



# LSU A&M Classroom Project Update



















# Available Devices (Headsets)

**LSU**  
**Yealink UH36**



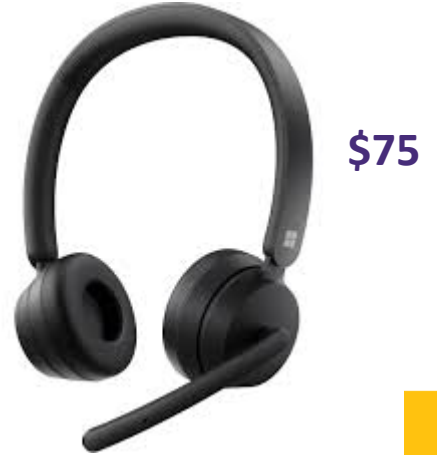
**Logitech H390**



**Jabra Talk45**



**Microsoft Wireless**





# Important Statistics

Headset Equipment Ordered To-Date	Quantity	\$ Spent on Equipment
Jabra Talk 45 Headset - Jabra Talk 45 Bluetooth Headset	18	\$ 916.74
Logitech H390 - Logitech H390 USB Headset	79	\$ 1,880.58
Microsoft Headset - Microsoft Modern Wireless Headset	59	\$ 3,121.69
YeaLink Headset - YeaLink UH36	10	\$ 328.80
<b>Grand Total</b>	<b>166</b>	<b>\$ 6,247.81</b>

Phone Equipment Ordered To-Date	Quantity	\$ Spent on Equipment
YEA-EXP50 - Yealink Sidecar	5	\$ 489.60
YEA-MP54-TEAMS - MP54 Microsoft Teams Phone	448	\$ 25,214.49
YEA-MP56-TEAMS - MP56 Microsoft Teams Phone	65	\$ 13,488.80
<b>Grand Total</b>	<b>518</b>	<b>\$ 39,192.89</b>

\*\*Statistics as of 8/25/22



# Departments with Teams Telephony

- ITS
- Sea Grant
- Center for Academic Success
- Veterinary Medicine
- Law Center
- Math
- Tiger Card Office



# Upcoming Rollouts

- Completion of College of Engineering
- Finance & Admin
- Auxiliary Services
- LSU Online

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To add your department to the Teams rollout schedule, please send an email to: [teamstelephony@lsu.edu](mailto:teamstelephony@lsu.edu)



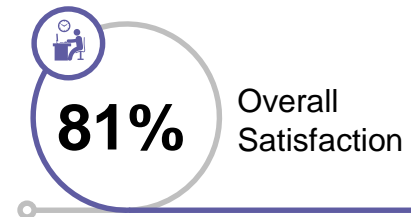
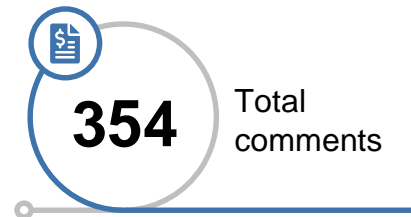
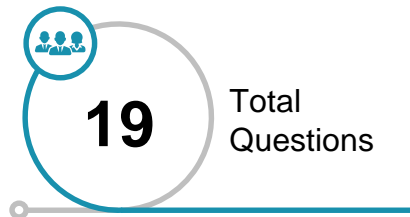
# **ITS 2022 Customer Satisfaction Survey Results**

# Satisfaction Survey Details

A Qualtrics survey was distributed to LSU Faculty & Staff 4/18/2022-5/6/2022



57% Staff  
43% Faculty





# Customer Feedback

I have noticed a definite change in working with ITS. One of my major issues before was ITS closing tickets before the problem was truly resolved, and that hasn't happened once in recent memory. I'm incredibly pleased with this change and feel like ITS has become much more customer-focused. Thank you so much!

ITS is continuing to expand meaningful enterprise level services to TSPs: SCCM, LAPS, and Security Reporting. This trend is helpful to TSPs and makes useful tools available.

ITS is very helpful when you call the HELP desk with an issue. Those folks really work hard and pursue every avenue to help with your problem.

The phishing help is great.

Very pleased with the changes and updates ITS has made!

The new IT100 form process was a God send. The implementation of the hardware resale program has been amazing.



# Comparing results from last survey

2020



Overall Satisfaction with Service

70%



ITS is aligned with LSU mission and goals

71%



ITS is focused on the right priorities

74%



ITS values me as a customer

73%



ITS proactively looks for ways to help me do my job

56%



ITS changes do not disrupt my work

71%



I am satisfied with the availability of IT Services

73%



2021



Overall Satisfaction with Service

81%



ITS is aligned with LSU mission and goals

75%



ITS is focused on the right priorities

77%



ITS values me as a customer

76%



ITS proactively looks for ways to help me do my job

74%



ITS changes do not disrupt my work

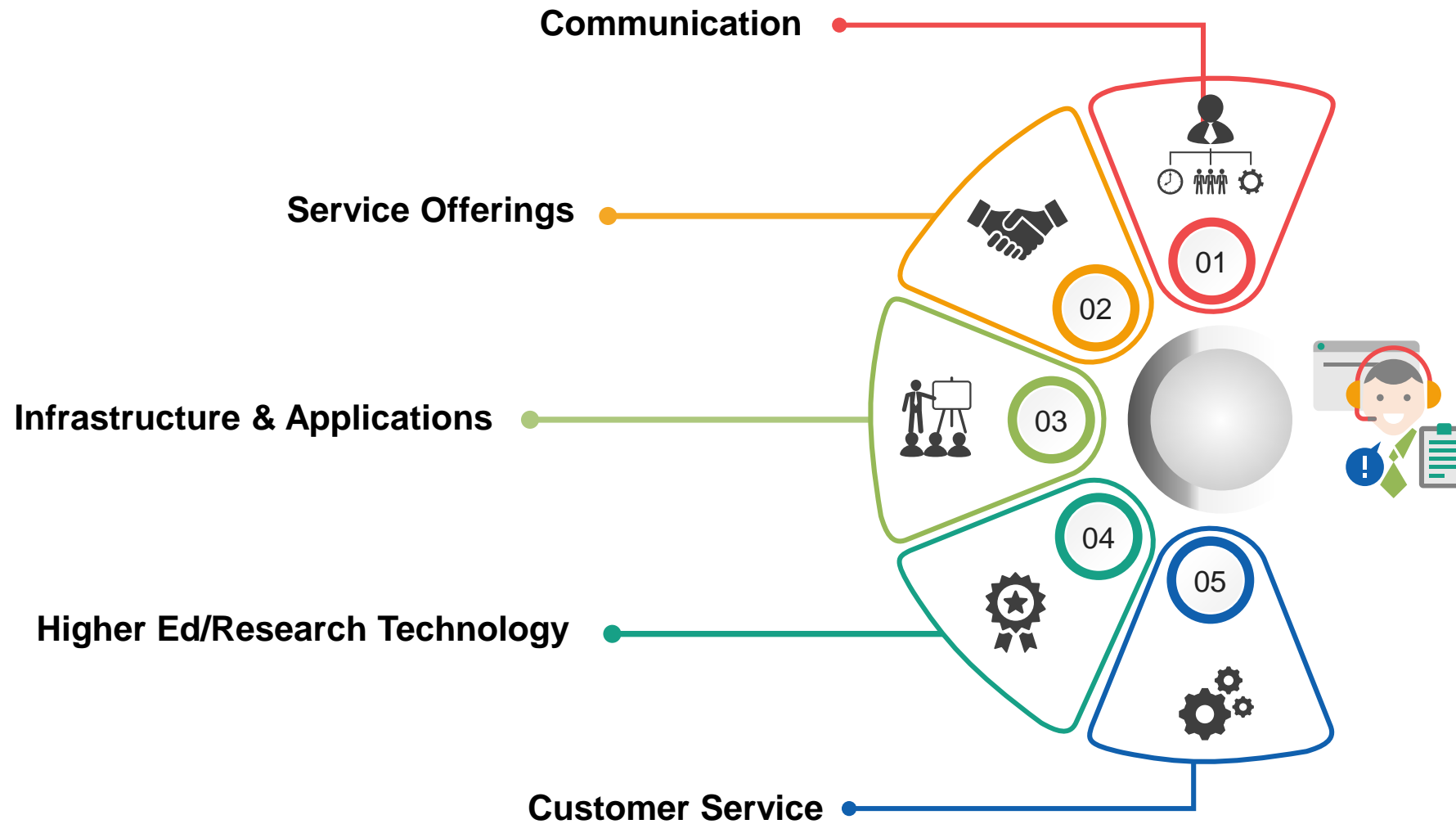
69%



I am satisfied with the availability of IT Services

80%

# Top Customer Feedback Themes



# Customer Feedback - Negative

This unit seems fragmented in its approach to customers. There are layers on top of layers. Each sub-unit within ITS points the finger at other units either within ITS or LSU. The process to complete any project or initiative is bogged down to the point where it impedes progress.

Networking, storage, academic IT needs should be prioritized and funded with general university funds. Professors should not have to pay for storage or servers because of a lack of central IT infrastructure.

If the University's mission and goals is (partly) based on research, then then ITS should be geared towards that goal as well -- supporting rather than hindering productivity in research (and teaching for that matter).

Honestly, I am not sure where the departments' and colleges' responsibilities begin and ITS's end, but there are a lot of things that don't make sense when I see them.

ITS seems to see its faculty support as favor they grant, not as a requirement to enable our work.

ITS tends to "not listen"... and instead hears what it wants to hear or spouts back "standard" solutions to non-standard situations.



## Short and Long-Term Initiatives

- Continue Customer Service Training
  - Education/collaboration campaign on misperceptions – improve seamless experience
  - Address gaps in service offerings (storage, after hours support, more savings via master agreement negotiations, processes ex: password reset)
  - Greater focus on Faculty Support both in classroom and research
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# ITS Computer Sales

**NEW LOCATION: Student Union 160**

**EMAIL: [computerstore@lsu.edu](mailto:computerstore@lsu.edu)**

**Phone Number: 225-578-7771**

**Current  
Models  
Specs  
Prices**

CATEGORY	MODEL & SPECIFICATIONS	PRICE
DESKTOP	Opti 5000 SFF: 12th Gen i7, 32GB ram, 500 SSD	\$999.11
13" LAPTOP	Lati 5330 2in1: 12th Gen i7, 32GB ram, 500 SSD	\$1,562.96
15" LAPTOP	Lati 7520: 12th Gen i7, 32GB ram, 500 SSD	\$1,439.78
	Lati 7530: 12th Gen i7, 32GB ram, 500 SSD	\$1,526.01
27" MONITOR	P2722H	\$270.59
24" MONITOR	P2422H	\$227.54
DOCK	WD19TBS	\$298.40
	WD22TB4	\$301.07
KEYBOARD & MOUSE COMBO	KM7120W	\$60.29

**Orders are fulfilled in the order in which they are received and can be ready in most cases next business day.**