

**SurveyMonkey.com**  
because knowledge is everything

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survey title:  
**IT User Satisfaction Survey**  
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design survey
collect responses
analyze results

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current report: Default Report Add Report

## Response Summary

**Active Filter:** Los Angeles

**Total:** 365

Edit Filter

**Filtered:** 42

Unapply Filter

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**Page:** Background Information


**1. What is your Primary Classification?**

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

	Response Percent	Response Count
Student <input type="checkbox"/>	59.5%	25
Faculty <input type="checkbox"/>	21.4%	9
Staff <input type="checkbox"/>	19.0%	8
<b>answered question</b>		<b>42</b>
<b>skipped question</b>		<b>0</b>





**2. What is your primary affiliation**

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

		Response Percent	Response Count
Los Angeles Campus		100.0%	42
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)		0.0%	0
		<b>answered question</b>	<b>42</b>
		<b>skipped question</b>	<b>0</b>



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





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

		Response Percent	Response Count
Novice		0.0%	0
Somewhat Novice		2.4%	1
Mediocre		21.4%	9
<b>Somewhat Expert</b>		<b>61.9%</b>	<b>26</b>
Expert		14.3%	6
		<b>answered question</b>	<b>42</b>
		<b>skipped question</b>	<b>0</b>



Show this Page Only

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		14.6%	6
<b>PC with Windows XP</b>		<b>48.8%</b>	<b>20</b>
PC with other Windows operating Systems (NT,98/ME,2000)		2.4%	1
Apple Macintosh or compatible		34.1%	14
Unix or Linux workstation		0.0%	0
Other		0.0%	0
I am not sure		0.0%	0
		<b>answered question</b>	<b>41</b>
		<b>skipped question</b>	<b>1</b>

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

		Response Percent	Response Count
On campus		39.0%	16
<b>Off Campus</b>		<b>61.0%</b>	<b>25</b>
		<b>answered question</b>	<b>41</b>
		<b>skipped question</b>	<b>1</b>

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

		Response Percent	Response Count
		<b>answered question</b>	<b>41</b>
		<b>skipped question</b>	<b>1</b>

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

Wired	<input type="checkbox"/>	61.0%	25
Wireless	<input type="checkbox"/>	39.0%	16
<b>answered question</b>			<b>41</b>
<b>skipped question</b>			<b>1</b>

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



		Response Percent	Response Count
None	<input type="checkbox"/>	4.9%	2
Dialup (56KB or less)		0.0%	0
Satellite	<input type="checkbox"/>	2.4%	1
High Speed (DSL, Cable, etc.)	<input type="checkbox"/>	92.7%	38
<b>answered question</b>			<b>41</b>
<b>skipped question</b>			<b>1</b>

Show this Page Only

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"/>	32.4%	12
Less than 5 times	<input type="checkbox"/>	43.2%	16
<b>answered question</b>			<b>37</b>
<b>skipped question</b>			<b>5</b>

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"/>	16.2%	6
11 to 20 times	<input type="checkbox"/>	8.1%	3
20 or more times		0.0%	0
<b>answered question</b>			<b>37</b>
<b>skipped question</b>			<b>5</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

	Not at all satisfied	2	3	4	Very satisfied
Availability of service including wait time for telephone answer	8.1% (3)	13.5% (5)	10.8% (4)	5.4% (2)	13.5% (5)
Courtesy and helpfulness of call center support staff	2.7% (1)	10.8% (4)	2.7% (1)	13.5% (5)	24.3% (9)
Knowledge and ability of call center support staff	8.1% (3)	5.4% (2)	16.2% (6)	5.4% (2)	18.9% (7)
Timely resolution of your request by call center support staff	13.5% (5)	8.1% (3)	8.1% (3)	5.4% (2)	18.9% (7)

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

		Response Percent	Response Count
Never	<input type="checkbox"/>	27.0%	10
<b>answered question</b>			<b>37</b>
<b>skipped question</b>			<b>5</b>

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"/>	43.2%	16
6 to 10 times	<input type="checkbox"/>	18.9%	7
11 to 20 times	<input type="checkbox"/>	10.8%	4
20 or more times	<input type="checkbox"/>	0.0%	0
<b>answered question</b>			<b>37</b>
<b>skipped question</b>			<b>5</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 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)	8.1% (3)	8.1% (3)	13.5% (5)	<b>43.2% (16)</b>
Knowledge and ability of local or central technical support staff	0.0% (0)	2.7% (1)	24.3% (9)	13.5% (5)	<b>32.4% (12)</b>
Timely resolution of your request by local or central technical support staff	5.4% (2)	2.7% (1)	18.9% (7)	10.8% (4)	<b>35.1% (13)</b>
<b>answered question</b>					
<b>skipped question</b>					

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
<b>answered question</b>					
<b>skipped question</b>					

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	8.1% (3)	10.8% (4)	<b>32.4% (12)</b>	21.6% (8)	27.0% (10)
					<b>answered question</b>
					<b>skipped question</b>

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

[Download](#)

	Response Count
Hide replies	
19	
<p>1. I apologize for answering the survey so late. You guys are great! Thanks for all you do. <span style="float: right;">Mon, Sep 14, 2009 1:40 PM  Find...</span></p> <p>2. In regards to Section 9 (telephone support), I actually received all Web Helpdesk support and not phone support, but my responses still apply. Please add web support to your future surveys for more accurate measurements. Regardless. All great staff and knowledgeable and FAST!!!! <span style="float: right;">Fri, Sep 11, 2009 1:22 PM  Find...</span></p> <p>3. Pedro is quick to respond and very helpful. But the helpdesk email system or calling the helpdesk on the phone is useless and very unhelpful. <span style="float: right;">Tue, Aug 11, 2009 3:16 PM  Find...</span></p> <p>4. i contact IT help desk through first class. i send email to both ITHD and <span style="float: right;">Mon, Aug 10, 2009 1:34 PM  Find...</span></p>	
25 responses per page	
	<b>answered question</b> 19
	<b>skipped question</b> 23

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



local support person for "heads up" simultaneously.  
thanks,

- 5.** The ticket system can be annoying. Current system works best when you can talk to someone at the Help Desk and either get help or an idea of what to expect. Contacting the Help Desk by email is slow and frustrating. I wish there were more IT personnel on campus. It gives the message that we have little commitment to the end user.

Thu, Aug 6, 2009 7:00 PM

Find...
- 6.** I'm assuming that this only applies to the computer in my office. I am not rating things like Sakai support.

Tue, Aug 4, 2009 9:49 PM

Find...
- 7.** Many of us are HIV+ and need to have re Fridgeration for medicines and even just to bring a lunch. There are sometimes when I spend all day on campus and cannot always afford to buy food at the resturant on campus.

Tue, Aug 4, 2009 12:51 PM

Find...
- 8.** I have been very impressed with the on-campus tech support at Antioch LA since I began my MFA program nearly two years ago now. Always courteous. Always helpful. Technology that I have requested to use with my laptop when doing presentations always worked flawlessly. And every time I have witnessed a teacher or

Mon, Aug 3, 2009 11:19 PM

Find...

25 responses per page

	<b>answered question</b>	<b>19</b>
	<b>skipped question</b>	<b>23</b>

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



quest using technology, it was always set up well in advance and running flawlessly too, with helpful instructions provided by support staff to the teachers who needed guidance. It is something that has impressed my on numerous occasions, and that is why I was happy to participate in this survey.

9. I called and was told to contact the IT center by e-mail and that my request would be sent to them. The IT sent me an e-mail, saying they had received my question. (I asked about how to get e-mail on Sakai). A few days later I got another e-mail telling me that they had created a "drop box" for another woman in my MFA mentor discussion group - which was thrilling news, but not in the least helpful for me. All in all, it was a very frustrating and unhelpful process.

Mon, Aug 3, 2009 11:18 PM Find...

10. no experience with support staff, but for the record, I hate Sakai

Mon, Aug 3, 2009 6:52 PM Find...

11. My first attempt to get on-campus support for learning how to design my class on Sakai was not encouraging, as the tutor was not well versed in course design. While we did manage to get my syllabus posted by

Mon, Aug 3, 2009 6:52 PM Find...

25 responses per page

<b>answered question</b>	<b>19</b>
<b>skipped question</b>	<b>23</b>

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



attachment, we could not get my discussion topics organized in a way that was logical. We need support staff here who have the know-how to help us set up the courses easily. If other teachers have experiences similar to mine, the faculty will become averse to using Sakai.

**12.** No one answers the phone. In culver city, the operator transfers my call to an extension that no longer works. I am paying \$7000/year and cannot get ONE person to help me with my login, and someone else was nice enough to help. It was not her job. Incredibly frustrating Mon, Aug 3, 2009 6:50 PM Find...

**13.** Seems inefficient, usually get help from other users instead of waiting for IT Mon, Aug 3, 2009 6:47 PM Find...

**14.** I would rather start at the local level for support and branch out if additional help is necessary. Mon, Aug 3, 2009 6:37 PM Find...





**15.** for some reason, i'm able to get my apple computer to access the internet via the wireless network, but my apple ipod touch is able to recognize the wireless network, but does not go through to the internet. if someone could figure out what that is about, we'd be very happy. Mon, Aug 3, 2009 6:35 PM Find...

25 responses per page

	<b>answered question</b>	<b>19</b>
	<b>skipped question</b>	<b>23</b>

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

 [Download](#)

- 16.** Local support is quick, however, HelpDesk response from central is slow. Lack of follow through on some reported issues. Mon, Aug 3, 2009 6:18 PM  [Find...](#)
- 17.** I think it's ridiculous that I have to call or email a central office instead of just contacting someone on-site. Our students and faculty complain about this as well. Mon, Aug 3, 2009 5:33 PM  [Find...](#)
- 18.** We need IT support in Los Angeles. Mon, Aug 3, 2009 5:18 PM  [Find...](#)
- 19.** Help desk is pretty awful. I feel embarrassed telling people to call them so I try to solve the problems myself if I can. Mon, Aug 3, 2009 5:17 PM  [Find...](#)

25 responses per page

	<b><i>answered question</i></b>	<b>19</b>
	<b><i>skipped question</i></b>	<b>23</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**

	Not at all satisfied	2	3	4	Very satisfied
Computer lab/classroom and Library hardware (computer, scanners, etc.)	0.0% (0)	11.1% (4)	19.4% (7)	16.7% (6)	22.2% (8)

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

Computer lab/classroom and Library software	2.8% (1)	5.6% (2)	19.4% (7)	16.7% (6)	22.2% (8)
Computer lab/classroom availability	2.8% (1)	5.6% (2)	13.9% (5)	22.2% (8)	25.0% (9)
Printing in the labs	8.3% (3)	8.3% (3)	2.8% (1)	11.1% (4)	27.8% (10)
Wireless access in computer lab/classroom and Library	5.6% (2)	25.0% (9)	11.1% (4)	11.1% (4)	11.1% (4)
Wireless access on campus	5.6% (2)	<b>30.6% (11)</b>	13.9% (5)	8.3% (3)	11.1% (4)

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		44.4%	16
No		55.6%	20
<i>answered question</i>			36
<i>skipped question</i>			6

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 adequ
Is there adequate Audio Visual equipment in the computer	11.1% (4)	5.6% (2)	2.8% (1)	13.9% (5)	13.9%

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

lab/computer classrooms (including AV carts).					
Is the Audio Visual equipment easy to use.	5.6% (2)	11.1% (4)	0.0% (0)	22.2% (8)	13.9%
Is there adequate support available for servicing the hardware for Audio Visual equipments.	5.6% (2)	8.3% (3)	5.6% (2)	13.9% (5)	19.4%
Is there adequate support available for servicing the software for Audio Visual equipments.	5.6% (2)	11.1% (4)	2.8% (1)	8.3% (3)	13.9%
Is there adequate training available for using the Audio Visual equipment.	8.3% (3)	8.3% (3)	2.8% (1)	16.7% (6)	8.3%

17. Do you need more technology in the classrooms?

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

		Response Percent	Response Count
Yes	<input type="checkbox"/>	44.4%	16
No	<input type="checkbox"/>	55.6%	20
	<b>answered question</b>		<b>36</b>
	<b>skipped question</b>		<b>6</b>

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

 [Download](#)


	Response Count
<b>answered question</b>	<b>15</b>
<b>skipped question</b>	<b>27</b>


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


 [Download](#)


 Hide replies

15

1. The use of Power Point presentations has been very effective. Would like to see more of that in the future. Mon, Sep 14, 2009 1:45 PM  Find...

2. Digital Projects should be built into all classrooms with the input ports quickly and easily available. Current, acquiring the projectors are quick and easy, but setup time is required, and when on a time schedule, valuable time can be lost when trying to get them working. Having all classrooms pre-equipped with these projectors (and for those less knowledgeable a set of easy-to-follow instructions) would be far more efficient when it comes to last minute needs and requests. Fri, Sep 11, 2009 1:29 PM  Find...

3. We just need the wireless in the classrooms to actually work on a consistent basis. The connections gets lost easy in certain classrooms. Tue, Aug 11, 2009 3:20 PM  Find...

4. wireless services are hit or miss on campus. classes are behind the times with regard to use of virtual learning systems, etc. some professors use old school methods for visual learning (overhead projectors) which is fine. however, many Mon, Aug 10, 2009 1:38 PM  Find...

25 responses per page

	<b>answered question</b>	<b>15</b>
	<b>skipped question</b>	<b>27</b>

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



whiteboards could use additional cleaning, markers, etc, if faculty are not pro-powerpoint or tech savvy.

5. We almost have, but not quite, dvd players in every room with remotes that any teacher can use in a moment's notice Sat, Aug 8, 2009 3:36 PM Find...

6. We need a smart classroom (s), better wireless (current wireless is very inconsistent, drops connections and the signal is weak in many places in the bldg) more hard-wiring in the current classrooms, laptops that work, etc. Classroom IT and AV can be embarrassing and frustrating. This is a constant source of annoyance for faculty. I believe a couple of years ago the AU CIO said all campuses would have smart classrooms, but we have heard nothing since then. Thu, Aug 6, 2009 8:03 PM Find...

7. Antioch LA at least needs a number of smart carts that work. Mostly we have old, slow laptops that take 90 minutes to load a powerpoint file from a cd/dvd/jumpdrive. We have no smart classrooms, no smart boards anywhere on campus. We are a technological back water. Tue, Aug 4, 2009 9:52 PM Find...

8. I understand that TV/Monitor remotes are missing. I have seen dirty heads in the Tue, Aug 4, 2009 1:43 PM Find...

25 responses per page

	<b>answered question</b>	<b>15</b>
	<b>skipped question</b>	<b>27</b>

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



- VCRs that a colleague blew into to clear... It worked!
- 9.** when I give my senior lecture, I'd like a computer and projector to use Mon, Aug 3, 2009 11:20 PM Find...
- 10.** There is not much available at the Santa Clarita site Mon, Aug 3, 2009 8:52 PM Find...
- 11.** Our equipment is often not in good operating condition. Mon, Aug 3, 2009 6:55 PM Find...
- 12.** We need more WORKING technology in the classroom. Too many old/broken DVD players, slow connections when using laptops in the classroom. Facilities staff does the best they can with what they have. Mon, Aug 3, 2009 6:51 PM Find...
- 13.** As a staff member we had a training session and the laptops were missing keys and just broken down. Mon, Aug 3, 2009 6:40 PM Find...
- 14.** Smart classrooms Mon, Aug 3, 2009 6:22 PM Find...
- 15.** Need integrated audio, video systems, reliable and permanent internet connection and equipment, smart boards. Need these to be tested by experts regularly so as a teacher I know I can rely on the tech available in my classroom without the need to come and test everything before my class. Mon, Aug 3, 2009 6:06 PM Find...

25 responses per page




	<b><i>answered question</i></b>	<b>15</b>
	<b><i>skipped question</i></b>	<b>27</b>

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

	Not at all satisfied	2	3	4	Very satisfied
Overall satisfaction.	11.1% (4)	16.7% (6)	25.0% (9)	<b>27.8%</b> <b>(10)</b>	19.4% (7)
					<i>answered question</i>
					<i>skipped question</i>











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

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	Response Count
 <a href="#">Hide replies</a>	12
<p>1. Some of the computers are dated. It would be good to replace some of the older ones and to enable us to download more freely. For example, I would like the capacity to send things to myself from home to the university, so that I can update there during the residency, rather than to have to carry my computer on campus. I study in LA but live in TX and prefer to leave the computer at home.</p> <p>Mon, Sep 14, 2009 1:45 PM  <a href="#">Find...</a></p>	
<p>2. Very pleased with the staff's knowledge, bright cheery accommodating attitudes, and</p> <p>Fri, Sep 11, 2009 1:29 PM  <a href="#">Find...</a></p>	
25 responses per page	
<i>answered question</i>	12
<i>skipped question</i>	30

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

 [Download](#)

	quick responses for last minute requests.		
3.	too many people in many classes, especially when plugging in laptops etc.	Mon, Aug 10, 2009 1:38 PM	 <a href="#">Find...</a>
4.	Wireless connections are almost good everywhere.	Sat, Aug 8, 2009 3:36 PM	 <a href="#">Find...</a>
5.	I've said enough.	Tue, Aug 4, 2009 9:52 PM	 <a href="#">Find...</a>
6.	You need to have new apple computers (probably PC too, but I wouldn't know) that all have the same applications on them so that a student can do all the same things no matter what computer is available at a given time.	Mon, Aug 3, 2009 11:20 PM	 <a href="#">Find...</a>
7.	I only attend the Santa Clarita site	Mon, Aug 3, 2009 8:52 PM	 <a href="#">Find...</a>
8.	Having to run to the student services offices to pick up your printing is a nuisance.	Mon, Aug 3, 2009 8:20 PM	 <a href="#">Find...</a>
9.	wireless needs to be improved. it goes in and out so I didn't bother bringing my laptop to campus	Mon, Aug 3, 2009 6:53 PM	 <a href="#">Find...</a>
10.	The campus should have Mac airports so students with Mac's can logon...	Mon, Aug 3, 2009 6:52 PM	 <a href="#">Find...</a>
11.	I assume you mean campus facilities as they pertain to IT? If so, already made comments above.	Mon, Aug 3, 2009 6:51 PM	 <a href="#">Find...</a>
12.	We could use newer equipment and faster desktop computers.	Mon, Aug 3, 2009 6:40 PM	 <a href="#">Find...</a>
25 responses per page <input type="text"/>			

	<b>answered question</b>	<b>12</b>
	<b>skipped question</b>	<b>30</b>

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

 [Download](#)

	<b>answered question</b>	<b>12</b>
	<b>skipped question</b>	<b>30</b>

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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	17.1% (6)	5.7% (2)	17.1% (6)	5.7% (2)	11.4% (4)
Emails send to all users	14.3% (5)	8.6% (3)	20.0% (7)	<b>25.7% (9)</b>	20.0% (7)

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

 [Download](#)

	Response Count
 Hide replies	14

1. There was a lot of confusion re the change to SAKAI... so I can't give an "Excellent," but fortunately, things have

Mon, Sep 14, 2009 1:47 PM  Find...

25 responses per page

	<b>answered question</b>	<b>14</b>
	<b>skipped question</b>	<b>28</b>

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



improved over time. Too bad we can't use SAKAI for e-mail and have to use two or three systems (First Class and / or Google).

2. A billboard. Nah, just kidding. It might wake up the neighbors sleeping across the street. Fri, Sep 11, 2009 1:30 PM Find...

3. As I stated previously Pedro is very helpful and responsive. When anyone else contacts from the helpdesk or you call the outside number, they are lost as to what is going on and not very helpful. Tue, Aug 11, 2009 3:22 PM Find...

4. Sakai implementation on this campus has been horrific to say the least. Mon, Aug 10, 2009 1:39 PM Find...

5. Fine, I just have other fish to fry Sat, Aug 8, 2009 3:38 PM Find...

6. I don't recall much about the news letter. The writing in the emails is incomprehensible: too technical, too wordy, and not geared toward the end-user's experience or point of view. No good can come of IT communicating with non-technical people without some communication professional providing editorial help. If there were more IT staff on campus, then those folks could help get the word out at the campus level. If central IT staff were on campus with some frequency

25 responses per page

<b>answered question</b>	<b>14</b>
<b>skipped question</b>	<b>28</b>

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



and had relationships on the campuses, they could be ambassadors and communicators. But given that there is no real human face to central IT on the campuses, perhaps the Portal is the place for IT info--if it can be presented in a truly accessible and useful manner. Go to the Communications dept for help. Sakai is an exception to the above comments. a human face and presence, communication of timely information, tutorials, and assistance are surprisingly good, despite the tiny academic computing staff. Academic computing people know how to talk to faculty.

- 7. The emails need to be translated into "standard" English. They might be readable to those who speak tech, but not so much to the rest of us. Tue, Aug 4, 2009 9:54 PM Find...
- 8. read the e-mails that are sent to them very carefully and actually respond to what's being asked Mon, Aug 3, 2009 11:21 PM Find...
- 9. The communications are kind of ex post facto. We needed communication and planning six months ago that offered a planned roll-out of Sakai, the portal, and Google Mail. We've been operating in the dark all of these months when Mon, Aug 3, 2009 6:59 PM Find...

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<b>answered question</b>	<b>14</b>
<b>skipped question</b>	<b>28</b>

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



- we should have had clear communication about what would happen, when, and how we would get trained on the new systems.
- 10.** They could pick up the phone... Mon, Aug 3, 2009 6:53 PM Find...
- 11.** E-mails and other communication could be more clear. Mon, Aug 3, 2009 6:52 PM Find...
- 12.** Ongoing projects that are being worked on and how are project taken into consideration. I know several staff members have voiced a need for addional software and equipment and don't feel that anyone is listening or they do not know who to approach with their concerns. Mon, Aug 3, 2009 6:43 PM Find...
- 13.** It's not the venue. It's the fact that emails come from some source, unknown to many if not all of our students, and they are written in techy language that the average user would have a hard time comprehending. I have heard many times that students just delete the emails, like for the gmail conversion plan. I also don't appreciate that there is no channeling of these emails, i.e., sending first to program coordinators letting them know who is going to be emailed, etc. Mon, Aug 3, 2009 5:36 PM Find...

25 responses per page


	<b>answered question</b>	<b>14</b>
	<b>skipped question</b>	<b>28</b>

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

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14. Since the inception of the help desk there has been very poor communication to the entire Antioch community (faculty, staff, students) concerning the work of the help desk and how they can help solve problems

Mon, Aug 3, 2009 5:20 PM

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25 responses per page

	<i>answered question</i>	14
	<i>skipped question</i>	28

**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	5.7% (2)	8.6% (3)	20.0% (7)	31.4% (11)	31.4% (11)

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

	Not at all satisfied	2	3	4	Very satisfied
Overall satisfaction	5.7% (2)	20.0% (7)	22.9% (8)	28.6% (10)	22.9% (8)

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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="#">Hide replies</a>	11

1. The staff is great, and I'd like to see what more they come up with that that the budget can support. There's some fantastic technology available these days, and video conferencing I think would be a very powerful medium in classrooms for joining the other the Antioch campuses to make us feel less disjointed, and more inclusive with the rest of the country. Imagine being able to communicate real-time with other campuses on the same issues during a specific time of the day. Perhaps similar (or same) classes in different timezones can come together to create a single community of students for a single purpose. Isn't it great to dream? Also, some nice video and audio recording and broadcast equipment would be SOOOO cool. Thank you for this opportunity to comment on these services.


Fri, Sep 11, 2009 1:36 PM [Find...](#)


25 responses per page


<b>answered question</b>	<b>11</b>
<b>skipped question</b>	<b>31</b>


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

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2. i believe our local it pro's are terrific but overworked. if ed were to disappear, AULA would be hard pressed to pull data from datatel. Mon, Aug 10, 2009 1:40 PM  [Find...](#)

3. I appreciate the challenging task of proving IT services in this University and I do not wish to demean the contribution of the hard-working IT dept. My previous comments come from the frustration of wanting more cutting edge technology for our programs and our students. Thu, Aug 6, 2009 8:20 PM  [Find...](#)

4. The Sakai roll out is a disaster. I can see the same thing coming with gmail and "the portal". There has been no training for faculty or students that is worth much. The university needs to pony up and put a staff person on campus for a few months so that faculty can get their course pages up and learn how to help their students and advisees who don't get it. This is no way to bring on new technology. Tue, Aug 4, 2009 9:56 PM  [Find...](#)







5. Since the MFA is a low-residency program, the IT, e-mail program and on-line discussion program (Sakai is a huge pain in the rear end -- seems much worse than FirstClass) all need to be easy to understand, reliable, Mon, Aug 3, 2009 11:25 PM  [Find...](#)

25 responses per page


	<b>answered question</b>	<b>11</b>
	<b>skipped question</b>	<b>31</b>




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

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- and supported financially and with sufficient staff. Right now it is understaffed and under capitalized. The program suffers from that.
- 
6. Sakai is very clunky to use for the purpose of on-line education. Trying to format it like a "social" site, modeling after such sites w/o the same power behind it is laughable. Mon, Aug 3, 2009 8:22 PM  [Find...](#)
- 
7. I honestly am stunned at how poor Antioch's IT is. As a student I have no way to access this team, if it does actually exist...I have to call other campus' to get support. Mon, Aug 3, 2009 6:54 PM  [Find...](#)
- 
8. Update, Upgrade, and keep the equipment serviced and looking like professional grade equipment. Mon, Aug 3, 2009 6:44 PM  [Find...](#)
- 
9. the presence of IT help on campus is non-existent. Mon, Aug 3, 2009 6:40 PM  [Find...](#)
- 
10. I'm looking forward to the switch to email. The Antioch platform is clunky and difficult to use. Mon, Aug 3, 2009 6:34 PM  [Find...](#)
- 
11. An IT Newsletter was mentioned in the survey, I don't remember ever seeing a newsletter. Better communication and more often from IT on the help desk, gmail migration, sakai implementation, etc. Mon, Aug 3, 2009 5:22 PM  [Find...](#)
- 25 responses per page

	<b><i>answered question</i></b>	<b>11</b>
	<b><i>skipped question</i></b>	<b>31</b>

26. If you need an IT staff to contact you to discuss with you  [Download](#)  
 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

			Response Percent	Response Count
 Show replies	<b>Name</b>	<input type="text"/>	100.0%	2
 Show replies	<b>Phone</b>	<input type="text"/>	100.0%	2
 Show replies	<b>E-mail</b>	<input type="text"/>	100.0%	2
			<i>answered question</i>	2
			<i>skipped question</i>	40

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