Conversations with IT - Notes for January 2008 Administrators Forum

Goal: To really listen to our customers, to increase awareness of IT services within the Rice University community, to respond to issues which may be lingering, and to carry information about IT’s services and standards to the university community.

Strategy: Visit each building on campus for an “open house” environment, inviting residents to talk one-on-one with IT managers and directors.

Advertising: The Manager for IT Technical Communications provides a sample e-mail, a sample set of questions that might be asked of IT, and a print-based flyer. Distribution is managed by the department coordinators and administrators.

Sample initial email request for date and location:

Wiess School of Natural Sciences Coordinators and Administrators,

In the Office of the Vice Provost for Information Technology (IT), we think we need to do a better job of listening to our customers, so we’re planning to come by each building on campus to hear what you have to say.

I would like to arrange for a few of our IT managers and directors to come and stand or sit in a conference room or classroom in your area for about 2 hours. During this time, we hope your faculty and staff will drop by at their convenience and tell us what they really need from IT.

Please reply back to me and let me know the date, time and location that works best for you.

I will arrange for refreshments and gather the appropriate IT administrators.

We look forward to hearing from you!

Sample questions/observations for IT:

You (IT) don’t realize how it impacts us when you...

When it comes to support from IT, what I miss most about my previous university is... or what you do really well here is...

What I really need for my classroom or lab is...

I just saw something about a new technology that would really help me here. Have you heard of....

Sample questions/observations continued:

When I am collaborating on a project, I have to be able to...

I could manage my email better if there was just a way to...

Why haven’t you thought about providing...

I don’t know much about video-conferencing but I would like to...

What really interrupts my day is when...

If I am bringing a guest to campus, I need for them to be able to...

When I am off-campus, I need to be able to...

I need to know in advance when you are going to...

My peak teaching or research time period is ____ and that is when I have to have ____ working at full capacity.

During the summer, my grad students need to be able to....

When it comes to the podium in my classroom, what I need most is...

How can you connect me with my colleague at ____ so we can get our students to collaborate on their semester projects?

I need to work from home but I don’t know how to get started...
IT will be in your building to listen to your concerns:

Friday, 1/11/08 - IBC
Tuesday, 1/15/08 - Duncan Hall

Previous Conversations:
Tuesday, 11/27/07 - GR Brown Hall
Wednesday, 12/05/07 - Athletics

Can’t come? You are always invited to send your suggestions or comments to ITinput@rice.edu.

Contact Carlyn Chatfield (carlyn@rice.edu) to set up your building’s Conversations with IT.