



SurveyMonkey.com
because knowledge is everything

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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: McGregor

Total: 365

[Edit Filter](#)

Filtered: 58

[Unapply Filter](#)

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Page: Background Information

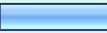
1. What is your Primary Classification?

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

		Response Percent	Response Count
Student	<input type="checkbox"/>	55.2%	32
Faculty	<input type="checkbox"/>	27.6%	16
Staff	<input type="checkbox"/>	17.2%	10
		<i>answered question</i>	58
		<i>skipped question</i>	0






2. What is your primary affiliation

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

		Response Percent	Response Count
Los Angeles Campus		0.0%	0
McGregor Campus		100.0%	58
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
		answered question	58
		skipped question	0



3. How would you rate your computer expertise?

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

		Response Percent	Response Count
Novice		1.7%	1
Somewhat Novice		10.3%	6
Mediocre		36.2%	21
Somewhat Expert		41.4%	24
Expert		10.3%	6
		answered question	58
		skipped question	0

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	<input type="checkbox"/>	28.1%	16
PC with Windows XP	<input checked="" type="checkbox"/>	47.4%	27
PC with other Windows operating Systems (NT,98/ME,2000)		0.0%	0
Apple Macintosh or compatible	<input type="checkbox"/>	24.6%	14
Unix or Linux workstation		0.0%	0
Other		0.0%	0
I am not sure		0.0%	0
		answered question	57
		skipped question	1

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

		Response Percent	Response Count
On campus	<input type="checkbox"/>	29.8%	17
Off Campus	<input checked="" type="checkbox"/>	70.2%	40
		answered question	57
		skipped question	1

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

		Response Percent	Response Count
		answered question	57
		skipped question	1

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

Wired		35.1%	20
Wireless		64.9%	37
answered question			57
skipped question			1

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



		Response Percent	Response Count
None		3.5%	2
Dialup (56KB or less)		1.8%	1
Satellite		5.3%	3
High Speed (DSL, Cable, etc.)		89.5%	51
answered question			57
skipped question			1




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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		28.6%	16
Less than 5 times		53.6%	30
answered question			56
skipped question			2

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

6 to 10 times		10.7%	6
11 to 20 times		3.6%	2
20 or more times		3.6%	2
answered question			56
skipped question			2

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	3.6% (2)	12.5% (7)	12.5% (7)	16.1% (9)	23.2% (13)
Courtesy and helpfulness of call center support staff	1.8% (1)	10.7% (6)	10.7% (6)	17.9% (10)	30.4% (17)
Knowledge and ability of call center support staff	7.1% (4)	5.4% (3)	12.5% (7)	21.4% (12)	25.0% (14)
Timely resolution of your request by call center support staff	10.7% (6)	7.1% (4)	7.1% (4)	23.2% (13)	23.2% (13)

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 	50.0%	28
answered question		56
skipped question		2

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"/>	30.4%	17
6 to 10 times	<input type="checkbox"/>	7.1%	4
11 to 20 times	<input type="checkbox"/>	7.1%	4
20 or more times	<input type="checkbox"/>	5.4%	3
answered question			56
skipped question			2

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 a rating from 1 to 5. With 1 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)	3.6% (2)	1.8% (1)	17.9% (10)	28.6% (16)
Knowledge and ability of local or central technical support staff	0.0% (0)	3.6% (2)	1.8% (1)	17.9% (10)	28.6% (16)
Timely resolution of your request by local or central technical support staff	1.8% (1)	3.6% (2)	5.4% (3)	16.1% (9)	25.0% (14)
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	0.0% (0)	10.7% (6)	32.1% (18)	26.8% (15)	30.4% (17)
					answered question
					skipped question

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

 [Download](#)

	Response Count
 Hide replies	19
25 responses per page	
answered question	19
skipped question	39

1. i hate first class. it is not user friendly and a total pain in the neck.	Tue, Aug 25, 2009 10:44 AM	 Find...
2. We need support staff on hand during evening class times. It may not be necessary very often, but when it is necessary, it is critical.	Mon, Aug 17, 2009 4:08 PM	 Find...
3. It's really important to me to have issues addressed quickly and thus far, that has happened.	Mon, Aug 17, 2009 3:16 PM	 Find...
4. None!	Mon, Aug 17, 2009 7:18 AM	 Find...
5. Our local ITA, Brigette, is brilliant and always helpful. I have never yet received a useful answer to any question I have posed to the off-site help desk, and students with whom I've	Wed, Aug 12, 2009 1:36 PM	 Find...

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



- spoken have a similarly frustrating experience.

- 6. McGregor needs to get the Sakai Staff up to speed. I have not been able to log on and have requested information which has never been replied to. Tue, Aug 11, 2009 3:53 AM Find...

- 7. When any changes are made- would be best if said changes would be detailed in a snail mail communication. Mon, Aug 10, 2009 9:27 PM Find...

- 8. Most of my issues related to passwords for various systems and problems with FirstClass login. Once resolved, have not had any significant issues... a part from the fact that some of the systems (First Class, Sakai) are cumbersome to work with. Mon, Aug 10, 2009 9:35 AM Find...

- 9. no, thank you Sun, Aug 9, 2009 11:09 AM Find...

- 10. not at this time. Sun, Aug 9, 2009 11:09 AM Find...

- 11. Continue to make progress is the key Wed, Aug 5, 2009 2:00 PM Find...

- 12. There is a strong need for on site support staff when classes are held. On site students need someone they can approach the very moment they need assistance as opposed to phone or email support. Wed, Aug 5, 2009 12:24 PM Find...

- 13. More PC's. Why are the PC's in the lab being removed and Tue, Aug 4, 2009 4:19 PM Find...

25 responses per page

	answered question	19
	skipped question	39

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



- not replaced.
I would work at school more often if there were more PC's in the lab. Why does it take so long to upgrade the PC's.
- 14.** I have been extremely satisfied with the academic support of Julie Cline and Jayne Richeson but extremely unsatisfied with assistance from Helpdesk. Tue, Aug 4, 2009 10:47 AM Find...
- 15.** I rarely call the helpdesk...I prefer to call Tom Brown directly and he is always very willing to help and provide fast resolution to any problem. I appreciate his expertise very much. Tue, Aug 4, 2009 10:06 AM Find...
- 16.** Does not appear coordinated / consistent / standard. Tue, Aug 4, 2009 9:25 AM Find...
- 17.** no Tue, Aug 4, 2009 7:56 AM Find...
- 18.** no comment Mon, Aug 3, 2009 10:25 PM Find...
- 19.** Daniel Tyger has been wonderfully helpful in supporting my program, as has Harold - who is exceptional. Their level of on site support has been remarkable. Mon, Aug 3, 2009 5:56 PM Find...

25 responses per page



	<i>answered question</i>	19
	<i>skipped question</i>	39

Show this Page Only

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)	1.9% (1)	9.3% (5)	18.5% (10)	25.9% (14)
Computer lab/classroom and Library software	0.0% (0)	3.7% (2)	9.3% (5)	22.2% (12)	20.4% (11)
Computer lab/classroom availability	0.0% (0)	3.7% (2)	11.1% (6)	14.8% (8)	25.9% (14)
Printing in the labs	3.7% (2)	5.6% (3)	7.4% (4)	9.3% (5)	20.4% (11)
Wireless access in computer lab/classroom and Library	1.9% (1)	0.0% (0)	3.7% (2)	11.1% (6)	33.3% (18)
Wireless access on campus	1.9% (1)	0.0% (0)	7.4% (4)	14.8% (8)	38.9% (21)

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	<input type="checkbox"/>	53.7%	29
No	<input type="checkbox"/>	46.3%	25
answered question			54
skipped question			4

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)	5.6% (3)	18.5% (10)	29.6% (16)
Is the Audio Visual equipment easy to use.	0.0% (0)	1.9% (1)	9.3% (5)	20.4% (11)	24.1% (13)
Is there adequate support available for servicing the hardware for Audio Visual equipments.	1.9% (1)	5.6% (3)	5.6% (3)	18.5% (10)	16.7%
Is there adequate support available for servicing the software for Audio Visual equipments.	0.0% (0)	5.6% (3)	9.3% (5)	14.8% (8)	16.7%
Is there adequate training available for using the Audio Visual equipment.	5.6% (3)	3.7% (2)	13.0% (7)	9.3% (5)	13.0%

17. Do you need more technology in the classrooms?

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

	Response Percent	Response Count
Yes <input type="checkbox"/>	14.8%	8
No <input checked="" type="checkbox"/>	85.2%	46
answered question		54
skipped question		4








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

 [Download](#)

Response Count

 [Hide replies](#)

11





1. I have been on campus for a limited number of class activities. Overall, I have been very impressed with the quality of AV setup within the classrooms. Mon, Aug 10, 2009 9:37 AM  [Find...](#)
2. only more group phone abilities Fri, Aug 7, 2009 3:48 PM  [Find...](#)
3. I answered yes because I see a strong need for classroom instruction on how to use technology. Many of our students are behind the times in utilizing the technologies available to them. The lack of familiarity and use of technology impairs their education and this must be rectified to maintain our educational integrity, technology should be apart of their education. Wed, Aug 5, 2009 12:30 PM  [Find...](#)
4. Just keep updated Tue, Aug 4, 2009 4:21 PM  [Find...](#)
5. You need a mobile computer lab with labtops that can be checked out by instructors for classroom activities. Tue, Aug 4, 2009 2:43 PM  [Find...](#)
6. there is software available for students? Tue, Aug 4, 2009 10:30 AM  [Find...](#)
7. When you create a survey, you shouldn't require answers Tue, Aug 4, 2009 9:29 AM  [Find...](#)

25 responses per page

	answered question	11
	skipped question	47

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

 [Download](#)

- to subsequent questions after asking if I have ever used the service
- 8.** open access wireless connections-- the password system stinks. i can never get on the network, since the system will kick out my password... it's a pain. it'd be better if it was an open network. Tue, Aug 4, 2009 7:59 AM  [Find...](#)
 - 9.** no comment Mon, Aug 3, 2009 10:27 PM  [Find...](#)
 - 10.** More outlets for computers. all rooms need at least 2 blackboards. Mon, Aug 3, 2009 9:44 PM  [Find...](#)
 - 11.** printers - I would bring my own paper, or possibly have a log in or number system. Mon, Aug 3, 2009 9:09 PM  [Find...](#)
- 25 responses per page

	answered question	11
	skipped question	47


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.	0.0% (0)	3.7% (2)	25.9% (14)	29.6% (16)	40.7% (22)
	answered				
	skipped				


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

 [Download](#)


	Response Count
 Hide replies	15

- 1.** Let's get one system that lasts for a while and stick with it.


Mon, Aug 17, 2009 4:12 PM

 Find...
- 2.** As a campus supervisor for student teachers- I am only on campus two or three times...with student teachers, turning in paperwork and seeing student presentations.


Mon, Aug 10, 2009 9:30 PM

 Find...
- 3.** no


Sun, Aug 9, 2009 11:11 AM

 Find...
- 4.** Students have asked for licenses of common business software (MS Project for instance) be made available in the computer lab so instructors might have the opportunity to offer familiarization courses for them.


Fri, Aug 7, 2009 4:01 PM

 Find...
- 5.** Computer lab does not always open in the mornings at posted times.


Wed, Aug 5, 2009 12:30 PM

 Find...
- 6.** The computers in the lab need cleaned. Someone needs to monitor the paper and toner in the lab so we aren't scrambling to find supplies during classes or training sessions.

Wed, Aug 5, 2009 8:53 AM

 Find...
- 7.** There aren't enough regular PCs; the computer lab is

Tue, Aug 4, 2009 2:43 PM

 Find...

25 responses per page

answered question	15
skipped question	43

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



locked when it is suppose to be open; the lab hours are too limited; and there aren't enough computers in the library.

- 8.** Wireless network in classrooms works well. Print capability in lab is very bad. Students use the lab to print their work. For the huge amount of money in fees we pay every month, there should be something better than 1, antiquated laser printer for 25 students to share.

Tue, Aug 4, 2009 9:29 AM

Find...
- 9.** no

Tue, Aug 4, 2009 8:49 AM

Find...
- 10.** I miss being at the College. The new building is too sterile and corporate. it has none of the legacy or hominess of the College.

Tue, Aug 4, 2009 7:59 AM

Find...
- 11.** no

Mon, Aug 3, 2009 10:27 PM

Find...
- 12.** The campus needs a restaurant or a dining facility. something better than vending machines. Also more helpers there later at night.

Mon, Aug 3, 2009 9:44 PM

Find...
- 13.** FirstClass is burdensome; I'm glad it's going away.

Mon, Aug 3, 2009 9:18 PM

Find...
- 14.** I've been pleasantly surprised more than once by the user-friendly equipment in the classrooms at McGregor.

Mon, Aug 3, 2009 9:13 PM

Find...
- 15.** During my time at Antioch my computer skills are 100%

Mon, Aug 3, 2009 9:09 PM

Find...

25 responses per page

	<i>answered question</i>	15
	<i>skipped question</i>	43

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

 [Download](#)

better than when I started,
Thank You

25 responses per page

	answered question	15
	skipped question	43

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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
IT Newsletter	5.6% (3)	7.4% (4)	16.7% (9)	16.7% (9)	25.9% (14)
Emails send to all users	5.6% (3)	7.4% (4)	14.8% (8)	35.2% (19)	29.6% (16)











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

 [Download](#)

	Response Count
	15
 Hide replies	
	answered question
	15
	skipped question
	43

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

 [Download](#)






1.	personal emails are much better. Hate first class and normally never access it unless i have to.	Tue, Aug 25, 2009 10:46 AM	 Find...
2.	None othr	Mon, Aug 10, 2009 9:31 PM	 Find...
3.	I do not guess you include part time faculty - I have never rec'd a newsletter. The email for this survey is the first I am aware of ever getting. Part time faculty get virtually no communications from the university. We are not on the "everybody" email recipient list.	Mon, Aug 10, 2009 12:07 PM	 Find...
4.	I am not aware of a newsletter. Email is best way to communicate.	Mon, Aug 10, 2009 9:38 AM	 Find...
5.	face to face is best for me	Fri, Aug 7, 2009 3:49 PM	 Find...
6.	I may be wrong here but I believe the IT Newsletter is not emailed when it should be emailed to the Antioch Community	Wed, Aug 5, 2009 12:47 PM	 Find...
7.	unknown	Tue, Aug 4, 2009 2:43 PM	 Find...
8.	Tip sheets at classroom podiums, there is nothing helpful as a resource currently.	Tue, Aug 4, 2009 11:02 AM	 Find...
9.	why is there soooo much spam?	Tue, Aug 4, 2009 10:30 AM	 Find...
10.	Quit spamming my in-box with multiple messages which are not targeted to my situation.	Tue, Aug 4, 2009 9:30 AM	 Find...

25 responses per page

	answered question	15
	skipped question	43

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

 [Download](#)

- 11.
put someone's name on communication so we know who to contact for what.
Tue, Aug 4, 2009 8:50 AM  [Find...](#)
- 12.
Leave important notes in the classroom.
Tue, Aug 4, 2009 8:00 AM  [Find...](#)
- 13.
I think of any
Mon, Aug 3, 2009 10:28 PM  [Find...](#)
- 14.
web ct is a good one. SInclair comm. college uses it.
Mon, Aug 3, 2009 9:45 PM  [Find...](#)
- 15.
Regular meetings with faculty departments
Mon, Aug 3, 2009 5:58 PM  [Find...](#)

25 responses per page

	<i>answered question</i>	15
	<i>skipped question</i>	43

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	1.9% (1)	7.4% (4)	16.7% (9)	31.5% (17)	42.6% (23)

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 at all satisfied and 5 being very satisfied.

	Not at all satisfied	2	3	4	Very satisfied
Overall satisfaction	0.0% (0)	11.1% (6)	24.1% (13)	44.4% (24)	20.4% (11)
					<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
<p>Hide replies</p> <p>1. i heard we were getting a new email system. is this not true? Tue, Aug 25, 2009 10:47 AM Find...</p> <p>2. As an adjunct instructor, e-mail access is very important for me and I've loved using First Class. I hope the change to gmail (about which I know nothing) is as user-friendly as First Class Mon, Aug 17, 2009 9:42 PM Find...</p> <p>3. No Mon, Aug 10, 2009 9:31 PM Find...</p>	14
25 responses per page	
<i>answered question</i>	14
<i>skipped question</i>	44

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

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- | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------|
| <p>4. First class is awful. I understood you were moving to a diff email platform - hope that is true.</p> | <p>Mon, Aug 10, 2009 12:07 PM</p> | <p> Find...</p> |
| <p>5. no</p> | <p>Sun, Aug 9, 2009 11:12 AM</p> | <p> Find...</p> |
| <p>6. no thank you</p> | <p>Sun, Aug 9, 2009 11:11 AM</p> | <p> Find...</p> |
| <p>7. There needs to be longer hours for the computer labs and there needs to be an entrance where students can access the computer lab when the rest of the building needs to be closed.</p> | <p>Tue, Aug 4, 2009 2:44 PM</p> | <p> Find...</p> |
| <p>8. 1) Tip sheets at classroom podiums. 2) More memory on printer in the lab as printer bogs down when printing .pdf documents. When there are residencies or library training students are required to research and print articles to present to the instructor. Print jobs spool on and never prints. 3) More work stations in the lab. During training groups are larger than the number of workstations in the lab. 4) Scanner that allows for OCR scanning. Currently you can only scan images of documents. 5) Staff lab with folks who can assist students with software applications (Word, Excel, PowerPoint) and McGregor resource (Sakai, myAntioch, and e-mail).</p> | <p>Tue, Aug 4, 2009 11:07 AM</p> | <p> Find...</p> |

25 responses per page

	answered question	14
	skipped question	44


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




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- 9.** I appreciate the help I receive from Tom and Brian has been fabulous assisting me with several projects. It works much better for me to contact these individuals directly versus going through the help desk. Tue, Aug 4, 2009 10:14 AM  [Find...](#)
- 10.** Insisting on use of First-Class left a bad image in my mind. Quit trying to dictate things and just make things user friendly. Tue, Aug 4, 2009 9:32 AM  [Find...](#)
- 11.** New technologies are being pushed on the campuses at extra expense (in addition to IT overhead) with little/no support and no one at the campus to spearhead/maintain. Tue, Aug 4, 2009 8:51 AM  [Find...](#)
- 12.** no Tue, Aug 4, 2009 8:00 AM  [Find...](#)
- 13.** no Mon, Aug 3, 2009 10:29 PM  [Find...](#)
- 14.** yes, our website sucks. How come IT does not administer it? Mon, Aug 3, 2009 5:59 PM  [Find...](#)

25 responses per page

	<i>answered question</i>	14
	<i>skipped question</i>	44

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	Name	<input type="text"/>	100.0%	7
 Show replies	Phone	<input type="text"/>	57.1%	4
 Show replies	E-mail	<input type="text"/>	100.0%	7
			<i>answered question</i>	7
			<i>skipped question</i>	51

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