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## Response Summary

Total Started Survey: 365

Total Completed Survey: 321 (87.9%)

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Page: Background Information

### 1. What is your Primary Classification?

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

		Response Percent	Response Count
Student	<input type="checkbox"/>	50.5%	184
Faculty	<input type="checkbox"/>	23.6%	86
Staff	<input type="checkbox"/>	25.8%	94
<b>answered question</b>			<b>364</b>
<b>skipped question</b>			<b>1</b>

### 2. What is your primary affiliation

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

		Response Percent	Response Count
Los Angeles Campus	<input type="checkbox"/>	11.5%	42
McGregor Campus	<input type="checkbox"/>	15.9%	58
New England Campus	<input type="checkbox"/>	28.0%	102
Santa Barbara Campus	<input type="checkbox"/>	8.8%	32
<b>answered question</b>			<b>364</b>
<b>skipped question</b>			<b>1</b>

**2. What is your primary affiliation**

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

		Response Percent	Response Count
Seattle Campus		28.3%	103
PhD Program		4.1%	15
University Administration (Yellow Springs)		3.3%	12
<b>answered question</b>			<b>364</b>
<b>skipped question</b>			<b>1</b>

**3. How would you rate your computer expertise?**

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

		Response Percent	Response Count
Novice		1.6%	6
Somewhat Novice		4.7%	17
Mediocre		37.1%	135
<b>Somewhat Expert</b>		<b>45.9%</b>	<b>167</b>
Expert		10.7%	39
<b>answered question</b>			<b>364</b>
<b>skipped question</b>			<b>1</b>

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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		19.9%	72
<b>PC with Windows XP</b>		<b>47.9%</b>	<b>173</b>
<b>answered question</b>			<b>361</b>
<b>skipped question</b>			<b>4</b>

**4. What type of computer do you primarily use for Antioch related work?**

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

PC with other Windows operating Systems (NT,98/ME,2000)	<input type="checkbox"/>	1.9%	7
Apple Macintosh or compatible	<input type="checkbox"/>	27.7%	100
Unix or Linux workstation	<input type="checkbox"/>	0.3%	1
Other	<input type="checkbox"/>	0.8%	3
I am not sure	<input type="checkbox"/>	1.4%	5
<b>answered question</b>			<b>361</b>
<b>skipped question</b>			<b>4</b>

**5. Do your primarily work on campus of off campus?**

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

		Response Percent	Response Count
On campus	<input type="checkbox"/>	42.4%	153
Off Campus	<input type="checkbox"/>	57.6%	208
<b>answered question</b>			<b>361</b>
<b>skipped question</b>			<b>4</b>




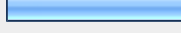
**6. Are you using a wired or wireless connection to connect to the internet?**

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

		Response Percent	Response Count
Wired	<input type="checkbox"/>	47.1%	170
Wireless	<input type="checkbox"/>	52.9%	191
<b>answered question</b>			<b>361</b>
<b>skipped question</b>			<b>4</b>

7. What type of network service do you have off campus?

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






		Response Percent	Response Count
None		3.6%	13
Dialup (56KB or less)		2.2%	8
Satellite		4.2%	15
<b>High Speed (DSL, Cable, etc.)</b>		<b>90.0%</b>	<b>325</b>
<b>answered question</b>			<b>361</b>
<b>skipped question</b>			<b>4</b>

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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		27.0%	92
<b>Less than 5 times</b>		<b>43.4%</b>	<b>148</b>
6 to 10 times		17.0%	58
11 to 20 times		7.6%	26
20 or more times		5.0%	17
<b>answered question</b>			<b>341</b>
<b>skipped question</b>			<b>24</b>

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 and 5 being very satisfied

	Not at all satisfied	2	3	4	Very satisfied	Number of responses
Availability of service including wait time for telephone answer	15.0% (51)	12.9% (44)	10.9% (37)	13.5% (46)	12.3% (42)	35. (12)
Courtesy and helpfulness of call center support staff	3.5% (12)	8.8% (30)	12.9% (44)	16.1% (55)	22.3% (76)	36. (12)
Knowledge and ability of call center support staff	8.2% (28)	7.9% (27)	11.7% (40)	15.5% (53)	19.9% (68)	36. (12)
Timely resolution of your request by call center support staff	15.5% (53)	12.3% (42)	10.0% (34)	13.2% (45)	14.7% (50)	34. (11)
						<b>answered question</b>
						<b>skipped question</b>

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

	Response Percent	Response Count
Never	31.4%	107
<b>Less than 5 times</b>	<b>37.8%</b>	<b>129</b>
6 to 10 times	16.1%	55
11 to 20 times	9.1%	31
20 or more times	5.6%	19
<b>answered question</b>		<b>341</b>
<b>skipped question</b>		<b>24</b>

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 appropriate rating, with 1 being not at all satisfied and 5 being very satisfied.

	Not at all satisfied	2	3	4	Very satisfied	N/A
Courtesy and helpfulness of local or central technical support staff	1.8% (6)	3.8% (13)	5.9% (20)	14.1% (48)	<b>43.1% (147)</b>	31.4 (107)
Knowledge and ability of local or central technical support staff	1.8% (6)	2.3% (8)	7.9% (27)	15.0% (51)	<b>41.3% (141)</b>	31.7 (108)
Timely resolution of your request by local or central technical support staff	7.6% (26)	10.3% (35)	9.7% (33)	13.8% (47)	26.7% (91)	<b>32.0% (109)</b>
						<i>answered question</i>
						<i>skipped question</i>

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

	Not at all satisfied	2	3	4	Very satisfied	Response Average
Overall satisfaction	9.1% (31)	15.5% (53)	<b>27.3% (93)</b>	25.2% (86)	22.9% (78)	
						<i>answered question</i>
						<i>skipped question</i>

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

	Response Count
<a href="#">Show replies</a>	170
<i>answered question</i>	<b>170</b>
<i>skipped question</i>	<b>195</b>

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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 very satisfied

	Not at all satisfied	2	3	4	Very satisfied	Number of responses
Computer lab/classroom and Library hardware (computer, scanners, etc.)	2.1% (7)	7.6% (25)	14.9% (49)	18.2% (60)	18.2% (60)	38.0% (125)
Computer lab/classroom and Library software	1.5% (5)	6.4% (21)	15.8% (52)	17.0% (56)	16.7% (55)	42.0% (139)
Computer lab/classroom availability	2.1% (7)	4.6% (15)	14.3% (47)	17.3% (57)	20.7% (68)	41.0% (133)
Printing in the labs	6.1% (20)	10.3% (34)	11.9% (39)	8.5% (28)	11.6% (38)	51.0% (169)
Wireless access in computer lab/classroom and Library	2.4% (8)	4.3% (14)	9.1% (30)	13.7% (45)	27.4% (90)	43.0% (141)
Wireless access on campus	3.3% (11)	7.0% (23)	14.6% (48)	17.3% (57)	26.4% (87)	31.0% (101)
<b>answered question</b>						<b>329</b>
<b>skipped question</b>						<b>36</b>

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



	Response Percent	Response Count
Yes <input type="checkbox"/>	50.2%	165
No <input type="checkbox"/>	49.8%	164
<b>answered question</b>		<b>329</b>
<b>skipped question</b>		<b>36</b>

**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 very adequate**

	Not at all adequate	2	3	4	Very adequate	
Is there adequate Audio Visual equipment in the computer lab/computer classrooms (including AV carts).	4.3% (14)	5.5% (18)	10.9% (36)	17.6% (58)	16.7% (55)	44%
Is the Audio Visual equipment easy to use.	4.9% (16)	9.1% (30)	17.3% (57)	15.8% (52)	10.6% (35)	44%
Is there adequate support available for servicing the hardware for Audio Visual equipments.	4.9% (16)	9.7% (32)	10.3% (34)	12.5% (41)	11.9% (39)	50%
Is there adequate support available for servicing the software for Audio Visual equipments.	5.8% (19)	9.7% (32)	12.2% (40)	7.9% (26)	10.0% (33)	54%
Is there adequate training available for using the Audio Visual equipment.	10.0% (33)	10.0% (33)	9.7% (32)	10.6% (35)	10.0% (33)	48%
						<b>answered question</b>
						<b>skipped question</b>

**17. Do you need more technology in the classrooms?**

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

	Response Percent	Response Count
Yes 	37.4%	123
No 	62.6%	206
<b>answered question</b>		<b>329</b>
<b>skipped question</b>		<b>36</b>

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

		Response Count
<a href="#">Show replies</a>		123
<b>answered question</b>		<b>123</b>
<b>skipped question</b>		<b>242</b>

19. Overall, how satisfied are you with the campus facilities? With 1 being not at all satisfied and 5 being very satisfied. [Create Chart](#)

	Not at all satisfied	2	3	4	Very satisfied	Response Average
Overall satisfaction.	5.8% (19)	13.1% (43)	<b>33.1%</b> <b>(109)</b>	30.7% (101)	17.3% (57)	
<b>answered question</b>						
<b>skipped question</b>						

20. Are there additional comments you would like to make about campus facilities? [Download](#)

		Response Count
<a href="#">Show replies</a>		107
<b>answered question</b>		<b>107</b>
<b>skipped question</b>		<b>258</b>

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Page: Communications with Antioch Community

21. How satisfied are you 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	N/A
IT Newsletter	12.8% (41)	8.7% (28)	17.8% (57)	15.0% (48)	10.9% (35)	34.8% (111)
Emails send to all users	11.5% (37)	10.9% (35)	22.7% (73)	<b>27.7%</b> <b>(89)</b>	18.4% (59)	8.7% (28)
						<i>answered question</i>
						<i>skipped question</i>

22. What other venue IT should be using to improve communications? [Download](#)

	Response Count
<a href="#">Show replies</a>	121
<i>answered question</i>	121
<i>skipped question</i>	244

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 not being very satisfied.

	Not at all satisfied	2	3	4	Very satisfied	N/A
Overall satisfaction	4.4% (14)	9.7% (31)	21.2% (68)	<b>30.5%</b> <b>(98)</b>	27.7% (89)	6.5% (21)
						<i>answered question</i>
						<i>skipped question</i>

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 not and 5 being very satisfied. [Create Chart](#)

	Not at all satisfied	2	3	4	Very satisfied	Response Average
Overall satisfaction	5.3% (17)	13.7% (44)	32.4% (104)	<b>32.7% (105)</b>	15.9% (51)	
	<i>answered question</i>					
	<i>skipped question</i>					

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Page: Improvements and Suggestions

25. Are there additional comments you would like to make about University Information Technology services? [Download](#)

	Response Count
<a href="#">Show replies</a>	100
<i>answered question</i>	<b>100</b>
<i>skipped question</i>	<b>265</b>

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
<a href="#">Show replies</a>	Name	100.0%	24
<a href="#">Show replies</a>	Phone	87.5%	21
<a href="#">Show replies</a>	E-mail	95.8%	23
	<i>answered question</i>		<b>24</b>
	<i>skipped question</i>		<b>341</b>

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## Response Summary

Total Started Survey: 365

Total Completed Survey: 321 (87.9%)

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Page: Background Information

### 1. What is your Primary Classification?

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

		Response Percent	Response Count
Student	<input type="checkbox"/>	50.5%	184
Faculty	<input type="checkbox"/>	23.6%	86
Staff	<input type="checkbox"/>	25.8%	94
<b>answered question</b>			<b>364</b>
<b>skipped question</b>			<b>1</b>

### 2. What is your primary affiliation

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

		Response Percent	Response Count
Los Angeles Campus	<input type="checkbox"/>	11.5%	42
McGregor Campus	<input type="checkbox"/>	15.9%	58
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Santa Barbara Campus	<input type="checkbox"/>	8.8%	32
<b>answered question</b>			<b>364</b>
<b>skipped question</b>			<b>1</b>

**2. What is your primary affiliation** [Create Chart](#) [Download](#)

		Response Percent	Response Count
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PhD Program		4.1%	15
University Administration (Yellow Springs)		3.3%	12
<b>answered question</b>			<b>364</b>
<b>skipped question</b>			<b>1</b>

**3. How would you rate your computer expertise?** [Create Chart](#) [Download](#)

		Response Percent	Response Count
Novice		1.6%	6
Somewhat Novice		4.7%	17
Mediocre		37.1%	135
<b>Somewhat Expert</b>		<b>45.9%</b>	<b>167</b>
Expert		10.7%	39
<b>answered question</b>			<b>364</b>
<b>skipped question</b>			<b>1</b>

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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		19.9%	72
<b>PC with Windows XP</b>		<b>47.9%</b>	<b>173</b>
<b>answered question</b>			<b>361</b>
<b>skipped question</b>			<b>4</b>

**4. What type of computer do you primarily use for Antioch related work?**

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

PC with other Windows operating Systems (NT,98/ME,2000)	<input type="checkbox"/>	1.9%	7
Apple Macintosh or compatible	<input type="checkbox"/>	27.7%	100
Unix or Linux workstation	<input type="checkbox"/>	0.3%	1
Other	<input type="checkbox"/>	0.8%	3
I am not sure	<input type="checkbox"/>	1.4%	5
<b>answered question</b>			<b>361</b>
<b>skipped question</b>			<b>4</b>

**5. Do your primarily work on campus of off campus?**

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

		Response Percent	Response Count
On campus	<input type="checkbox"/>	42.4%	153
Off Campus	<input type="checkbox"/>	57.6%	208
<b>answered question</b>			<b>361</b>
<b>skipped question</b>			<b>4</b>

**6. Are you using a wired or wireless connection to connect to the internet?**

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

		Response Percent	Response Count
Wired	<input type="checkbox"/>	47.1%	170
Wireless	<input type="checkbox"/>	52.9%	191
<b>answered question</b>			<b>361</b>
<b>skipped question</b>			<b>4</b>

7. What type of network service do you have off campus?

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

		Response Percent	Response Count
None		3.6%	13
Dialup (56KB or less)		2.2%	8
Satellite		4.2%	15
<b>High Speed (DSL, Cable, etc.)</b>		<b>90.0%</b>	<b>325</b>
<b>answered question</b>			<b>361</b>
<b>skipped question</b>			<b>4</b>

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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		27.0%	92
<b>Less than 5 times</b>		<b>43.4%</b>	<b>148</b>
6 to 10 times		17.0%	58
11 to 20 times		7.6%	26
20 or more times		5.0%	17
<b>answered question</b>			<b>341</b>
<b>skipped question</b>			<b>24</b>

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 and 5 being very satisfied

	Not at all satisfied	2	3	4	Very satisfied	Number of responses
Availability of service including wait time for telephone answer	15.0% (51)	12.9% (44)	10.9% (37)	13.5% (46)	12.3% (42)	35. (12)
Courtesy and helpfulness of call center support staff	3.5% (12)	8.8% (30)	12.9% (44)	16.1% (55)	22.3% (76)	36. (12)
Knowledge and ability of call center support staff	8.2% (28)	7.9% (27)	11.7% (40)	15.5% (53)	19.9% (68)	36. (12)
Timely resolution of your request by call center support staff	15.5% (53)	12.3% (42)	10.0% (34)	13.2% (45)	14.7% (50)	34. (11)
						<b>answered question</b>
						<b>skipped question</b>

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

	Response Percent	Response Count
Never	31.4%	107
<b>Less than 5 times</b>	<b>37.8%</b>	<b>129</b>
6 to 10 times	16.1%	55
11 to 20 times	9.1%	31
20 or more times	5.6%	19
<b>answered question</b>		<b>341</b>
<b>skipped question</b>		<b>24</b>

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 appropriate rating, with 1 being not at all satisfied and 5 being very satisfied.

	Not at all satisfied	2	3	4	Very satisfied	N/A
Courtesy and helpfulness of local or central technical support staff	1.8% (6)	3.8% (13)	5.9% (20)	14.1% (48)	<b>43.1% (147)</b>	31.4% (107)
Knowledge and ability of local or central technical support staff	1.8% (6)	2.3% (8)	7.9% (27)	15.0% (51)	<b>41.3% (141)</b>	31.7% (108)
Timely resolution of your request by local or central technical support staff	7.6% (26)	10.3% (35)	9.7% (33)	13.8% (47)	26.7% (91)	<b>32.0% (105)</b>
						<i>answered question</i>
						<i>skipped question</i>

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

	Not at all satisfied	2	3	4	Very satisfied	Response Average
Overall satisfaction	9.1% (31)	15.5% (53)	<b>27.3% (93)</b>	25.2% (86)	22.9% (78)	
						<i>answered question</i>
						<i>skipped question</i>

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

	Response Count
<a href="#">Show replies</a>	170
<i>answered question</i>	<b>170</b>
<i>skipped question</i>	<b>195</b>

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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 very satisfied

	Not at all satisfied	2	3	4	Very satisfied	Number of responses
Computer lab/classroom and Library hardware (computer, scanners, etc.)	2.1% (7)	7.6% (25)	14.9% (49)	18.2% (60)	18.2% (60)	38.0% (125)
Computer lab/classroom and Library software	1.5% (5)	6.4% (21)	15.8% (52)	17.0% (56)	16.7% (55)	42.0% (139)
Computer lab/classroom availability	2.1% (7)	4.6% (15)	14.3% (47)	17.3% (57)	20.7% (68)	41.0% (133)
Printing in the labs	6.1% (20)	10.3% (34)	11.9% (39)	8.5% (28)	11.6% (38)	51.0% (169)
Wireless access in computer lab/classroom and Library	2.4% (8)	4.3% (14)	9.1% (30)	13.7% (45)	27.4% (90)	43.0% (141)
Wireless access on campus	3.3% (11)	7.0% (23)	14.6% (48)	17.3% (57)	26.4% (87)	31.0% (101)
						<b>answered question</b>
						<b>skipped question</b>

15. Do you use Audio Visual(AV) equipment in computing classrooms for your face to face teaching?



	Response Percent	Response Count
Yes <input type="checkbox"/>	50.2%	165
No <input type="checkbox"/>	49.8%	164
<b>answered question</b>		<b>329</b>
<b>skipped question</b>		<b>36</b>

**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 very adequate**

	Not at all adequate	2	3	4	Very adequate	
Is there adequate Audio Visual equipment in the computer lab/computer classrooms (including AV carts).	4.3% (14)	5.5% (18)	10.9% (36)	17.6% (58)	16.7% (55)	44%
Is the Audio Visual equipment easy to use.	4.9% (16)	9.1% (30)	17.3% (57)	15.8% (52)	10.6% (35)	42%
Is there adequate support available for servicing the hardware for Audio Visual equipments.	4.9% (16)	9.7% (32)	10.3% (34)	12.5% (41)	11.9% (39)	50%
Is there adequate support available for servicing the software for Audio Visual equipments.	5.8% (19)	9.7% (32)	12.2% (40)	7.9% (26)	10.0% (33)	54%
Is there adequate training available for using the Audio Visual equipment.	10.0% (33)	10.0% (33)	9.7% (32)	10.6% (35)	10.0% (33)	48%
						<b>answered question</b>
						<b>skipped question</b>

**17. Do you need more technology in the classrooms?**

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

		Response Percent	Response Count
Yes		37.4%	123
No		62.6%	206
<b>answered question</b>			<b>329</b>
<b>skipped question</b>			<b>36</b>

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

		Response Count
<a href="#">Show replies</a>		123
<b>answered question</b>		<b>123</b>
<b>skipped question</b>		<b>242</b>

19. Overall, how satisfied are you with the campus facilities? With 1 being not at all satisfied and 5 being very satisfied. [Create Chart](#)

	Not at all satisfied	2	3	4	Very satisfied	Response Average
Overall satisfaction.	5.8% (19)	13.1% (43)	<b>33.1%</b> <b>(109)</b>	30.7% (101)	17.3% (57)	
<b>answered question</b>						
<b>skipped question</b>						

20. Are there additional comments you would like to make about campus facilities? [Download](#)

		Response Count
<a href="#">Show replies</a>		107
<b>answered question</b>		<b>107</b>
<b>skipped question</b>		<b>258</b>

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Page: Communications with Antioch Community

21. How satisfied are you 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	N/A
IT Newsletter	12.8% (41)	8.7% (28)	17.8% (57)	15.0% (48)	10.9% (35)	34.8% (111)
Emails send to all users	11.5% (37)	10.9% (35)	22.7% (73)	<b>27.7% (89)</b>	18.4% (59)	8.7% (28)
						<i>answered question</i>
						<i>skipped question</i>

22. What other venue IT should be using to improve communications? [Download](#)

	Response Count
<a href="#">Show replies</a>	121
<i>answered question</i>	121
<i>skipped question</i>	244

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 not being very satisfied.

	Not at all satisfied	2	3	4	Very satisfied	N/A
Overall satisfaction	4.4% (14)	9.7% (31)	21.2% (68)	<b>30.5% (98)</b>	27.7% (89)	6.5% (21)
						<i>answered question</i>
						<i>skipped question</i>

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 not and 5 being very satisfied. [Create Chart](#)

	Not at all satisfied	2	3	4	Very satisfied	Response Average
Overall satisfaction	5.3% (17)	13.7% (44)	32.4% (104)	<b>32.7% (105)</b>	15.9% (51)	
	<i>answered question</i>					
	<i>skipped question</i>					

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Page: Improvements and Suggestions

25. Are there additional comments you would like to make about University Information Technology services? [Download](#)

	Response Count
<a href="#">Show replies</a>	100
<i>answered question</i>	<b>100</b>
<i>skipped question</i>	<b>265</b>

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
<a href="#">Show replies</a>	Name	100.0%	24
<a href="#">Show replies</a>	Phone	87.5%	21
<a href="#">Show replies</a>	E-mail	95.8%	23
	<i>answered question</i>		<b>24</b>
	<i>skipped question</i>		<b>341</b>

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