort of thing, and designing course management systems.
- I don't understand the implications of this action, and therefore do not have sufficient data to intelligently answer.
- Yes, as long as we align it to teaching and research as determined by the faculty in diverse disciplines.
- The reason we have such a distributed structure is that we cannot get the service we need. You must improve the delivery BEFORE you remove the embedded people

- I need my local guy
- In theory, yes, if this were possible in a truly logical way. But IT has entrenched incompetence, and a fair redistribution to a visionary, competent staff seems highly unlikely.
- It doesn't routinely optimize what's going on?

#### Field summary for 1D

**Training and Professional Development: UMaine should establish a consistent educational development model that provides faculty, staff, and students with baseline IT knowledge as well as ongoing IT training and professional development opportunities that support innovation.**

Answer	Count	Percentage
Strongly Agree (SAz)	42	33.07%
Agree (Az)	51	40.16%
Neutral / No Opinion (Nz)	17	13.39%
Disagree (Dz)	6	4.72%
Strongly Disagree (SDz)	5	3.94%
Comments <a href="#">Browse</a>	13	10.24%
No answer	6	4.72%

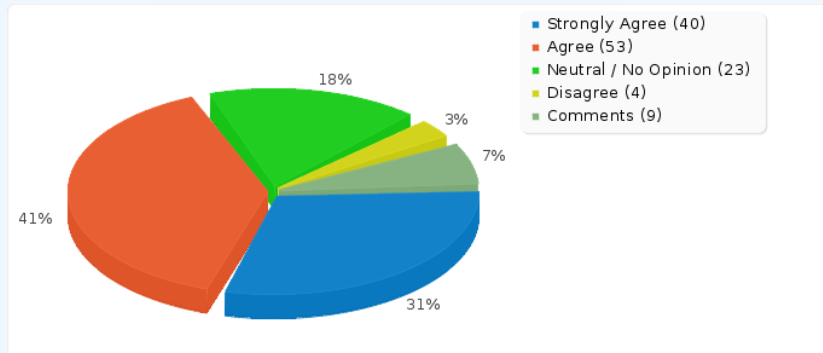


- What we have now is good enough.
- We already have this. Just fund it better with people who know pedagogy.
- The IT folks appear to think they are more important than they needed. It is a utility that should just work. Why should time be spent to make students and faculty mini-IT experts if they don't want to?
- Don't we already do this?
- Ongoing education is crucial to the success of faculty and students to master technology and to maintain competency.
- This could be easily done with such functions centralized and housed in CETA. This would give good quality control, as well.
- I am satisfied with current professional development for IT.
- And it needs to be a consistent delivery across campus. Students are forced to interact with 3 or 4 very different platforms now.
- This should be something faculty and students do, anyway. I don't think we should spend money on remediation. People are catching up with computer technology, and in today's world, they should be expected to do so.
- do training on line, but not aimed at the lowest intellectual level (as for on line safety training).
- Most already have base-line. In this day and age, people expect that they'll have to learn new interfaces and systems as these elements evolve, so they've become quite proficient at learning these new aspects on their own.
- Far too many of the students and faculty at UMaine are abysmally ignorant.
- Sounds good, but do faculty and staff have time to do this? When?

#### Field summary for 2A

**Help Desk: UMaine should establish a single point of contact (SPOC) for the help desk in order to proactively measure, manage, and respond to user demands for IT support.**

Answer	Count	Percentage
Strongly Agree (SAz)	40	33.33%
Agree (Az)	53	44.17%
Neutral / No Opinion (Nz)	23	19.17%
Disagree (Dz)	4	3.33%
Strongly Disagree (SDz)	0	0.00%
Comments <a href="#">Browse</a>	9	7.50%
No answer	0	0.00%

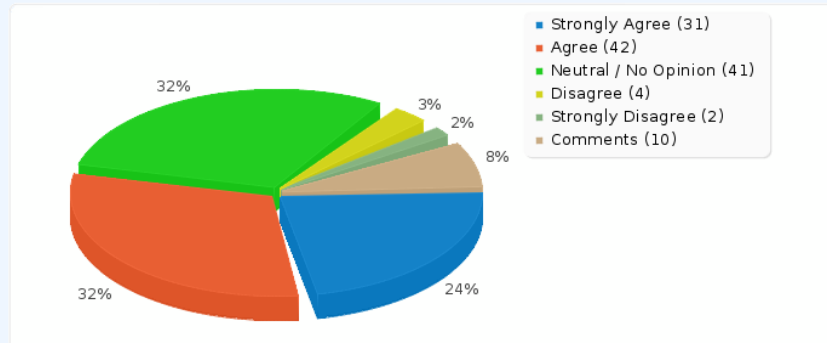


- There are different points of contact for faculty and students. I like the access to faculty-specific help in Blackboard, for example, but a SPOC could route queries itself. It makes it difficult for me to refer students to the appropriate help desk email when I don't know the addr of their portal versus mine. I'd prefer not to have to log into Blackboard to find out the portal that they should access. SPOC would be effective in addressing this (and would make it easier for students to self-refer to Help Desk rather than even having to contact me).
- Seems OK as it is
- SPOC results in slower response
- Essential. All top technology centers have a well established Help Desk.
- i never know where to go with specific questions
- The Help Desk should be virtual as well as physical, since many of our students live in remote areas or have crises in the middle of the weekend and night.
- This is operational level problem. As long as I have place to get help I am OK.
- I find the current help desk structure effective
- Too big of a job for one help desk.

#### Field summary for 2B

**Learning Space IT Support Model: UMaine should establish a learning space technology support model that improves the effective use of IT to support pedagogy.**

Answer	Count	Percentage
Strongly Agree (SAz)	31	25.83%
Agree (Az)	42	35.00%
Neutral / No Opinion (Nz)	41	34.17%
Disagree (Dz)	4	3.33%
Strongly Disagree (SDz)	2	1.67%
Comments <a href="#">Browse</a>	10	8.33%
No answer	0	0.00%

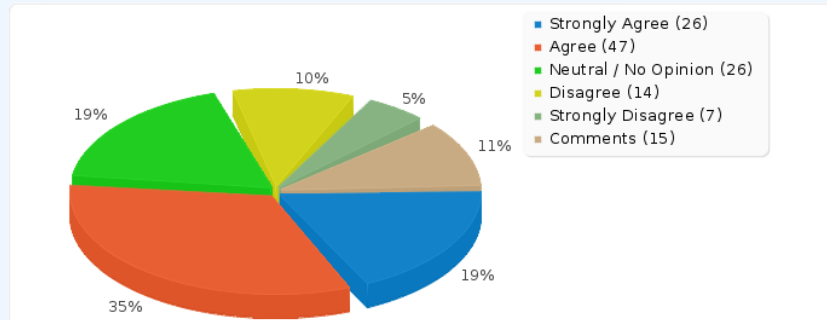


- But why the jargon - "learning space technology support model?" However, here is one of the few examples in the report of an initiative that directly serves client (student, faculty, staff) needs. Since this is an example of doing something to improve the university mission - why would its cost be 0? That is something that should have an investment in it.
- What is a learning space technology support model?
- We must maintain an effective working learning environment.
- The authors should not try to make the report Dilbert-esque: "learning space", bah.
- If by learning space technology support, you mean upgrading and maintaining computer classrooms and smartrooms, by all means.
- Hire professors that already trained.
- Include off-campus (Extension) sites
- What is a Lsit support model
- As long as it's faculty driven, and not driven by the Blackboard one-size-fits-all types.
- Infrastructure at UMaine is in terrible condition. I have yet to see a classroom that is adequately equipped.

# Field summary for 2C

## Technology Support for and Collaboration with Distance and Online Learning: UMaine should expand IT support and collaboration for distance and online learning.

Answer	Count	Percentage
Strongly Agree (SAz)	26	21.67%
Agree (Az)	47	39.17%
Neutral / No Opinion (Nz)	26	21.67%
Disagree (Dz)	14	11.67%
Strongly Disagree (SDz)	7	5.83%
Comments <a href="#">Browse</a>	15	12.50%
No answer	0	0.00%

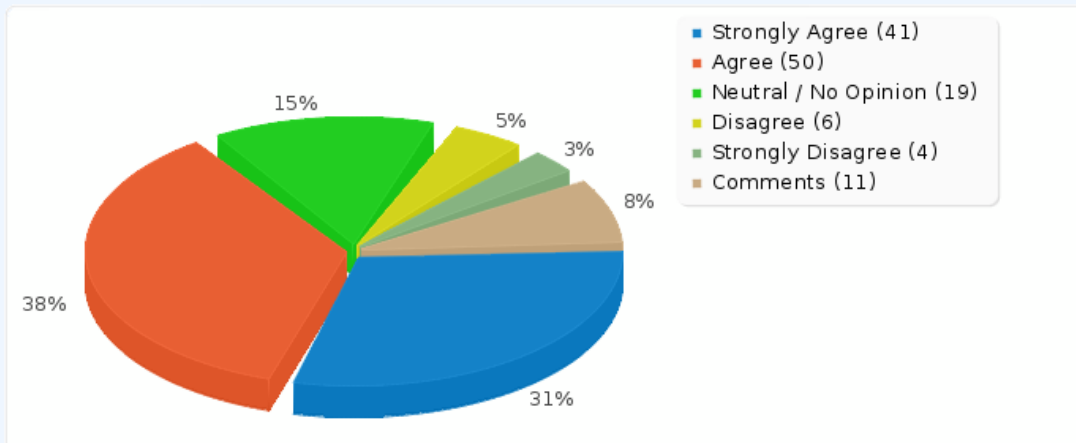


- We have a long way to go
- Who pays? Tuition from distance education courses?
- Without clear statements of how it can fit in with academic unit functions - the risk is it will be a centralized function serving itself rather than being a service for faculty to use to market their courses, become more efficient/effective.
- IF PROFESSORS REQUEST
- The University of maine needs to saty competitive. Distance Learning is expanding in the U.S.
- All efforts should be supportive of the technology appropriate to our online and distance efforts. Working closely with the DLL on the executive level, and expanding possibilities to enhance our offerings into areas such as VR and MOOCS is highly desireable.
- I teach online and don't think we need to do anything more.
- No more UMaine System-specific hardware, please
- Too late and UM can not compete with distance and online learning classes from better schools.
- Yes, and it needs to be one model that is consistent across the campus.
- also think about a coupled distance learning plus in-person learning for a class (i.e., one class encompasses both on and off site learning)
- Again, as long as it follows faculty needs within our full breadth of disciplines.
- Distance-ed courses that are strictly online are not effective. What should be fostered are hybrid (online + face-to-face) courses. "Collaboration" is the key word here. Contrary to the statement in the report, student satisfaction with online courses is NOT equivalent to that for face-to-face courses. My advisees don't like them, and national surveys show the same. Only hybrid courses are better courses.
- We've spent enough on distance and online learning to date. Do this only if it doesn't require more hires and more funds.
- How can this cost nothing? Expanding support should add cost. Or, what's being cut back?

### Field summary for 2D

#### IT for Research: UMaine should develop a campus-wide strategy to improve the IT infrastructure for research in Maine.

Answer	Count	Percentage
Strongly Agree (SAz)	41	34.17%
Agree (Az)	50	41.67%
Neutral / No Opinion (Nz)	19	15.83%
Disagree (Dz)	6	5.00%
Strongly Disagree (SDz)	4	3.33%
Comments <a href="#">Browse</a>	11	9.17%
No answer	0	0.00%

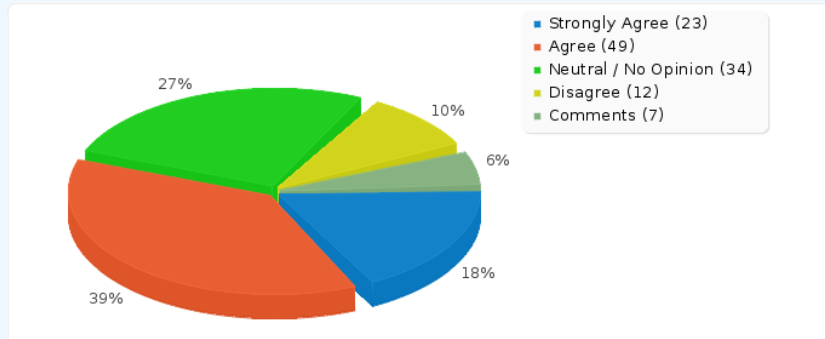


- Research should pay their own way, besides networking.
- I'm not sure I know what this means.
- Another example of potential improvement for faculty and research mission. Why would it only cost \$0??? Hopefully not a focus on just looking for continued funding of supercomputer (of value to a small subset of faculty). New ideas?
- It is critical to Research.
- Research needs are very specific and dynamic. IT can not manage it...
- Include off-campus UMaine sites in this campus-wide strategy.
- Currently access to journals and databases for research is dismal. It makes it very difficult to conduct research in the business school.
- don't forgot the UMaine off campus sites and stations.
- Again, as long as it follows faculty needs within our full breadth of disciplines.
- Central computing is needed; it is too difficult for us all to maintain secure servers, especially. But IT has shown little competence in handling security, so I am reluctant.
- Is there a need for a state-wide infrastructure? Why should UMaine do this? Can they partner with industries and research institutions that would be collaborators?

#### Field summary for 3A

**IT Refresh and Reassessment: UMaine should develop the existing information technology refresh program to include a comprehensive refresh model (e.g. for software, hardware, services, etc.) that is informed by an ongoing technology reassessment policy.**

Answer	Count	Percentage
Strongly Agree (SAz)	23	19.49%
Agree (Az)	49	41.53%
Neutral / No Opinion (Nz)	34	28.81%
Disagree (Dz)	12	10.17%
Strongly Disagree (SDz)	0	0.00%
Comments <a href="#">Browse</a>	7	5.93%
No answer	0	0.00%

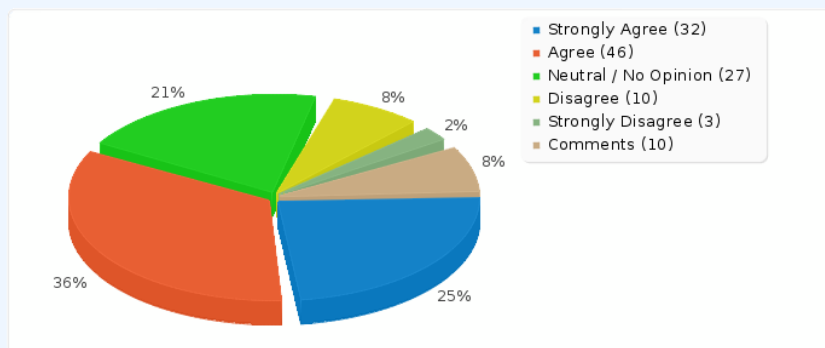


- But this should be bottom-up in the "reassessment policy". Otherwise, there will be a false economy of standardization at the expense of real needs of research and teaching.
- This is extremely important as mible and tablet devices are more and more ubiquitous in teaching, and new OS, such as Android, are developed, as well as sophisticated redesigns of hardware and software. SKYPE and developing connectivity for voice and video are utilized now on a regular basis.
- Also include off campus outreach to schools, extension sites, and other sites that create a virtual campus.
- no idea what this means
- Faculty driven, please.
- switch over exclusively to laptops so no faculty nor staff has two computers. also will reduce electric consumption by a factor of at least two. b) move as much as possible to open source software
- Only if well informed.

#### Field summary for 3B

**Application Virtualization: UMaine should expand application virtualization to improve access to common software for remote and mobile users, and to improve license management.**

Answer	Count	Percentage
Strongly Agree (SAz)	32	27.12%
Agree (Az)	46	38.98%
Neutral / No Opinion (Nz)	27	22.88%
Disagree (Dz)	10	8.47%
Strongly Disagree (SDz)	3	2.54%
Comments <a href="#">Browse</a>	10	8.47%
No answer	0	0.00%

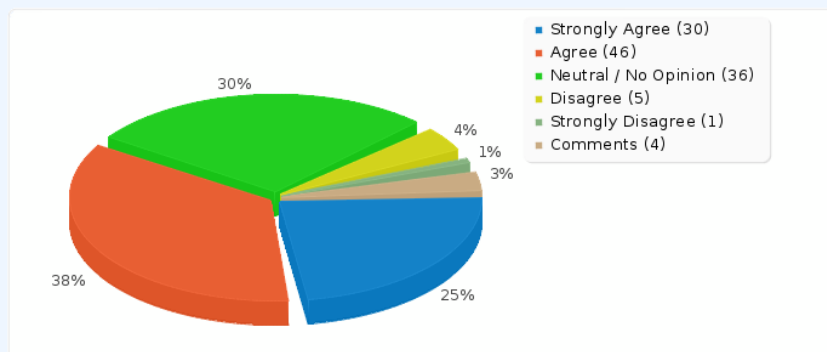


- It's been a struggle for years to get adequate SPSS access to students, faculty, and staff on campus and at home. Some depts have their own licenses, there's IT's license, and there are individual faculty licenses, and there are indiv student licenses. This can and should be consolidated to gain access to a broader suite of tools. I suspect that this applies not just to SPSS but to other software suites as well.
- It's hard to object. This seems virtuous.
- Definitely needed.
- As long as the network is fast enough so that the speed of the software is not compromised
- As our effort to serve remote learners increases, this becomes a necessity.
- Nice in theory, but I believe in the end, this will cost much more than planned.
- waste of money. Use free software to save money.
- please speak English
- but also have a license structure that allows use of software off line (on the plane, during a power outage).
- As long as it shows cost savings.

#### Field summary for 3C

**IT Service Catalog: UMaine should extend the current IT Service and Resource Catalog to establish a comprehensive first-stop resource that promotes awareness for and use of IT services and resources.**

Answer	Count	Percentage
Strongly Agree (SAz)	30	25.42%
Agree (Az)	46	38.98%
Neutral / No Opinion (Nz)	36	30.51%
Disagree (Dz)	5	4.24%
Strongly Disagree (SDz)	1	0.85%
Comments <a href="#">Browse</a>	4	3.39%
No answer	0	0.00%

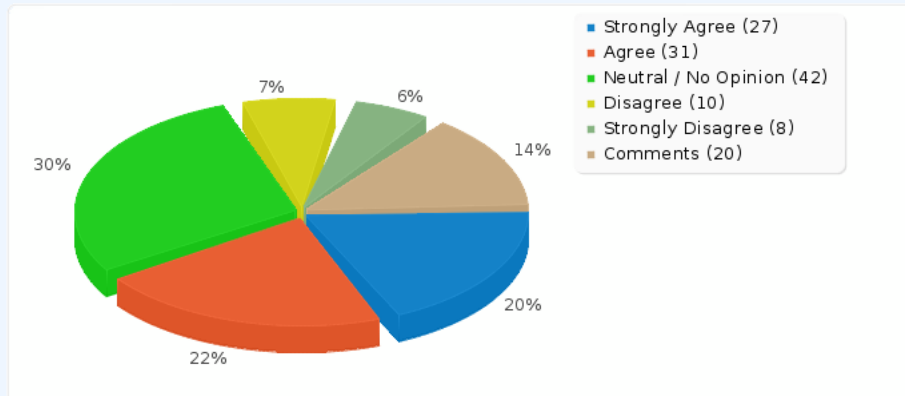


- This would be very useful, especially in the area of new software and available upgrades.
- Can this be delivered adequately?
- What is the goal?
- While I think I agree with this initiative , I am not entirely certain what the current IT services are? So expanding may need to include advertising.

### Field summary for 3D

**Learning Management System: UMaine should establish standards for a Learning Management System that aligns with the needs of UMaine.**

Answer	Count	Percentage
Strongly Agree (SAz)	27	22.88%
Agree (Az)	31	26.27%
Neutral / No Opinion (Nz)	42	35.59%
Disagree (Dz)	10	8.47%
Strongly Disagree (SDz)	8	6.78%
Comments <a href="#">Browse</a>	20	16.95%
No answer	0	0.00%



- Get rid of Blackboard and go to Moodle or provide an additional campus-wide Moodle option. Going to Blackboard would be an expansion of investment in out-of-date technology for my needs.
- These standards should be based on faculty guidance regarding educational goals and not merely system efficiencies.
- This requires faculty input.
- We don't need one standard system. Blackboard is highly inadequate as it is.
- I believe the report mentions five systems, yet only talks about BlackBoard and FirstClass. Did I miss something? Still, \$75k is small potato's in the big scheme of opportunities. Lack of some detail in report - its written with a clear bias toward getting rid of FirstClass (which I do not use personally).
- faculty must be involved, from the beginning, in deciding which system is adopted.
- Diversity is a good thing, even in LMSs. Since Blackboard is the result of top-down decisions, Lord protect us from top-down decisions! False economy -- what is lost in pedagogy, good will of the students, and faculty time is likely to far surpass the \$255K that will allegedly be saved.
- There should be support for multiple and varied LMS, to support emerging pedagogies and technologies. VUSHI, open source, such as MOODLE and SLOODLE, should be just as available as the ever present and very clunky Blackboard system, which is very much disliked. Faculty should also be able to try out new platforms for their courses with little difficulty.
- Standardize on one approach; end First Class use and expense.
- Blackboard is cumbersome and irritating - does not provide all of the functionality of FC
- need more information regarding elimination of first class
- I was very happy with WebCT but Blackboard lacks functionality and is ugly to boot.
- Standards for learning for the faculty- might be a nice idea as well.
- 1Buty only if such a set of standards are determined by users and best practices, not by administrators or vendors (commercially available software packages)
- This sounds like b.s.
- agree with the caveat, do it so it works. Don't do a half baked attempt.
- Each discipline should have support for whatever learning management system its faculty members think most appropriate to their teaching and research.
- Get rid of firstclass!
- I agree in the principle, but not as conceived in this report. The plan here is extremely weak and

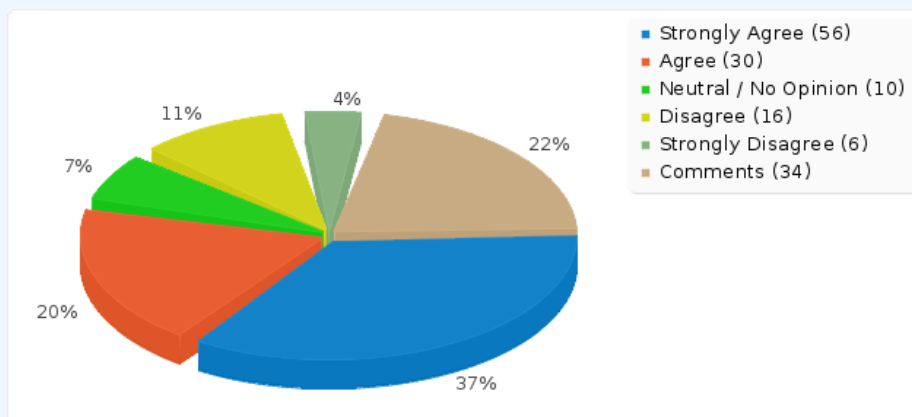
ignores other efforts along these lines. It mentions only abandonment of FirstClass, and I doubt that will work. This has already been discussed many times before and we already have a consensus that we need more than one LMS. FC is not a good LMS at all, but it has its usefulness. Why are no costs given for Blackboard? This is not the ideal solution in any case; it does not meet needs for courses I teach nor many others. At conferences I attend, Blackboard is widely criticized and disliked. It is a monopoly that is probably extremely expensive. UMaine should be exploring other, more adaptive systems, especially LMSs developed at UMaine. Keeping funds for LMS in-house, on campus, is a better strategy.

- I have no idea what this means, but if it involves the System, it will wind up costing us tons of money and will only increase the no. of System personnel, to which I object.

#### Field summary for 4A

**E-Mail: UMaine should investigate strategies for minimizing the number of e-mail systems that all faculty, staff, and students use.**

Answer	Count	Percentage
Strongly Agree (SAz)	56	47.46%
Agree (Az)	30	25.42%
Neutral / No Opinion (Nz)	10	8.47%
Disagree (Dz)	16	13.56%
Strongly Disagree (SDz)	6	5.08%
Comments <a href="#">Browse</a>	34	28.81%
No answer	0	0.00%



- Why do we have multiple systems? It's crazy.
- It's great that UMS has moved to Google Apps, and it's frustrating that my Android can't talk with Firstclass via IMAP (strictly speaking it can, but there's a bug that renders it essentially useless). It's also frustrating that I can never be confident that students get the emails I send to them via mainstreet (since that goes to their Google Apps account unless redirected, and I never know if they're monitoring it). Since Blackboard offers some of the same functionality as Firstclass course conferences, UMaine should just move to Google Apps for email service. I would miss the Firstclass audit trail, but consolidating on system Google apps has significant advantages.
- As long as I can keep my current and long-standing email address that would be fine
- The strategies developed here should be based on a review of how current systems are used in instruction and not merely on efficiency. The current proposal underestimates the problems that will occur with a move away from the FirstClass as it is currently used in courses as a conferencing system.
- This requires faculty input.
- Phase out FirstClass!
- FirstClass is a dinosaur. Centrinity should have evolved a lot sooner, now, they are irrelevant.
- Everyone should use gmail and not first class.
- at present the number of IT systems required across students / faculty and for e-mail, calendars,

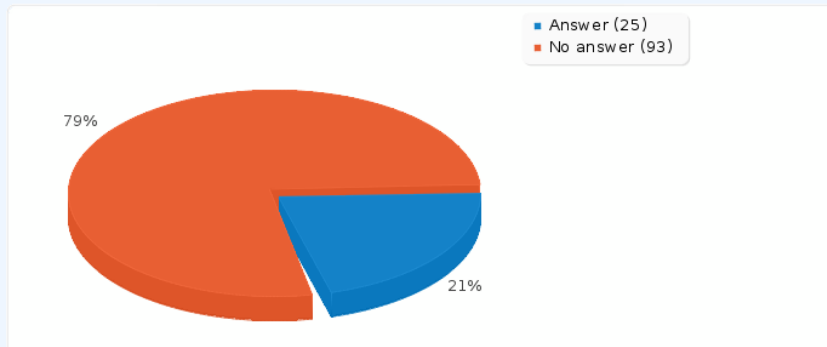
teaching and admin is ridiculous

- Google mail and google docs makes all kinds of sense. Its not great but is a good basis.
- It only makes good sense to streamline communication and enhance collaboration and productivity among various communities.
- I have three different email accounts now. One would be great!!
- Top-down uniform solutions never work. Imagine if we all used the clunky First Class!
- First, what do you mean by "system"? Are they being intentionally vague? Do they mean servers, in which case there is effectively one now (maine.edu, which is really Google)? Or do they mean clients, in which case, by no means implement this initiative! Why would you not allow faculty and students to use whatever e-mail "system" is best for them, since most such "systems" (Apple Mail, Thunderbird, etc., etc.) are free in any case and have no impact on the System's IT infrastructure? Really wrong-headed initiative.
- The more standardization, the less flexibility. The more standardization, the easier the hack and the more difficult the security. If a system is seamless with other systems, then I feel diversity is not a problem.
- Gmail! Let us set up our own accounts. Whatever you did with gmail before totally screwed up access to other google services. Other universities are going to gmail and most folks already use it.
- I'm concerned about using Google, but I think having one email server makes sense. One countering question: Is redundancy of value here?
- Yes!!! 2 systems are cumbersome and confusing.
- Keep first class system
- end duplication; first class is wasteful use of resources
- need more information
- this is a frustration that I hear from both faculty and students, we need to have ONE and only ONE email system
- I really like First Class and any its features beyond email.
- use unet based system hosted locally.
- You need a strategy to do this? Excuse me, you need to investigate strategies?!? Just decide on one.
- There is no need to dismantle existing systems that serve specific needs. Many researchers have their addresses in publications and depend on these addresses remaning active to allow potential collaborators to find them.
- Absolutely! Currently within my own college there are faculty who use: Blackboard, First Class, Google Docs, Gmail, and Yahoo to communicate with students. This is confusing and needs to be one platform that works for everyone!
- If this means firstclass, I would not support it at all.
- Use FirstClass.
- So far, it has inconvenienced many of us as it has been used to move us from FirstClass. Let us chose what we want.
- Get rid of firstclass!
- Google mail is good, but not nearly as convenient as FirstClass for dealing with students. We have already reached this consensus, and faculty want to keep FC. It's clear that BerryDunn is just suggesting dumping it.
- Use Gmail - it is effective and easy.
- This should be a priority and all UMaine employees should be required to only to uilize one email account via Gmail.

#### Field summary for 4B

Please provide any further comments you desire to make concerning the IT initiatives listed in The University of Maine Information Technology Strategic Plan.

	Count	Percentage
Answer <input type="button" value="Browse"/>	25	21.19%
No answer	93	78.81%



- For distance education, highest priority should be given to widespread installation of low cost distance technologies that can reach anyone on the Internet (e.g. ConnectPro at less the \$5K per room) rather than continuing to invest in any more expensive Tandberg or Polycom systems where people need to travel to a specific site to access the class.
- We need a strong CIO to advocate for UMaine at the system level. We need strong MUCH stronger coordination AND 24/7 Help services.
- I don't know enough about many of these questions to make a decision. I was offended by the cost of the CIO proposed for this effort.
- elimination of MaineStreet / PeopleSoft would be a first step in reduction of costs and wasted hours on everybody's part
- Technology use and availability is shameful. Let's learn what other leading universities are doing and emulate them.
- Because the top priority seems to be to create at CIF at somewhere between \$187K and \$900K, the whole "strategic" plan look suspicious to me.
- Good to see this report and planning.
- My own ox that I don't want gored, is to ask that the site licenses for Mathematica be maintained as it allows use an expensive software system for teaching and research purposes.
- UMaine has a lot of excellent resources on campus, we should coordinate all their efforts instead of adding more layers to the inefficiency.
- The plan is exemplary and those involved should be commended. The vision and goals are doable. A futuristic action plan is extremely important to remain an outstanding University of Maine.
- I agree with much of the plan. Make it happen!
- Too many "software upgrades" and other tail-chasing can actually detract from efficiency in research and teaching. Finding a good solid stable system is far better than continually upgrading to a (not always stable or well supported) system X+1.
- The University is not a business, and IT solutions for it should be developed for universities, not businesses. (2) Stop having consultants write reports for you -- most of the time, they have no real idea of what they're doing, and their reports read like, well, consultants wrote them...or Dilbert's boss. Whichever. (3) Centralization and one-size-fits all solutions didn't work for the Soviet Union, and they won't work for us, either. Knock it off.
- Thanks for making this report available to the University community. Thank you for your time and effort.
- I do not like having my email go through Google. It does have certain advantages (uniformity, simplicity in terms of other Google services), but it feels vulnerable to have messages sitting on Google's server & going through Google eyes.
- IT is so important to the function of a university today but so expensive. It will take a lot of soul

searching and creativity to keep UMaine's IT up to date and competitive.

- There was a major strategic plan done a decade or so ago. Lots of people took a lot of time to produce this study and write it up. From what I can see, very little was implemented. IT and UNET did not get along, protected their turf and preserved themselves. If nothing is going to change, why are these studies undertaken? I am cynical.
- IT needs more very good computer system administrators and fewer managers.
- If there is one thing that virtually everyone on campus is disgruntled about, it's MaineStreet / PeopleSoft, whether it be its unacceptably slow ways or its unnecessarily complicated navigation system. Unfortunately I did not see a question in this survey that specifically addresses this major problem.
- We need access to SPSS on campus
- IT plans should use on-campus faculty and staff expertise, not rely on outside consultants who rehash dubious industry trends with little knowledge of UMaine needs and priorities.
- The plan speaks mostly of technologies in themselves, with little to no development in terms of academic needs. Academic needs need drive the process, not technological cultishness.
- It would be terrific to relieve course faculty from the responsibility of organizing & oversight of distance arrangements -- ie needing to contact UMA, IT, FDC, etc. to offer a course via polycom. Also should have polycom equipment that "talks" to each other across campuses, polycom equipment that allows recording of the class & split screens for the viewer, etc.
- This is a horrible report. Why did it take external consultants to come to these conclusions? How much money was wasted on this report, and why does UMaine administration always go this route?
- Former President Kennedy's GO BLUE DAYS should be incorporated into every IT initiative, and with full credit given to him.