


SurveyMonkey.com
 because knowledge is everything

Logged in as "AntiochUniversity" [Log Off](#)

[Home](#) | [Create Survey](#) | [My Surveys](#) | [Address Book](#) | [My Account](#) | [Need Help?](#)

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


[design survey](#) | [collect responses](#) | [analyze results](#)

 **View Summary**

 **Browse Responses**

 **Filter Responses**

 **Crosstab Responses**

 **Download Responses**

 **Share Responses**

current report: **Default Report** [Add Report](#)

 **Response Summary**

Active Filter: New England

Total: 365

[Edit Filter](#)

Filtered: 102

[Unapply Filter](#)

[Show this Page Only](#)

Page: Background Information

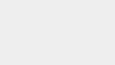
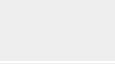
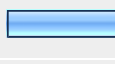
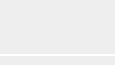
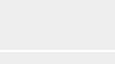

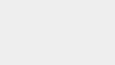
1. What is your Primary Classification?

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

		Response Percent	Response Count
Student	<input type="checkbox"/>	53.9%	55
Faculty	<input type="checkbox"/>	21.6%	22
Staff	<input type="checkbox"/>	24.5%	25
		answered question	102
		skipped question	0






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		100.0%	102
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	102
		skipped question	0



3. How would you rate your computer expertise?

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

		Response Percent	Response Count
Novice		2.0%	2
Somewhat Novice		2.9%	3
Mediocre		45.1%	46
Somewhat Expert		36.3%	37
Expert		13.7%	14
		answered question	102
		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"/>	16.7%	17
PC with Windows XP	<input checked="" type="checkbox"/>	44.1%	45
PC with other Windows operating Systems (NT,98/ME,2000)	<input type="checkbox"/>	2.0%	2
Apple Macintosh or compatible	<input type="checkbox"/>	33.3%	34
Unix or Linux workstation	<input type="checkbox"/>	1.0%	1
Other	<input type="checkbox"/>	1.0%	1
I am not sure	<input type="checkbox"/>	2.0%	2
		answered question	102
		skipped question	0

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

		Response Percent	Response Count
On campus	<input type="checkbox"/>	47.1%	48
Off Campus	<input checked="" type="checkbox"/>	52.9%	54
		answered question	102
		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	102
		skipped question	0

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

Wired	<input type="checkbox"/>	42.2%	43
Wireless	<input checked="" type="checkbox"/>	57.8%	59
answered question			102
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"/>	3.9%	4
Dialup (56KB or less)	<input type="checkbox"/>	4.9%	5
Satellite	<input type="checkbox"/>	4.9%	5
High Speed (DSL, Cable, etc.)	<input checked="" type="checkbox"/>	86.3%	88
answered question			102
skipped question			0

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"/>	24.2%	23
Less than 5 times	<input checked="" type="checkbox"/>	43.2%	41
answered question			95
skipped question			7

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"/>	20.0%	19
11 to 20 times	<input type="checkbox"/>	7.4%	7
20 or more times	<input type="checkbox"/>	5.3%	5
		answered question	95
		skipped question	7

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	23.2% (22)	11.6% (11)	9.5% (9)	14.7% (14)	3.2%
Courtesy and helpfulness of call center support staff	6.3% (6)	7.4% (7)	17.9% (17)	13.7% (13)	13.7%
Knowledge and ability of call center support staff	9.5% (9)	6.3% (6)	12.6% (12)	15.8% (15)	14.7%
Timely resolution of your request by call center support staff	18.9% (18)	16.8% (16)	9.5% (9)	11.6% (11)	5.3%

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	<input type="checkbox"/>	27.4%	26
		answered question	95
		skipped question	7

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		40.0%	38
6 to 10 times		18.9%	18
11 to 20 times		8.4%	8
20 or more times		5.3%	5
		answered question	95
		skipped question	7

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	2.1% (2)	4.2% (4)	7.4% (7)	17.9% (17)	41.1% (39)
Knowledge and ability of local or central technical support staff	2.1% (2)	1.1% (1)	8.4% (8)	14.7% (14)	46.3% (44)
Timely resolution of your request by local or central technical support staff	14.7% (14)	22.1% (21)	7.4% (7)	12.6% (12)	14.7% (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	14.7% (14)	21.1% (20)	30.5% (29)	25.3% (24)	8.4%
					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	53

1. The staff is great but there are not enough of them to go around to faculty, administrators and staff. not sure how students feel. Wed, Aug 26, 2009 2:59 PM Find...
2. No Wed, Aug 19, 2009 9:38 AM Find...
3. I believe the University has stretched itself thin with it's consolidation of services. As an Adjunct Faculty member, I definitely do not feel I get the support. My class, professional work/experience, and expertise could be useful to support staff to handle some of my own maintenance and support needs. However, I am not allowed to and it has never explained to me "why." I have essentially just given up and deal with my Tue, Aug 18, 2009 11:24 PM Find...

50 responses per page

< 1 >

answered question	53
skipped question	49

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



computer lab issues and the troubles students have. I am sometimes reduced to instructing my students on workarounds when things do not work (& continue not to work). Luckily I now only teach one course a year.

4. It is very hard to access First Class with dial-up. I've had a series of frustrating experiences which makes me not log on. I have been using the Internet for 20 years. Tue, Aug 18, 2009 2:35 AM Find...

5. HelpDesk has been awful. NE tech Mike Spitze is struggling to meet overwhelming demand. I think an overall rating of tech support services doesn't get at this distinction - I check #2 because I had to respond, would have preferred not to lump HD with local support. Wed, Aug 12, 2009 6:45 PM Find...

6. I have always been impressed with the knowledge and helpfulness of the IT staff here at ANE, but it feels like they are overburdened and overworked not that they have switched to AU as their employer, rather than ANE as their employer. I wonder if they are just too under-resourced to do all that they now do for the wider university as well as the ongoing work that Tue, Aug 11, 2009 11:59 AM Find...

50 responses per page

< 1 >

<i>answered question</i>	53
<i>skipped question</i>	49

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



needs to be done just at ANE. The response and resolution times seem much slower than before this switch was made.

7. It is unclear how to contact the help desk or who to contact. When I have contacted IT staff or help desk by email, they either have not responded at all or take weeks. Tue, Aug 11, 2009 7:05 AM Find...

8. Just that there clearly needs to be more of them. Tue, Aug 11, 2009 10:52 AM Find...

9. There are not enough local support staff in Keene. The needs of this campus are WAY to great for one person. It is crazy that the structure was changed from three people dedicated to Keene to just one person. It is not manageable for one person to do the job he is expected to do. The model needs to be changed again back to a more realistic one. Fri, Aug 7, 2009 3:34 PM Find...

10. Our local support staff, one person basically, is extremely responsive when he can be, very very good at his job. BUT IT IS NOT ENOUGH. We need more on the ground support here on campus, especially for students and especially at busy times of the year like the first week or two of Thu, Aug 6, 2009 3:32 PM Find...

50 responses per page

< 1 >

	answered question	53
	skipped question	49

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



classes. We seem to be adopting more and more technology, expecting more and more technology use on the part of staff and students, but going backwards as far as providing support. I frequently work with students who are so frustrated with the lack of technical support that they don't even bother asking for it anymore, and the message they are getting is that no one seems to think it's important to respond to their needs.

- 11.
I work with lots of new students who often relay their frustrations with the helpdesk. My requests are often on their behalf after they have reached wits end.
Thu, Aug 6, 2009 11:26 AM Find...
- 12.
I think the IT department is overwhelmed.
Thu, Aug 6, 2009 10:47 AM Find...
- 13.
all of my interactions with the Helpdesk have been quite helpful. very friendly, patient, and accommodating service!
Wed, Aug 5, 2009 11:27 PM Find...
- 14.
Sometimes hard to reach and then it takes time for a resolution
Wed, Aug 5, 2009 10:31 PM Find...
- 15.
Some helpdesk tickets linger for months while others are solved promptly.
Wed, Aug 5, 2009 3:05 PM Find...
- 16.
I have never called the call center, only submitted help desk items via the webform.
Wed, Aug 5, 2009 1:30 PM Find...

50 responses per page

<
1
>

	answered question	53
	skipped question	49

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



Some of those get dealt with right away, some I just forget about. While that may indicate that they are not urgent, I do expect them to be dealt with some time, i.e., ball is in ITs court. If I had something urgetn, I would try to find support on campus.

17. Our local folks understand the immediacy of our needs and do their best to help us. Wed, Aug 5, 2009 11:38 AM Find...

18. The IT guys on my campus are really knowledgeable and very nice but they're pretty overwhelmed it seems. Wed, Aug 5, 2009 9:26 AM Find...

19. technology services need tremendous improvements, wait times can be long, waiting a week for a temporary pin that should have been emailed beforehand is not acceptable, tech staff should not expect client to have as much tech knowledge as professionals Tue, Aug 4, 2009 9:04 PM Find...

20. there should be wireless access in the west wing!!!! Tue, Aug 4, 2009 8:58 PM Find...

21. Mike Spitze, our tech guy, is really wonderful. He does a ridiculously large amount for everyone, but there is only one of him and so things cannot always be done as quickly as they should. If it's an emergency then he will Tue, Aug 4, 2009 8:24 PM Find...

50 responses per page

< 1 >

answered question	53
skipped question	49

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



drop what he can to help, but in general, we need more IT. Especially if the ANE campus is planning on putting tech in all the classrooms.

22. I'm still waiting to log on to Datatel. It has been a month + now. Tue, Aug 4, 2009 4:35 PM Find...

23. Our local IT staff have been fantastic as have University staff providing support for Sakai when I email them directly. I have NEVER received ANY response whatsoever from the 2 or 3 requests I have placed with the HelpDesk in the past year. It is as though they went into a black hole. I use a PC on campus b/c it is what was provided to me but I prefer Mac and also do much ANE related work at home on my personal Mac. Tue, Aug 4, 2009 4:07 PM Find...

24. All my attempts to contact the Helpdesk by telephone were unsuccessful. The wait time was outrageously long, and when I did get through, there was never follow-up by support staff to address my request. In stark contrast, the assistance from on-site support at ANE has been excellent. Tue, Aug 4, 2009 2:15 PM Find...

25. Not enough help to attend to all of our needs. Tue, Aug 4, 2009 1:30 PM Find...

50 responses per page

< 1 >

	answered question	53
	skipped question	49

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



It is not the technicians who are the problem it is there are not enough of them.

26. 1) Why would anyone choose 'mediocre' as a level of expertise?? That's demeaning.
 2) The HelpDesk is a joke, as it currently stands.
 3) I'm unsure as to whether or not my input will be evaluated.

Tue, Aug 4, 2009 12:13 PM Find...

27. The IT staff at my campus are extremely competent and helpful, but they are also understaffed which means that resolving problems takes much longer than it needs to. I understand somewhat the reasoning behind centralizing IT across the Antioch campuses, but I think that, at least in the case of ANE, the service has suffered because of that. There is the overall perception at the administrative level at ANE that there are the same number of IT staff, so it shouldn't matter whether they are ANE IT staff or UIT staff. But it does matter, and there are a number of problems that either don't get solved or take a long time to solve because our IT staff does not have the time or manpower to spend. I'm not sure at all whether or not this

Tue, Aug 4, 2009 11:49 AM Find...

50 responses per page

< 1 >

	answered question	53
	skipped question	49

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



is something that UIT can help with, but if you can, that would be wonderful.

Thanks!

28. At least a few years ago, the support staff at ANE were terrific - Mike and Sam. Not only did they answer my Antioch questions, but they also helped with general computer use issues that aided me utilizing Antioch's resources. Very helpful, funny, and professional guys. Tue, Aug 4, 2009 11:22 AM Find...

29. While Helpdesk personnel are very personable and try to be helpful, they just don't have knowledge of our campus's IT operations. Also, I've waited a month or more to have my tickets answered. Tue, Aug 4, 2009 10:21 AM Find...

30. My experience with IT has been consistently terrible: no response to phone or e-mail requests and no help at all when I finally make contact. People talking behind a locked door at the IT office during "open" hours is an example. Tue, Aug 4, 2009 10:10 AM Find...

31. Since the centralization of IT, the timeliness of response and access to help when needed to accomplish work has significantly diminished. The promise of increased IT Tue, Aug 4, 2009 10:08 AM Find...

50 responses per page

< 1 >

	answered question	53
	skipped question	49

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



help to the campuses with the centralization of IT was a fantasy. Over the past 2 years, the ULC and central IT have decreed more changes than all of us (including IT staff) can handle, tremendously and negatively affecting end users. We need a serious evaluation of the total centralization decision, and more involvement and consultation with the end users, who IT is supposed to serve. We're spending too much money on positions at the top of the system and campus hierarchy, and not enough money for direct service faculty and staff. I want to stress that the individuals in place are very hard working and competent at their jobs -- there is just too much for them to do, to helps us get our IT needs met when we need them.

32. Whether working on campus or remotely, the call center option is virtually useless. Tue, Aug 4, 2009 10:01 AM



When something goes wrong, you need help immediately. Waiting 24 hours for resolution via the call center means that as a weekend-only student, I am dead in the water without immediate help. Terrible idea at Antioch. If it weren't for

50 responses per page

< 1 >

	answered question	53
	skipped question	49

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



being able to find on-site IT people, I would have rated Antioch's IT support a minus one!

33. The expertise of our campus resources is being used elsewhere, not here. We need assistance and our "former" staff are not available. The central IT function is absolutely worthless, as is the Help Desk. Our campus has moved backward because of the resource drain. Tue, Aug 4, 2009 9:59 AM Find...

34. they are doing their best to keep up with everything since there are only 2 folks on campus. sometimes it takes a long time to get something fixed, but that's because of a backlog, not because of inability. Tue, Aug 4, 2009 9:52 AM Find...

35. I've given up on putting in help desk requests because they were never addressed! The wait was too long! Tue, Aug 4, 2009 9:30 AM Find...

36. We need more warm bodies! Tue, Aug 4, 2009 8:35 AM Find...

37. The poor response I am sure is due to an overwhelming work load locally. Tue, Aug 4, 2009 8:34 AM Find...

38. under resourced Tue, Aug 4, 2009 8:02 AM Find...

39. too much going on technologically, not enough Tue, Aug 4, 2009 7:15 AM Find...

50 responses per page

< 1 >

	answered question	53
	skipped question	49

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



- staff to support it=dissatisfied
faculty, staff, and students
40. Extremely slow response to e-mail Help Desk inquiries, often requiring additional requests for help. Tue, Aug 4, 2009 6:46 AM Find...
41. The Library staff at ANE is fantastic, while my experience with the IT staff has never been positive. Mon, Aug 3, 2009 10:37 PM Find...
42. It is cumbersome to have to go through a university-wide central helpdesk system when the person who could help me is in an office nearby. Mon, Aug 3, 2009 10:22 PM Find...
43. The support services are fine, as services - very friendly and helpful. But I have a harder time with policies, for example about removing items automatically when I didn't know this, that have made some of my experiences with support services feel frustrating, even though everyone was being as kind and helpful as possible. Mon, Aug 3, 2009 9:10 PM Find...
44. I rarely have general computer issues so the outsourced tech help via phone is a waste of my time. I also find the online web login process time consuming and I always receive two receipt emails Mon, Aug 3, 2009 8:33 PM Find...

50 responses per page

< 1 >

answered question	53
skipped question	49

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



that are just bothersome. I "get" that some staff are less knowledgeable and can't find their way out of a paper bag when it comes to technology, but there has to be a more convenient way to make a request and a better way to be updated on its status. The lack of response time is frustrating, not only for us the end users, but also for the IT staff that are running around like headless chickens. We need more IT ground runners, especially since the University stole our IT staff. They were overwhelmed before they became central IT. Now it's just a joke.

45. Our local IT guys are working Mon, Aug 3, 2009 8:31 PM



their bums off, but the job is too big for the small staff we have. There can be a giant lag between the time a help desk request is submitted and the time it is resolved- but it's not their fault.

46. I feel that the computers in Mon, Aug 3, 2009 7:46 PM



the GIS lab could use some attention. Many operate very slowly and at the end of the Spring '09 semester there were numerous machines down for the count, as I'm sure you know. Possibly some new machines would be in order?


50 responses per page


< 1 >


	answered question	53
	skipped question	49


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

 [Download](#)

47. The network is always screwed up. The ability to print is delayed or disabled on a daily basis. When fixed, it lasts for a day. Mon, Aug 3, 2009 7:28 PM  [Find...](#)

48. Generally the help desk services I've received have been adequate. However, the IT dept is so understaffed that other services (MFT clinic specifically) have taken much longer than I had hoped. In talking with IT here, it is clear that additional staff is necessary to do even an adequate job. Mon, Aug 3, 2009 6:52 PM  [Find...](#)

49. Question 6 should ask wired, wireless or BOTH. I am definitely both. Question 9 statement 2 should be 2 statements. Courtesy 4 helpful 1 Mon, Aug 3, 2009 6:44 PM  [Find...](#)

50. questions 5,6,7 should include additional categories - i know that many/most faculty use all platforms and connections available (at work, at home, work pc, home pc (stations and laptops), remote sites traveling, wired and wireless in all/whatever contexts. Mon, Aug 3, 2009 6:43 PM  [Find...](#)

50 responses per page

[<](#) 1 [>](#)



	answered question	53
	skipped question	49

[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.)	4.3% (4)	14.0% (13)	14.0% (13)	17.2% (16)	12.9% (12)
Computer lab/classroom and Library software	2.2% (2)	7.5% (7)	16.1% (15)	11.8% (11)	16.1% (15)
Computer lab/classroom availability	3.2% (3)	7.5% (7)	22.6% (21)	15.1% (14)	11.8% (11)
Printing in the labs	10.8% (10)	16.1% (15)	20.4% (19)	6.5% (6)	2.2% (2)
Wireless access in computer lab/classroom and Library	3.2% (3)	2.2% (2)	10.8% (10)	14.0% (13)	32.3% (30)
Wireless access on campus	4.3% (4)	6.5% (6)	18.3% (17)	18.3% (17)	25.8% (24)

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"/>	45.2%	42
No	<input type="checkbox"/>	54.8%	51
answered question			93
skipped question			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 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% (4)	7.5% (7)	9.7% (9)	18.3% (17)	9.7%
Is the Audio Visual equipment easy to use.	4.3% (4)	8.6% (8)	20.4% (19)	14.0% (13)	3.2%
Is there adequate support available for servicing the hardware for Audio Visual equipments.	6.5% (6)	10.8% (10)	6.5% (6)	9.7% (9)	4.3%
Is there adequate support available for servicing the software for Audio Visual equipments.	8.6% (8)	7.5% (7)	9.7% (9)	6.5% (6)	3.2%
Is there adequate training available for using the Audio Visual equipment.	8.6% (8)	11.8% (11)	9.7% (9)	8.6% (8)	5.4%

17. Do you need more technology in the classrooms?

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

		Response Percent	Response Count
Yes		51.6%	48
No		48.4%	45
answered question			93
skipped question			9






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

 [Download](#)

Response Count

 [Hide replies](#)

50

1. Need computers, projectors, and screens. Need a way to block wireless when not appropriate for classroom use. Wed, Aug 26, 2009 3:02 PM  [Find...](#)
2. Podium with PC, internet connection, ceiling mounted projector, wall mounted screen. Sun, Aug 23, 2009 7:51 PM  [Find...](#)
3. Higher quality LCD projectors. Graphics are essential for some of my lessons and colors/graphics do not appear as they should displayed. Yes, I could modify some of the settings to have display look better but time is an issue and this does not always result in better display of colors/graphics. Tue, Aug 18, 2009 11:27 PM  [Find...](#)
4. NE has had no technology enable classrooms. Having more than none would be good. Wed, Aug 12, 2009 6:48 PM  [Find...](#)
5. It would be great to have high quality AV projection equipment built into our classrooms. I would love higher quality projection and the ease of having what we Tue, Aug 11, 2009 12:02 PM  [Find...](#)


50 responses per page

answered question	50
skipped question	52


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

 [Download](#)

need in the classrooms we regularly use.

6. Decent wireless connection, Tue, Aug 11, 2009 11:49 AM  [Find...](#)


more places to plug in power cords, etc. The classrooms are about 20 years behind technologically.


7. Data project carts are very Tue, Aug 11, 2009 10:55 AM  [Find...](#)


clunky and difficult to use unless you're a bit of whiz getting them set up. Seems like we should have "smart boards" in a bunch of the classrooms, or at least some kind of permanent projection capabilities in several classrooms.

8. More surge protected outlets Mon, Aug 10, 2009 9:10 AM  [Find...](#)


for computers to plug into. Or, easily accessible power cords.

9. I am not a teacher Fri, Aug 7, 2009 3:36 PM  [Find...](#)

10. x Fri, Aug 7, 2009 2:28 PM  [Find...](#)

11. We should have built-in Thu, Aug 6, 2009 3:34 PM  [Find...](#)

projectors in the classrooms AND the local support to make sure they work when we need them to.

12. I think all class rooms should Thu, Aug 6, 2009 11:28 AM  [Find...](#)









have some basic equipment available without having to check it from the library. (i.e. projectors, outlets, wired internet)

50 responses per page

	answered question	50
	skipped question	52

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

 [Download](#)

- 13.** certain classrooms should be equipped with Audio Visual equipment Thu, Aug 6, 2009 10:50 AM  [Find...](#)
- 14.** Looking forward to the projectors in ANE classrooms. Wed, Aug 5, 2009 3:10 PM  [Find...](#)
- 15.** not a classroom teacher, but I know our students expect it. Wed, Aug 5, 2009 1:31 PM  [Find...](#)
- 16.** Ceiling mounted LCD projectors with DVD and VCR capabilities should be standard in each classroom. Wed, Aug 5, 2009 11:24 AM  [Find...](#)
- 17.** Have to schlep carts everytime, and set up from scratch, then take everything back down. This is a graduate school and I am spending a lot of time moving and trouble-shooting equipment. Should have wired/equipped classrooms as most public high schools in the area even do. Wed, Aug 5, 2009 9:29 AM  [Find...](#)
- 18.** Projectors should be built into each classroom, as they are used frequently, and students often run into complications checking them out. Wed, Aug 5, 2009 9:10 AM  [Find...](#)
- 19.** na Tue, Aug 4, 2009 9:00 PM  [Find...](#)
- 20.** Our teaching classrooms have no technology at all. We reserve a cart with necessary AV equipment and roll it on. Having AV equipment available in each Tue, Aug 4, 2009 4:10 PM  [Find...](#)

50 responses per page

	<i>answered question</i>	50
	<i>skipped question</i>	52

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



classroom would be wonderful.

- 21.**
Tue, Aug 4, 2009 3:03 PM [Find...](#)

I use audio visual equipment in our classrooms, but not in the one computer lab/classroom we have - would like to see audiovisual equipment integrated into the classroom setting, rather than having to truck in carts with projectors, etc....we also have purchased equipment and support time out of our department budget to resolve equipment and service issues for the past 5-7 years
- 22.**
Tue, Aug 4, 2009 2:17 PM [Find...](#)

If there is a move to provide AV technology in some classrooms, that will be helpful as it will negate the need to pick up & return an AV cart for each class session.
- 23.**
Tue, Aug 4, 2009 1:32 PM [Find...](#)

I am staff so I do not need technology in the classroom.
- 24.**
Tue, Aug 4, 2009 12:14 PM [Find...](#)

I am staff - not faculty.
- 25.**
Tue, Aug 4, 2009 11:30 AM [Find...](#)

Ability to record and playback video for interviews & role play. Using our own equipment meant diverse formats, laptops, etc. that often were incompatible with ANE video projector. Wasted class time.
- 26.**
Tue, Aug 4, 2009 10:23 AM [Find...](#)

I don't teach in a classroom and I'm not a student, but the

50 responses per page

	<i>answered question</i>	50
	<i>skipped question</i>	52

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



questions on this page require an answer.






- 27.** Built-in projection and sound systems. Tue, Aug 4, 2009 10:11 AM [Find...](#)
- 28.** More classrooms should be equipped with AV so that carts don't have to be moved around the building. Tue, Aug 4, 2009 10:08 AM [Find...](#)
- 29.** The larger classrooms which routinely use AV presentations should be permanently equipped with projection systems and most important SOUND with adequate full-room speaker systems. (Community Room!! Come on. Using small portable speakers for a room like this????) Tue, Aug 4, 2009 10:04 AM [Find...](#)
- 30.** how about enough plugs so we can all have our laptops plugged in for starters. then it would be nice if the whole building got strong wireless. Tue, Aug 4, 2009 9:54 AM [Find...](#)
- 31.** projectors in each room, better wireless access Tue, Aug 4, 2009 9:39 AM [Find...](#)
- 32.** The classrooms need to be wired with AV equipment, not bringing cards to the classrooms. Tue, Aug 4, 2009 9:33 AM [Find...](#)
- 33.** Rooms should be set up with screens for showing audio/visual aids... Tue, Aug 4, 2009 9:08 AM [Find...](#)
- 34.** We need dedicated screens and easy to use set ups in each classroom. Tue, Aug 4, 2009 9:08 AM [Find...](#)

50 responses per page

	answered question	50
	skipped question	52

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

 [Download](#)

- 35.** Students have expressed to me concern for the lack of adequate outlets to plug in laptops in classrooms. Tue, Aug 4, 2009 9:06 AM  [Find...](#)
- 36.** classrooms should be wired for av equipment built in Tue, Aug 4, 2009 8:36 AM  [Find...](#)
- 37.** We don't have any Tue, Aug 4, 2009 8:03 AM  [Find...](#)
- 38.** We're looking forward to moving from AV carts to built in projectors in our classrooms, but we know that there we are inadequately staffed to support that buildout. Library staff can't support classrooms, and there have been no staff identified who will be responsible for training, troubleshooting, etc. in a timely manner (e.g., filling out a helpdesk ticket when you are standing in front of a class of 20 students isn't a viable solution). Tue, Aug 4, 2009 7:29 AM  [Find...](#)
- 39.** The time I spend signing out AV equipment, transporting it to and from classrooms, and setting up in classrooms, is really burdensome. Set-ups (switching wiring and settings around) are by no means easy. I avoid incorporating AV use in my teaching where possible. Our Library folks are great, but the level of IT "behind-the-scenes" support for them seems weak, and Tue, Aug 4, 2009 6:53 AM  [Find...](#)

50 responses per page

	<i>answered question</i>	50
	<i>skipped question</i>	52

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



- this really shouldn't be their job.
-
40. There should be installed AV equipment in the classrooms and conference rooms; carts are outdated, dirty, and difficult to use. Mon, Aug 3, 2009 10:24 PM Find...
-
41. We don't have computer classrooms at ANE Mon, Aug 3, 2009 10:23 PM Find...
-
42. It would be nice to not have to go to the library to get a cart when I need to do something- though our department has purchased our own projector, so it's a bit of a moot point. Mon, Aug 3, 2009 8:32 PM Find...
-
43. More outlets for laptops, computer and projector in every room mounted on the ceiling. Mon, Aug 3, 2009 8:30 PM Find...
-
44. These days permanently installed electronic classroom are a must. Mon, Aug 3, 2009 7:30 PM Find...
-
45. the technology in our classrooms needs to work. We need to be able to have class rather than fidget and fuss to get the technology working that allows us to continue with class. Mon, Aug 3, 2009 7:18 PM Find...
-
46. Using outdated PC carts with old software to project presentations onto walls or whiteboards because there are no screens is ridiculous. Also much more is needed to support new doctoral Mon, Aug 3, 2009 6:55 PM Find...

50 responses per page

	answered question	50
	skipped question	52

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



program in MFT (e.g., statistical software for student access). We are in the dark ages of technology in the classroom at Antioch.

47. this is an issue of local resources - an expertise and support that grew as we grew academically during the past 5 yrs has been clipped and diverted to system needs - this is symptomatic of a much bigger, more insidious, and more threatening issue facing campus culture, autonomy, and governance. certainly there needs to be conformity and economy of resources where/when possible - but we mustnt sacrifice the individual for the nation.

Mon, Aug 3, 2009 6:50 PM Find...

48. Conference Rooms need to be outfitted with projectors and conference phones.

Mon, Aug 3, 2009 6:46 PM Find...

49. Projection equipment and SmartBoard for every classroom.

Mon, Aug 3, 2009 6:20 PM Find...

50. A smart board or something to that effect, more plug space for increased computer use

Mon, Aug 3, 2009 6:19 PM Find...

50 responses per page






	answered question	50
	skipped question	52

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.	9.7% (9)	22.6% (21)	36.6% (34)	25.8% (24)	5.4%
					answered question
					skipped question


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


 [Download](#)


	Response Count
 Hide replies	39
<ol style="list-style-type: none"> 1. We are lightyears behind other universities. It's a bit embarrassing when we have guest speakers, accreditation site visitors, etc. Wed, Aug 26, 2009 3:02 PM  Find... 2. I would love if printing costs were covered in student fees instead of on a per-page basis! Tue, Aug 18, 2009 7:47 PM  Find... 3. No questions about infrastructure reliability? Wed, Aug 12, 2009 6:48 PM  Find... 4. As we move into more online education, I think we will need stronger software support for doing, recording, and providing access to webinars and AV lectures and tutorials. Tue, Aug 11, 2009 12:02 PM  Find... 	
50 responses per page <input type="text" value="50"/>	
answered question	39
skipped question	63


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


 [Download](#)

5. Could use more resources, keep things in better working order, more available support. Tue, Aug 11, 2009 11:49 AM  [Find...](#)


6. I am not a teacher. This is not applicable. Fri, Aug 7, 2009 3:36 PM  [Find...](#)

7. more natural light and fresh air would be nice. Thu, Aug 6, 2009 10:50 AM  [Find...](#)

8. Computers labs are okay, but not always clean-kept. Wed, Aug 5, 2009 11:29 PM  [Find...](#)

9. Our AV equipment is maintained by the ANE Library, not IT, so Q #16 is not really applicable to IT. Wed, Aug 5, 2009 3:10 PM  [Find...](#)

The Equitrac printing system is clunky - would be better if there was a card reader authorization process rather than having to type id/password in two different places and click on several windows.

10. The building is inconveniently set up - very long hallways and only one staircase that is easily accessible. Wed, Aug 5, 2009 9:10 AM  [Find...](#)

Heat and cooling in the building is inconsistent and inefficient at best. Some classrooms are boiling hot while others are way too cold.
As usual, there are not NEARLY enough outlets and extension cords to support student laptops. Electricity is

50 responses per page

answered question	39
skipped question	63

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



- something that should be much easier to access.
- 11. I was using the computers, but now that it costs to print i have stopped.
We should have access to SPSS on more that 1 computer

Tue, Aug 4, 2009 9:00 PM Find...
- 12. The printing facilities and new printing guidelines would be a farce if so many people didn't rely so much on them. If they're going to charge so very much to print, at least get us good, reliable printers and computers so we're not wasting our money.

Tue, Aug 4, 2009 8:28 PM Find...
- 13. lack of satisfaction reflected in our direction of lab fees and funds to purchase time and equipment for department use, because facility equipment and staffing fall short in quantity and availability

Tue, Aug 4, 2009 3:03 PM Find...
- 14. I don't know what you mean by "computing classrooms." I use AV equipment on a cart that I pick up from the library.

Tue, Aug 4, 2009 1:32 PM Find...
- 15. We need more help !

Tue, Aug 4, 2009 1:32 PM Find...
- 16. We need more overall tech support in order to keep up with the overall demands of the job.

Tue, Aug 4, 2009 12:14 PM Find...
- 17. Need an AV room set up for video & audio recording with on site tech support.

Tue, Aug 4, 2009 11:30 AM Find...


50 responses per page


	answered question	39
	skipped question	63


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


 [Download](#)


Additional tech support for faculty and students, so that video presentations are easy & effective.


18. It is great that the computer labs have a mix of PC and Mac. It's also great to be allowed to print materials right at school. Tue, Aug 4, 2009 11:24 AM  [Find...](#)

19. lack of support makes it hard to count on using av equipment. Tue, Aug 4, 2009 10:12 AM  [Find...](#)

20. We need to upgrade to stay competitive Tue, Aug 4, 2009 10:11 AM  [Find...](#)

21. The ANE (hard wired and wireless) network and access to Datatel, in particular, is extremely slow and has accounted for a serious loss of productivity of staff time. Switching from terminal emulation to GUI interface significantly slowed access to screens and data, and the consolidation of the networks has further slowed the response time of our access. This represents a huge waste of staff time, and therefore resources, and no one takes this seriously. Tue, Aug 4, 2009 10:08 AM  [Find...](#)

22. West Wing large rooms should have better wireless access. Tue, Aug 4, 2009 10:04 AM  [Find...](#)







23. more loaner laptops since we have to read on the computer so much Tue, Aug 4, 2009 9:54 AM  [Find...](#)

50 responses per page

answered question	39
skipped question	63

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

 [Download](#)

- | | | | |
|------------|---|---------------------------|---|
| 24. | no | Tue, Aug 4, 2009 9:39 AM |  Find... |
| 25. | The East Wing classrooms are too noisy with the air conditioning. They East Wing is also in need of paint and better cleaning. | Tue, Aug 4, 2009 9:33 AM |  Find... |
| 26. | IT dept tries very hard and manages to do a decent job with limited resources | Tue, Aug 4, 2009 8:36 AM |  Find... |
| 27. | under resourced | Tue, Aug 4, 2009 8:03 AM |  Find... |
| 28. | Mac computers in computer lab are ancient and barely work. At peak times there are not enough computers for students or faculty (when my laptop is not working, I sometimes use the computer lab). More dissatisfied about the staffing to support the a/v services than about the a/v equipment itself. Wireless in the building continually hinders our teaching and learning activities. In many classrooms and areas it's not possible to get wireless, so that when I want to engage the students in online activities, it's not possible. Having the new podiums in classes hardwired also won't solve this problem, as students will still not be able to access the wireless to do in class activities and exercises. | Tue, Aug 4, 2009 7:29 AM |  Find... |
| 29. | Wireless is spotty and overloads when many | Mon, Aug 3, 2009 10:24 PM |  Find... |

50 responses per page

answered question	39
skipped question	63

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



laptops are used for library instruction.

30. The only computer facility that I use is the media room in the library for rare trainings. That equipment is kept up to date and worked very well recently. The only service? is our network printer/copier which is also satisfactory. Support for those are outsourced and the company is not only responsive to requests the same day but very quick to resolve the problems.

Mon, Aug 3, 2009 8:38 PM



31. In the computer lab downstairs, many times there are a few computers not operating correctly, so it makes it difficult to find a computer when you need one at the time. However, this usually effects me when I am in more of a hurry.

Mon, Aug 3, 2009 7:50 PM



32. New students make fun of us for being so screwed up.

Mon, Aug 3, 2009 7:30 PM



33. The GIS lab is in adequate. The computers are slow, the "mice" need replacing, the heat is oppressive. There also should be many more computers on campus where you can use GIS and access your acct on the G drive. GIS technology is essential for so many projects and we compete with other classes for time on the computers.

Mon, Aug 3, 2009 7:10 PM



50 responses per page

	answered question	39
	skipped question	63

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



34. We are so far behind here-- we are at least 10 years behind other universities in access to classroom technology and other technology support. It is pathetic. Mon, Aug 3, 2009 6:55 PM Find...

35. very satisfied with local personnel and facilities insofar as these folks can provide them. unsatisfied with drawdown of our human resources in service of other units. Mon, Aug 3, 2009 6:50 PM Find...

36. Machines in GIS lab seem to be poorly maintained. Daylight saving time was not updated for months; I nearly missed a meeting because of this. There were also immensely annoying problems with Windows continually trying to install things when you started programs, resulting in a few wasted minutes of hitting "cancel" repeatedly before the program would open. Macs in CRR are sporadically functional; a few were sometimes painfully slow (took several minutes to open or close a window). Signs about double-sided printing on Macs is not true; sounds like there isn't a Mac person on the IT team. Mon, Aug 3, 2009 6:22 PM Find...

37. My dissatisfaction relates only to my aforementioned Mon, Aug 3, 2009 6:12 PM Find...

50 responses per page


	answered question	39
	skipped question	63

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

 [Download](#)

problem with the printers in the computer lab and lack of support for them during weekends when we meet. Otherwise, the library provides support for the A/V equipment, which is fine.

38. The computer lab at Antioch University of New England needs to be upgraded, the macs freeze often. Mon, Aug 3, 2009 5:47 PM

 [Find...](#)

39. I keep forgetting how to login for printing in the lab. How about posting the instructions on the wall? Also, how about taping instructions on the AV cart for setting up projector and computer? It is such a hassle, often gets in the way of classtime. Mon, Aug 3, 2009 5:45 PM

 [Find...](#)

50 responses per page

	answered question	39
	skipped question	63

Show this Page Only

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


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.

IT Newsletter	8.9% (8)	15.6% (14)	22.2% (20)	20.0% (18)	6.7%
Emails send to all users	7.8% (7)	16.7% (15)	30.0% (27)	27.8% (25)	13.3% (12)


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


 [Download](#)


Response Count
39


 [Hide replies](#)

1. It's not the venue. The emails about tech changes are densely packed with info and hard to read and follow. I need simple "Idiot's Guide" instructions, not a 4 page single spaced tome every time there's something new. Maybe the tome would be ok if there were less new stuff all the time from AU

Wed, Aug 26, 2009 3:05 PM  [Find...](#)
2. Not sure I'm familiar with the IT Newsletter. . . is this emailed and/or found online (Antioch website)?

Thu, Aug 20, 2009 5:25 PM  [Find...](#)
3. NA

Wed, Aug 19, 2009 9:39 AM  [Find...](#)
4. I also like that you all sometimes come to campus

Tue, Aug 11, 2009 12:04 PM  [Find...](#)

50 responses per page

answered question	39
skipped question	63

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










- to give updates and take questions.
- 5.** Problems primarily related to lack of access to IT support following emails/notifications. Mon, Aug 10, 2009 9:12 AM Find...
- 6.** I've only seen one newsletter and receive very infrequent emails with news & updates. I'm not sure there are other venues to use for communications; I do think both newsletters and email could be used more frequently and more effectively. Thu, Aug 6, 2009 3:36 PM Find...
- 7.** I'm not sure. A recent example - after the FirstClass server move apparently our email attachments were limited to 10MB? I just found this out today, even though there was no announcement from IT or error messages that the email could not be sent. Wed, Aug 5, 2009 3:15 PM Find...
- 8.** It seems like the newsletters and emails are a little out of date by the time we get them, or just report what has already been decided. Maybe if there were a website with continuous updates, and places where you could get immediate feedback, that'd be helpdul. Wed, Aug 5, 2009 1:35 PM Find...
- 9.** More in person information with the opportunity to ask questions and provide input Wed, Aug 5, 2009 11:41 AM Find...

50 responses per page

	answered question	39
	skipped question	63

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

 [Download](#)

- 10.** Emails should apply more directly to the people included in them.
Flyers in bathrooms may be helpful. Wed, Aug 5, 2009 9:12 AM  [Find...](#)
- 11.** IT should be more accesible on campus as well as by phone or email Tue, Aug 4, 2009 9:08 PM  [Find...](#)
- 12.** emails are fine Tue, Aug 4, 2009 9:00 PM  [Find...](#)
- 13.** communication involves more than one way funneling of IT decisions toward end users - we are the experts in terms of pedagogical application, why not start your process by asking us what we need, and incorporate deliberative consultation and adequate training time in your roll-out process and timeline? Tue, Aug 4, 2009 3:05 PM  [Find...](#)
- 14.** Direct and prompt responses from IT staff to specific individually-directed questions via email/phone would be helpful. Tue, Aug 4, 2009 2:18 PM  [Find...](#)
- 15.** I don't feel I need better communication I need more help addressing my office problems. Tue, Aug 4, 2009 1:34 PM  [Find...](#)
- 16.** The IT Steering Committe is just a facade - black hole - not consulting with the campus for input on any technology. They are also NOT the users of most of the technology that the rest of Tue, Aug 4, 2009 12:16 PM  [Find...](#)

50 responses per page

	answered question	39
	skipped question	63

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



- the campus needs for job performance.
-
17. Perhaps just posting a hard copy of the newsletter somewhere for folks to read...although I suppose that is more of a campus decision and not a UIT decision. Email is not always the best way to communicate because some people, especially faculty, get so many daily emails that one from IT can often get shunted aside and not read. Especially when trying to communicate things to faculty, maybe work with department heads to come up with the best way to disseminate information. Tue, Aug 4, 2009 11:55 AM Find...
-
18. Sakai? Tue, Aug 4, 2009 11:31 AM Find...
-
19. In this time of transition, I think our campus should receive more IT communication. More emails, more information shared with non-IT employees. Tue, Aug 4, 2009 10:25 AM Find...
-
20. Please remember that communication should be a two way street. This is the first time there has been a formal data gathering on the state of IT since services were centralized, and I commend you for doing this. Our campus reps on the IT steering committee do not solicit our input or experience Tue, Aug 4, 2009 10:18 AM Find...

50 responses per page

	answered question	39
	skipped question	63

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



and have been dismissive of input that doesn't match their world view.

This is not a broad-brush statement -- some of the folks at IT central interact very well with their constituencies and do their best to involve them in fashioning IT tools to meet their needs. Candice Santell and Dan Tyger are two exemplary two-way communicators.







- 21.**
We have a useless campus steering committee that has a) never asked for input and b) has never reported out. We had volunteers for this - but no, central had to choose
Tue, Aug 4, 2009 10:14 AM [Find...](#)
- 22.**
available by phone or e-mail
Tue, Aug 4, 2009 10:13 AM [Find...](#)
- 23.**
Stick to the deadlines that you publish. We are still waiting for services promised earlier.
Tue, Aug 4, 2009 9:34 AM [Find...](#)
- 24.**
Emails to conferences from individuals
Tue, Aug 4, 2009 9:08 AM [Find...](#)
- 25.**
Open communication to all, TRANSPARENCY....you should not be making the decision whether a project affects someone or not.....as we have learned, there has been a difficulty on IT's part to identify all stakeholders
Tue, Aug 4, 2009 8:06 AM [Find...](#)
- 26.**
campus meetings and include stakeholders on
Tue, Aug 4, 2009 8:05 AM [Find...](#)

50 responses per page

	answered question	39
	skipped question	63

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

 [Download](#)

- some steering committee
conf calls
- 27.** I don't feel the communication is strategic; there doesn't seem to be a plan that has a purpose (e.g., that takes into account timing and needs of the campuses in terms of type of information). The campuses are hugely stressed with the technology changes that are happening; the communication from IT doesn't seem to be planned to address and alleviate this stress. Tue, Aug 4, 2009 7:32 AM  [Find...](#)
- 28.** Respond more promptly to inquiries. Tue, Aug 4, 2009 6:54 AM  [Find...](#)
- 29.** Venue doesn't matter -- communication isn't timely. Mon, Aug 3, 2009 10:25 PM  [Find...](#)
- 30.** the venue is fine, the information is too technical Mon, Aug 3, 2009 10:25 PM  [Find...](#)
- 31.** I like knowing a face and a person, so even if it's the greatest service in the world, I would much rather deal with a local person I know than a faceless helpdesk. I feel like the IT services have been rationalized, and depersonalized, which is probably efficient, but not as satisfying as person to person interaction. Mon, Aug 3, 2009 9:15 PM  [Find...](#)
- 32.** I believe the premise to remember is that direct, personal communication to Mon, Aug 3, 2009 9:00 PM  [Find...](#)

50 responses per page

	answered question	39
	skipped question	63

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



each constituent regardless of whether the communication applies to them or not, is the only correct way to communicate. Especially with technical communications where precision is important, nothing should be delivered indirectly.

33. Recent email about GMAIL Mon, Aug 3, 2009 7:40 PM Find...

conversion have been a huge improvement over past communications which have been minimal. I believe communication is one of the major problems with IT services at AU. We were told what to expect in terms of HelpDesk ticket timeline to solution and it has never been kept. Even if expectations cannot be met it would be helpful to know when each ticket will be complete REALISTICALLY.

34. Direct person-to-person contact. Mon, Aug 3, 2009 7:31 PM Find...

35. Keep the IT staff up to date so they can answer questions--I'll ask someone a question and they don't know the answer. Mon, Aug 3, 2009 6:56 PM Find...

36. firehose - way too many changes in play at the university and unit levels and way too many emails regarding them. come visit or convene system-wide / all Mon, Aug 3, 2009 6:53 PM Find...


50 responses per page

	answered question	39
	skipped question	63


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

 [Download](#)


hands symposia - seminars
(not webinars at this point
because there are too many
now.

- 37.**
Mon, Aug 3, 2009 6:25 PM
 [Find...](#)

Venues are fine; communications just need to happen more frequently. I remember nothing of the last newsletter... I'm not even sure I received it. Emails sent to users need to be clearer about not only how this affects users, but what users themselves will need to do (even if they don't need to do anything, this needs to be spelled out).

- 38.**
Mon, Aug 3, 2009 6:19 PM
 [Find...](#)

Not sure..

- 39.**
Mon, Aug 3, 2009 5:46 PM
 [Find...](#)

The mass emails work for me. But instructions taped to the AV cart would be helpful too.

50 responses per page

	answered question	39
	skipped question	63

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	3.3% (3)	13.3% (12)	24.4% (22)	34.4% (31)	18.9% (17)

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	6.7% (6)	18.9% (17)	36.7% (33)	30.0% (27)	7.8%
					<i>answered question</i>
					<i>skipped question</i>

Show this Page Only

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> <ol style="list-style-type: none"> Staff is consistently great. University is asking for too many changes all at once, and not providing enough staff support. the tech guys are always swamped. Wed, Aug 26, 2009 3:06 PM Find... No Wed, Aug 19, 2009 9:40 AM Find... I cannot say at this point Sakai and GMAIL was a good move for Antioch. I have been doing some of the online trainings so I acknowledge I need more Tue, Aug 18, 2009 11:32 PM Find... <p>50 responses per page</p>	31
<i>answered question</i>	31
<i>skipped question</i>	71

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



experience. Being only part-time and having another full-time job, the live trainings during the day were impossible for me to attend last year. I understand it's now my responsibility to learn the new platform but this makes it difficult to leverage how I will use SAKAI in my lesson plans. I am honestly considering using another means to communicate information and resources to my students.

4. Looks like too much change to manage at once, slow delivery of Idm causing meltdown in email transition and portal launch. We've experienced substantial email slow/no delivery over this summer. NE is seriously lacking on-the-ground tech support. HD has been worse than no HD at all - a time sink with little benefit. NE IT crew has been raided to serve university purposes and NE has experienced a great decline in service and support - really sad. Sakai is being launched with the typical AU lack of support for faculty, staff and students. Wed, Aug 12, 2009 6:58 PM Find...

to manage at once, slow delivery of Idm causing meltdown in email transition and portal launch. We've experienced substantial email slow/no delivery over this summer. NE is seriously lacking on-the-ground tech support. HD has been worse than no HD at all - a time sink with little benefit. NE IT crew has been raided to serve university purposes and NE has experienced a great decline in service and support - really sad. Sakai is being launched with the typical AU lack of support for faculty, staff and students.

5. My only other concern is that I am moving more into online education and I find my 13 inch screen a real drawback Tue, Aug 11, 2009 1:06 PM Find...

I am moving more into online education and I find my 13 inch screen a real drawback

50 responses per page

answered question	31
skipped question	71

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



as I do more online teaching. I would love it if people doing more and more online computers got better and larger screens to aid their work--even it is a separate screen we plug our lap tops into when we are in the office and perhaps one for working at home as well. A bigger, better laptop would also solve the problem of trying to do lots of blended or online teaching on a very small screen.

6. I cannot stress enough that the structure in Keene needs to be changed back to when there were more dedicated people for this campus. The current structure is not manageable for one person, no matter how hard he works. Fri, Aug 7, 2009 3:38 PM



7. The library staff is frequently on the front lines of technology issues especially as they affect students. It often feels like students -- our customers, our end users -- are not considered when technology changes are considered and made. At the moment I think the most critical IT issue is the lack of local support. Students' experience with the HelpDesk (and very often staff experience as well) is frustrating to say the least. A Thu, Aug 6, 2009 3:41 PM



50 responses per page

answered question	31
skipped question	71

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



HelpDesk system can work for staff who can wait or have other options when technology isn't working, but for the student who is here one day a week trying to attend classes and get work done, having to stop & submit a HelpDesk ticket to some nameless and unresponsive agency in another state doesn't feel like 'help' at all and rarely results in the immediate problem being solved. I think from a customer satisfaction standpoint this is unfortunate, and not the way we want to treat our students.

- 8.** My greatest fear is that we are well behind (and keep falling) our competitors. Younger students are coming in with reasonable expectations of IT that we can't meet. That is a very poor reflection of our University.

Thu, Aug 6, 2009 11:30 AM

[Find...](#)
- 9.** I htink the IT department is doing what they can with what they have.

Thu, Aug 6, 2009 10:52 AM

[Find...](#)
- 10.** I feel like there are too many changes happening at once during Summer/Fall 2009. It's a bit disorienting. I'm not the only one who feels this way.

Wed, Aug 5, 2009 3:16 PM

[Find...](#)
- 11.** I use Datatel all day every day. It slows down in the

Wed, Aug 5, 2009 11:42 AM

[Find...](#)

50 responses per page

	<i>answered question</i>	31
	<i>skipped question</i>	71

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



- afternoons when the West Coast comes on - to a frustrating level. I seem to spend more time waiting than working sometimes.
-
12. i don't use it much, so i am relatively ambivalent towards the subject. Tue, Aug 4, 2009 9:00 PM Find...
-
13. I am relatively new to Antioch and not particularly familiar with nor a fan of First Class. I look forward to completing transitions to the new systems. Tue, Aug 4, 2009 4:12 PM Find...
-
14. it seems that all the Mac computers have always had trouble working...they are always unusable limiting the amount of computers in the lab Tue, Aug 4, 2009 3:00 PM Find...
-
15. Why are SO many technologies changing at the same time? It is overwhelming to all, way too hurried and no proper training is being afforded. Tue, Aug 4, 2009 12:17 PM Find...
-
16. Phase out FirstClass please! It is confusing to look for information in 4 locations (FirstClass, Sakai, MyAntioch, ANE website). ANE website is very good as are Library services. Tue, Aug 4, 2009 11:33 AM Find...
-
17. I think it's probably too late for this feedback to be of any use, but I LOVE First Class, and am very sad to see it go. The use of the bulletin Tue, Aug 4, 2009 11:26 AM Find...


50 responses per page


	answered question	31
	skipped question	71


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

 [Download](#)

boards and group discussion areas were indispensable. It was wonderful to only have to sign on to one account to get everything - email, group contacts, course info, department info, etc. I'm saddened by the switch to gmail.

18. More local communication would be helpful because it would be pertinent to our campus. Tue, Aug 4, 2009 10:26 AM  [Find...](#)

19. We need to: 1) take on fewer projects and have reasonable timelines for completion, and/or more IT programmers and IT support people, 2) seriously engage with end users and bring them into the planning and decision making processes 3) revisit the total centralization of IT services throughout the system. A mixed system could service us all better. Tue, Aug 4, 2009 10:20 AM  [Find...](#)


20. Grandiose attempt to do 40 major things at once has increased tension and workload - and has resulted in poor service to students. We seem to be in the "hot" seat for having to act entrepreneurially all the years when Central ignored us (except for the funds provided). Tue, Aug 4, 2009 10:18 AM  [Find...](#)


50 responses per page


	answered question	31
	skipped question	71


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

 [Download](#)

21. IT at Antioch fails to serve the education goal of helping students and faculty engage in technology available to support learning and teaching. The lack of support creates negative attitudes towards new media literacies. Tue, Aug 4, 2009 10:15 AM  [Find...](#)

22. Right now, Antioch's IT system seems very piecemeal. I have no idea how as an Alum I will be easily connecting to my cohort nor to the University itself. I feel adrift most of the time when it comes to Antioch's IT. I felt that way during my time at the school and now feel even more so that way as a new graduate. IT should make a community vibrant, alive and exciting. This isn't the case with the current system. Tue, Aug 4, 2009 10:07 AM  [Find...](#)

23. Often there is a communication gap between the University IT leadership and power users, folks who are implementing our local business practices within a changing IT structure. Tue, Aug 4, 2009 8:10 AM  [Find...](#)

24. It is a shame that in this day, with all the technology available to us, we appear to be building the ship as we attempt to float it. The "learn as we go" concept has provided more opportunities Tue, Aug 4, 2009 8:06 AM  [Find...](#)

50 responses per page

	answered question	31
	skipped question	71

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



for second thoughts (very expensive model) and leaving constituents feeling a loss of leadership.

25. From the outside, it appears IT is too underresourced (in terms of human resources, which in the end is a financial resources issue) to accomplish its goals in an effective manner. Tue, Aug 4, 2009 7:35 AM Find...

26. Overall level of support at New England was gutted when centralization happened. It's impossible to get any local service in a timely way, and Help Desk is fairly ineffectual. Mon, Aug 3, 2009 10:27 PM Find...

27. Centralization of IT has not worked for the New England campus. Mon, Aug 3, 2009 9:02 PM Find...

28. The internet connection and wireless network is very good on campus, sometimes not as good from home in Keene. I find it helpful when IT communicates through email in FirstClass (or Sakai now). Mon, Aug 3, 2009 7:53 PM Find...

29. AUIT needs to engage campuses in the decision-making process in a more effective way. It may slow down the progress, but the transition would be less painful and fewer mistakes would be made. Email naming scheme is a perfect Mon, Aug 3, 2009 7:42 PM Find...


50 responses per page


answered question	31
skipped question	71

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

 [Download](#)

example... the FirstintialLastname creates a ton of duplicat entrues that need a number where if we use FirstNAMELastname there woud be far fewer instance of overlap. For heven sake our PRESIDENT is dcaruso2@antioch.edu. What does that say about us?

30. Restructuring and major investment is needed or we will be left in the dust. Mon, Aug 3, 2009 6:57 PM  [Find...](#)


31. what is the 'uptime?' that differentiates q's 23 and 24? seems like the default is 'downtime' - ask me what that means. Q 26 is bigger than a call or email to me. Sincerely, thanks very much for putting this survey together! Mon, Aug 3, 2009 6:56 PM  [Find...](#)


50 responses per page



	<i>answered question</i>	31
	<i>skipped question</i>	71

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
		<i>answered question</i>	1
		<i>skipped question</i>	101

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

 Show replies	Phone	<input type="text"/>	100.0%	1
 Show replies	E-mail	<input type="text"/>	100.0%	1
			answered question	1
			skipped question	101

[Anti-Spam Policy](#) [Terms of Use](#) [Privacy Statement](#) [Opt Out/Opt In](#) [Contact Us](#) [We're Hiring!](#)

Copyright ©1999-2009 SurveyMonkey.com. All Rights Reserved. No portion of this site may be copied without the express written consent of SurveyMonkey.com.