

1/12/26 Town Hall Feedback Summary

Thank you for submitting feedback! While all feedback provided by 1/23 was reviewed, this document answers questions and reflects comments which pertain only to the IT organizational assessment. Additionally, references to specific individuals have been removed.

How to Read this Document

Example question

- **Department:** This lists the department, if provided, that provided the feedback.
- **Answer:** The project team's response to the question.

Questions

- **Student Affairs:** What facets of IT does this project include? Equipment, software, enterprise solutions? Will there be a list of approved Enterprise solutions that end users know to use?
- **Answer:** The IT organization assessment and redesign initiative is focused on the organization structure of IT staff and the IT services provided to campus. Changes made as a result of this project will help inform planning around enterprise hardware, software, and solutions.
- **Chemistry:** The Chemistry department faces numerous edge case issues, including instruments that only run legacy systems and proprietary software that can take days to reinstall. These challenges make it difficult to rely on standard IT solutions. How will these challenges be addressed?
- **Answer:** The future IT organizational structure will be designed to support the institution's goals, primary of which are to support teaching, learning, and research. We understand the nuances of academic technology and will design an organization to meet those needs.

As part of the next phase, the project team will meet with departments with specific, edge-case needs, such as the Chemistry department, to understand the department's specific needs.

- **University Libraries:** What is the overall vision for how UNCG plans to evolve its entire IT setup to better meet the educational needs of our campus?
- **Answer:** The IT organization assessment and redesign initiative is directly influenced by the strategic priorities of the UNC System and UNC Greensboro. The resulting organizational structure will be designed with the following guiding principles in mind:

- Exceptional Customer Service and Partnership
- Operational and Financial Efficiency
- Information Security and Risk Management
- Data-Informed Decision Making
- **Kinesiology:** Is the reorganization going to separate support for faculty/staff from students, given that their needs are different?
- Answer: The future IT organizational structure has not been developed. As is commonplace with higher education IT organizations, there will likely be different support functions with unique charges, some more focused on student-facing services and others focused more on faculty work (e.g., 6-TECH and research support).
- How will this initiative impact DTS roles that have formal technical titles but primarily perform non-IT tasks?
- Answer: Each DTS position will be analyzed to understand its specific responsibilities and to determine whether it fits in the future IT organization. The fact-finding in the fall identified individuals with the DTS title who are not IT staff. We do not envision these staff to be in scope for organizational design.
- **Dean's Office – Education:** Are there plans to remove the academic aspects from IT, such as Canvas and Teams support?
- Answer: No. academic technology support is key to supporting the mission of the institution.
- **ITS:** How will the IT assessment and resulting reorganization be communicated to the broader campus community?
- Answer: Key updates will be shared via email and through the dedicated [project site](#). Those IT staff and campus leadership directly impacted can expect additional opportunities to provide input into the process.
- **ITS:** What is the general approach to RIFs (reduction in force) – severance plans, timeline etc.?
- Answer: No plan is in place for reductions in force.
- **University Libraries:** In an ideal scenario, how hands-on will ITS employees and student workers be in resolving issues?
- Answer: Frontline client support is essential to a highly functioning IT organization. The objective is to staff walk-up help desks and local IT support appropriately to meet established service level agreements (SLAs).
- **Institutional Integrity & General Counsel:** What do you foresee as the biggest challenges regarding potential security vulnerabilities when any changes are made to the current IT structure?
- Answer: As part of this process, the project team is actively working to identify risks. The resulting organization structure should serve to reduce risk, not create it. For example, it is important for the project team to have a thorough understanding of the applications and servers supported across campus and who is responsible for installing security patches.

- **College of Arts & Sciences - Advising Center (CASA):** How are staff/labor costs being considered in the development of a new operating model? This includes the cost of not only the technology but also transitioning and supporting it. Are there scenarios where savings on “cheaper” technology are offset by added labor or added technology costs to close the gap?
- Answer: The future organizational structure cannot increase the cost of IT support. It is likely there are scenarios where units have invested in “cheaper” technology which resulted in increased labor costs. While the objective of this work is not to recommend specific technology, we anticipate that the future organizational structure will help UNCG more strategically invest in and support technology across campus.
- **Faculty:** What is the timeline and how will changes impact course structure?
- Answer: We do not foresee impacts on course structure.

Final decisions regarding configuration of the IT operating model and next steps will be communicated to campus on March 2nd.

Phase 2, which will culminate in the future IT organization structure and implementation plan, is on track to conclude by June 30th, 2026. The implementation plan will be developed to minimize impact on teaching and learning.

- There were comments made about the potential to create new structures and groups - would this be within or outside of IT? Either way, how would someone go about letting folks know that they are interested in leadership and could see themselves leading groups as a non-IT person to help bridge the gaps between academics and IT?
- Answer: Please share your interest with the project team. If the analysis and design decisions in Phase 2 result in a need for new IT positions, we envision those will be competitive search processes available for people to apply to.
- **Enrollment Management:** What types of IT roles are being considered for centralization?
- Answer: All IT roles are in scope for the assessment to determine the most appropriate structure for UNCG now and into the future.
- **College of Arts & Sciences - Advising Center (CASA):** Presently I am not entirely confident in ITS’ current level of support, I feel the unit is disconnected from student needs. Are you considering improving ITS’ understanding of and response to staff, faculty, and student concerns. Is it possible to have current ITS embedded into academic departments so they can better understand the downstream impacts of ITS decisions?
- Answer: This was one of the primary concerns we heard during our campus focus groups. As the future IT organization structure is developed, a particular focus will be placed on designing a structure that facilitates IT’s understanding of academic departments.

Additional Comments:

The following comments were provided to the project team. We are including them here to promote transparency, and so others may see what thoughts are being shared.

- **Finance and Administration:** Would like to hear more about App State’s hybrid solution with DTS’s that have created a “support group” to learn from one another’s edge cases.

- **Chemistry:** We need stronger support for transitioning content when systems are retired and ask that these transition costs be considered alongside software cost savings.
- **Online Student:** As an online learner I take classes around my full-time job, as such, IT's support hours (Monday through Friday 8am to 5pm) are not adequate as I often require help outside of these hours.
- **Faculty:** From the faculty perspective, decisions have been made that significantly increase our workload. While we have been promised that the changes will be collaborative, we are continually left feeling like things are happening to us. As such, communication is an ongoing issue.
- **ITS:** I am hopeful that this initiative will strengthen ITS' ability to partner across campus. Items that will be critical to the project's success are communication, transparency, and a shared understanding of roles and services.
- **University Libraries:** In our experience, ERIT is incredibly helpful as they understand library services and operations. We would prefer ERIT to receive more support/funding rather than having ITS take over for them. However, if ITS does fill in for ERIT, we ask that folks take time to familiarize themselves with library operations to better support our team.
- **Faculty:** I believe UNCG no longer has enough tech support staff after years of cuts, and while standardization and centralization may add some efficiency, they will not free up meaningful capacity, so if this effort assumes we have enough resources and only need better allocation it will not succeed. I recommend sustained investment in support staff training and clear technical documentation, along with timely and proactive communication from ITS about outages, process changes, workarounds, and solutions so unit teams are not left to triage in the dark. I also believe support should retain unit-specific ownership and relationships to handle recurring needs and edge cases, because otherwise people will turn to unsupported tools that raise risk and frustration.
- **Institutional Integrity and General Counsel:** The communications that have been provided thus far have been good. Continuing to provide ongoing communication throughout this process and allowing people to provide their input will ease a lot of concerns.
- **Enrollment Management:** We believe centralizing IT roles may remove subject matter experts, such as Banner module specialists, whose expertise is critical for compliance and cannot easily be transferred. Thus, time should be spent determining which roles are suitable for centralization through a thoughtful analysis of each position. Additionally, we believe a more granular definition of DTS should be established to differentiate various subject matter specializations.
- **Enrollment Management:** We have found that folks will learn about ITS collaboration in a piecemeal fashion, discovering things along the way. As such, the creation of onboarding processes for departmental staff to learn how to collaborate effectively with ITS would be extraordinarily helpful.
- **Enrollment Management:** In our experience, navigating through the flow of information to and through IT is difficult. While ServiceNow works for general tickets, the lack of a separate ticketing system for Banner makes it difficult to track projects and reference historical customizations.

- **Faculty:** I believe any organizational assessment and redesign must account for the substantial time faculty, staff, and students need to learn new systems. Pursuing cost savings by switching to a new system is ineffective if it assumes our time is free and unlimited.
- **Registrar's Office:** The work that ITS does is excellent but they could potentially benefit from more staff.