


SurveyMonkey.com
because knowledge is everything


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Need Help?


survey title:
IT User Satisfaction Survey
2009 [Edit Title](#)


design survey
collect responses
analyze results


 **View Summary**

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current report: Default Report Add Report



Response Summary



Active Filter: Central Administration

Total: 365 Edit Filter

Filtered: 12 Unapply Filter

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Page: Background Information

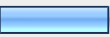
1. What is your Primary Classification?
 [Create Chart](#)
 [Download](#)

		Response Percent	Response Count
		0.0%	0
Student		0.0%	0
Faculty		0.0%	0
Staff	<div style="width: 100%; height: 10px; background-color: #0070c0; border: 1px solid #0070c0;"></div>	100.0%	12
<i>answered question</i>			12
<i>skipped question</i>			0

http://www.surveymonkey.com/MySurvey_Responses.aspx?sm=A3SZz5DClaU19t3IMu... 10/15/2009





2. What is your primary affiliation

 [Create Chart](#)  [Download](#)

		Response Percent	Response Count
Los Angeles Campus		0.0%	0
McGregor Campus		0.0%	0
New England Campus		0.0%	0
Santa Barbara Campus		0.0%	0
Seattle Campus		0.0%	0
PhD Program		0.0%	0
University Administration (Yellow Springs)		100.0%	12
		<i>answered question</i>	12
		<i>skipped question</i>	0



3. How would you rate your computer expertise?

 [Create Chart](#)  [Download](#)

		Response Percent	Response Count
Novice		0.0%	0
Somewhat Novice		8.3%	1
Mediocre		41.7%	5
Somewhat Expert		41.7%	5
Expert		8.3%	1
		<i>answered question</i>	12
		<i>skipped question</i>	0

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Page: User Computing Environment

4. What type of computer do you primarily use for Antioch related work?  [Create Chart](#)  [Download](#)

		Response Percent	Response Count
PC with Windows Vista	<input type="checkbox"/>	8.3%	1
PC with Windows XP	<input checked="" type="checkbox"/>	66.7%	8
PC with other Windows operating Systems (NT,98/ME,2000)		0.0%	0
Apple Macintosh or compatible	<input type="checkbox"/>	16.7%	2
Unix or Linux workstation		0.0%	0
Other		0.0%	0
I am not sure	<input type="checkbox"/>	8.3%	1
		answered question	12
		skipped question	0

5. Do you primarily work on campus or off campus?  [Create Chart](#)  [Download](#)

		Response Percent	Response Count
On campus	<input checked="" type="checkbox"/>	83.3%	10
Off Campus	<input type="checkbox"/>	16.7%	2
		answered question	12
		skipped question	0

6. Are you using a wired or wireless connection to connect to the internet?  [Create Chart](#)  [Download](#)

		Response Percent	Response Count
		answered question	12
		skipped question	0

6. Are you using a wired or wireless connection to connect to the internet? [Create Chart](#) [Download](#)

Wired	<input checked="" type="checkbox"/>	66.7%	8
Wireless	<input type="checkbox"/>	33.3%	4
answered question			12
skipped question			0

7. What type of network service do you have off campus? [Create Chart](#) [Download](#)

		Response Percent	Response Count
None	<input type="checkbox"/>	0.0%	0
Dialup (56KB or less)	<input type="checkbox"/>	0.0%	0
Satellite	<input type="checkbox"/>	16.7%	2
High Speed (DSL, Cable, etc.)	<input checked="" type="checkbox"/>	83.3%	10
answered question			12
skipped question			0

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Page: User Support Services

8. Approximately how many times have you contacted the IT Help Desk, in an academic year? [Create Chart](#) [Download](#)

		Response Percent	Response Count
Never	<input type="checkbox"/>	8.3%	1
Less than 5 times	<input checked="" type="checkbox"/>	41.7%	5
answered question			12
skipped question			0

8. Approximately how many times have you [Create Chart](#) [Download](#)
contacted the IT Help Desk, in an academic year?

6 to 10 times	<input type="checkbox"/>	16.7%	2
11 to 20 times	<input type="checkbox"/>	33.3%	4
20 or more times		0.0%	0
answered question			12
skipped question			0

9. If you have received help from the Helpdesk in the past year, please indicate your satisfaction by selecting the appropriate response. With 1 being not at all satisfied

	Not at all satisfied	2	3	4	Very satisfied
Availability of service including wait time for telephone answer	16.7% (2)	8.3% (1)	33.3% (4)	16.7% (2)	16.7% (2)
Courtesy and helpfulness of call center support staff	8.3% (1)	8.3% (1)	8.3% (1)	41.7% (5)	25.0% (3)
Knowledge and ability of call center support staff	16.7% (2)	8.3% (1)	0.0% (0)	33.3% (4)	25.0% (3)
Timely resolution of your request by call center support staff	16.7% (2)	8.3% (1)	0.0% (0)	41.7% (5)	16.7% (2)

10. Approximately how many times have [Create Chart](#) [Download](#)
you recieved technical support from Network/PC/AV Administrator (your local support staff) in an academic year?

	Response Percent	Response Count
Never	0.0%	0
answered question		12
skipped question		0

10. Approximately how many times have you received technical support from Network/PC/AV Administrator (your local support staff) in an academic year? [Create Chart](#) [Download](#)

Less than 5 times	<input type="checkbox"/>	8.3%	1
6 to 10 times	<input checked="" type="checkbox"/>	66.7%	8
11 to 20 times	<input type="checkbox"/>	25.0%	3
20 or more times	<input type="checkbox"/>	0.0%	0
answered question			12
skipped question			0

11. If you have received help from Network/PC/AV Administrator (your local support staff) in the past academic year, please indicate your satisfaction by selecting the being not at all satisfied and 5 being very satisfied.

	Not at all satisfied	2	3	4	Very satisfied
Courtesy and helpfulness of local or central technical support staff	0.0% (0)	0.0% (0)	16.7% (2)	25.0% (3)	58.3% (7)
Knowledge and ability of local or central technical support staff	0.0% (0)	0.0% (0)	16.7% (2)	25.0% (3)	58.3% (7)
Timely resolution of your request by local or central technical support staff	8.3% (1)	16.7% (2)	0.0% (0)	16.7% (2)	58.3% (7)
answered question					
skipped question					

12. Overall, how satisfied are you with the user support services? With 1 being not at all satisfied and 5 being very satisfied. [Create Chart](#)





	Not at all satisfied	2	3	4	Very satisfied
answered question					
skipped question					

12. Overall, how satisfied are you with the user support services? With 1 being not at all satisfied and 5 being very satisfied.

Overall satisfaction	8.3% (1)	16.7% (2)	8.3% (1)	25.0% (3)	41.7% (5)
	<i>answered question</i>				7
	<i>skipped question</i>				5





13. Are there additional comments you would like to make about University Information Technology support services?

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	Response Count
 Hide replies	7
<p>1. The communication and response time after a problem has been documented and sent to the Helpdesk needs to greatly improve. I do not consider the he automatic email reply an answer.</p> <p style="text-align: right;">Tue, Aug 25, 2009 7:57 AM  Find...</p>	
<p>2. The communications about decisions to be made or that have been made is not very good.</p> <p style="text-align: right;">Tue, Aug 4, 2009 4:22 PM  Find...</p>	
<p>3. When I submit a help desk ticket that required a staff member to come to my office, I would prefer that they call first to make sure I'm available and if I'm not to set up a time. Often they just stop by and I can't take time to stop what I'm doing so my issue takes that much longer to resolve because I can't put a specific visit on my calendar.</p> <p style="text-align: right;">Tue, Aug 4, 2009 2:41 PM  Find...</p>	
<i>answered question</i>	7
<i>skipped question</i>	5

13. Are there additional comments you would like to make about University Information Technology support services?

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- 4. slow, to late, to never at all Tue, Aug 4, 2009 2:24 PM  [Find...](#)
- 5. Paul Deardorf has been a huge help to WYSO. We use software specifically designed for public radio & he is the only person in IT that knows the software. Tue, Aug 4, 2009 8:25 AM  [Find...](#)
- 6. Tom B is our go to guy. Always more than willing to solve our mysteries and to "be of service". Tue, Aug 4, 2009 8:19 AM  [Find...](#)
- 7. With VOIP it is critical that problems be resolved immediately. Tue, Aug 4, 2009 8:18 AM  [Find...](#)

	answered question	7
	skipped question	5

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Page: Campus Facilities


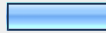
14. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response. With 1 being not at all satisfied and 5 being

	Not at all satisfied	2	3	4	Very satisfied
Computer lab/classroom and Library hardware (computer, scanners, etc.)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)
Computer lab/classroom and Library software	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)
Computer lab/classroom availability	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)

14. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response. With 1 being not at all satisfied and 5 being

Printing in the labs	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Wireless access in computer lab/classroom and Library	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)	8.3% (1)
Wireless access on campus	8.3% (1)	0.0% (0)	8.3% (1)	8.3% (1)	25.0% (3)

15. Do you use Audio Visual(AV) equipment  [Create Chart](#)  [Download](#) in computing classrooms for your face to face teaching?

		Response Percent	Response Count
Yes		8.3%	1
No		91.7%	11
answered question			12
skipped question			0

16. If you use such facilities and services, please indicate your satisfaction by selecting the appropriate response. With 1 being not at all adequate and 5 being v

	Not at all adequate	2	3	4	Very adequate
Is there adequate Audio Visual equipment in the computer lab/computer classrooms (including AV carts).	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)
Is the Audio Visual equipment easy to use.	0.0% (0)	0.0% (0)	8.3% (1)	0.0% (0)	8.3% (1)

16. If you use such facilities and services, please indicate your satisfaction by selecting the appropriate response. With 1 being not at all adequate and 5 being v

Is there adequate support available for servicing the hardware for Audio Visual equipments.	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)
Is there adequate support available for servicing the software for Audio Visual equipments.	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)
Is there adequate training available for using the Audio Visual equipment.	8.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)

17. Do you need more technology in the classrooms? [Create Chart](#) [Download](#)

		Response Percent	Response Count
Yes		0.0%	0
No	<div style="width: 100%; height: 10px; background-color: #0070c0; border: 1px solid #0070c0;"></div>	100.0%	12
answered question			12
skipped question			0


18. If you feel that you need more technology in the classrooms please elaborate. [Download](#)

	Response Count
Hide replies	2
1. I answered no to this question because N/A wasn't an option-- Tue, Aug 4, 2009 2:43 PM Find...	
answered question	
2	
skipped question	
10	

18. If you feel that you need more technology in the classrooms please elaborate.

 [Download](#)

I'm not in the classroom so I can't provide an answer.

2. WYSO is not a classroom entity. Tue, Aug 4, 2009 8:26 AM  [Find...](#)

	answered question	2
	skipped question	10


19. Overall, how satisfied are you with the campus facilities? With 1 being not at all satisfied and 5 being very satisfied.

 [Chart](#)

	Not at all satisfied	2	3	4	Very satisfied
Overall satisfaction.	16.7% (2)	16.7% (2)	41.7% (5)	8.3% (1)	16.7% (2)
	answered question				
	skipped question				

20. Are there additional comments you would like to make about campus facilities?

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	Response Count
 Hide replies	2

1. Being an employee and a student I have had the need to use the in classroom equipment for presentations and my comment would be: there should be some basic training on how to use the classroom equipment for students. In


	answered question	2
	skipped question	10

20. Are there additional comments you would like to make about campus facilities?

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addition, all but one of my professors has struggled with the equipment, ie. when trying to connect to the internet, control the volume,etc.

2. I answered 3 to this question because N/A wasn't an option-- I'm not in the classroom so I can't provide an answer.

Tue, Aug 4, 2009 2:43 PM  [Find...](#)

	answered question	2
	skipped question	10

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Page: Communications with Antioch Community

21. How satisfied are your with the level of communication coming from IT? With 1 being not at all helpful and 5 being very helpful.

	Not at all satisfied	2	3	4	Very satisfied
IT Newsletter	18.2% (2)	9.1% (1)	36.4% (4)	18.2% (2)	9.1%
Emails send to all users	18.2% (2)	27.3% (3)	27.3% (3)	9.1% (1)	18.2% (2)

22. What other venue IT should be using to improve communications?

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		Response Count
 Hide replies		6
1.	To my knowledge there is not a non IT staff representative on the IT steering committee from the University Admin group of employees, therefore communication to this group is minimal.	Tue, Aug 25, 2009 8:11 AM  Find...
2.	I have not received the newsletter	Tue, Aug 4, 2009 4:25 PM  Find...
3.	I think the newsletter is great--it should come out at least monthly to be more useful. I don't think emails come out nearly often enough. My colleagues and I usually feel very "in the dark" about what is happening with and the timelines of of IT projects	Tue, Aug 4, 2009 2:45 PM  Find...
4.	I'm not sure, but some way to notify us when email servers are down on campus, since we can't receive emails for IT to notify us; perhaps some kind of automatic voice message to everybody's phone??	Tue, Aug 4, 2009 9:30 AM  Find...
5.	You are providing info that is not useful or practical for end-users. It should be short & too the point.	Tue, Aug 4, 2009 8:27 AM  Find...
6.	When shutdown is equired, it needsto be sent to a venue that EVERYONE uses = general mail box	Tue, Aug 4, 2009 8:23 AM  Find...
		answered question 6
		skipped question 6

22. What other venue IT should be using to improve communications?



	<i>answered question</i>	6
	<i>skipped question</i>	6

23. Overall, how satisfied are you with the information technology services uptime (including servers, internet, email etc.) offered by IT during the past year? With 1 being very satisfied.

	Not at all satisfied	2	3	4	Very satisfied
Overall satisfaction	9.1% (1)	0.0% (0)	18.2% (2)	27.3% (3)	45.5% (5)

24. Overall, how satisfied are you with the information technology services (computing and computer networking) offered by IT during the past year? With 1 being very satisfied and 5 being very satisfied.






	Not at all satisfied	2	3	4	Very satisfied
Overall satisfaction	9.1% (1)	0.0% (0)	27.3% (3)	45.5% (5)	18.2% (2)

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Page: Improvements and Suggestions

25. Are there additional comments you would like to make about University Information Technology services?

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		Response Count
 Hide replies		5
1.	<p>From an outside perspective it appears that IT may have too many project going on at the same time which has affected the overall operations and work load of the IT staff.</p> <p style="text-align: right;">Tue, Aug 25, 2009 8:28 AM  Find...</p>	
2.	<p>It would be nice to know when those experts with datatel would notify me when they might not be in house in case of payroll issues.</p> <p style="text-align: right;">Thu, Aug 6, 2009 1:13 PM  Find...</p>	
3.	<p>There needs to be more communication. With all the changes going on with Datatel, email, portal, etc the staff and faculty, in particular, need to have more information. The PC/network techs should be encouraged to report back to IT what they hear on their visits.</p> <p style="text-align: right;">Tue, Aug 4, 2009 2:47 PM  Find...</p>	
4.	<p>My only complain is the new IP Phone system - I still have problems when I put a call on hold, and then I can't get the call back.</p> <p style="text-align: right;">Tue, Aug 4, 2009 9:31 AM  Find...</p>	
5.	<p>There are not enough people in IT to take care of all the end users. This results in poor customer satisfaction & IT having a poor reputation.</p> <p>Your survey, while rather well thought out, makes an assumption that all users are</p>	
answered question		5
skipped question		7

25. Are there additional comments you would like to make about University Information Technology services?




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are involved in higher ed, this resulted in a survey that does not feel inclusive.

	<i>answered question</i>	5
	<i>skipped question</i>	7

26. If you need an IT staff to contact you to discuss with you any aspect of IT services at Antioch University, please provide the information requested below. This information will be passed on to IT staff, but your survey responses will remain confidential

 [Download](#)

			Response Percent	Response Count
 Show replies	Name	<input type="text"/>	100.0%	1
 Show replies	Phone	<input type="text"/>	100.0%	1
 Show replies	E-mail	<input type="text"/>	100.0%	1
	<i>answered question</i>			1
	<i>skipped question</i>			11

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