Listening Tour

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The goal of the "Tour" was to elicit open-ended assessments and insights from as many members of the campus community as we possibly could (faculty, students, and staff) in a format that provided the maximum interaction between a broad range of our IT staff. We also hoped to answer questions about IT and IT services and to initiate contacts resulting in a broader range of ongoing two-way conversations. During our efforts from October - February we formally received feedback from individuals representing at least 40 different groups, as well as some faculty and students.

We would like to thank all members of the UC Merced community who gave up some of their precious time to meet with our IT staff, gave us candid feedback, and made the IT Listening Tour possible.

Who We Talked To

Given the often rapid-paced environment on campus, it was inevitable that last-minute scheduling conflicts would prevent us from reaching out to everyone that wanted to participate in the Tour. However, despite the official end of the Tour... More

A Note From The CIO

On the Listening Tour, we heard a large number of services that the campus would like to see expanded or added. Of those that we feel we cannot address substantially without additional resources...More

Key Findings and Plans

Overall, we were pleasantly surprised by many very positive comments about individuals and some IT services. However, a number of widely reported issues surfaced. These are the... More

Townhall Meeting

On Tuesday October 14th members of the campus community joined IT staff in the Lakireddy Auditorium for the inaugural IT Town Hall meeting . An interactive session designed by IT management.... More