

Staff Concerns – September 2015

Comment/Concern: Since the change to Office 365, Outlook has become very "glitchy". It takes several minutes, at times, to open the Outlook calendar. Often, when typing an e-mail, an alert will come up and say "lost connection to the server," and I'll have to close the program and start again in order to get re-connected to the server. Frequently the status bar says "not responding," and the cursor will turn into a spinning wheel and just spin and spin. This is having a serious impact on productivity. What is being done to address this? Is there something on the user end that staff can do to fix this? Thank you for reading my concern.

Action: Via e-mail, Assistant Vice President for Technology Steve Richmond stated:

We have seen a few service requests that are similar to what is outlined. Of those, the help desk and field support technicians have been able to resolve them. Since there a lot of factors that can cause these types of problems, it is recommend they be reported to the Help Desk at 606-783-HELP (4357).