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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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 **Response Summary**

Active Filter: Santa Barbara

Total:	365		Edit Filter
Filtered:	32		Unapply Filter

Show this Page Only

Page: Background Information

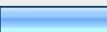
1. What is your Primary Classification?  [Create Chart](#)  [Download](#)

	Response Percent	Response Count
Student <input type="checkbox"/>	40.6%	13
Faculty <input type="checkbox"/>	40.6%	13
Staff <input type="checkbox"/>	18.8%	6
<i>answered question</i>		32
<i>skipped question</i>		0

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




2. What is your primary affiliation

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

		Response Percent	Response Count
Los Angeles Campus		0.0%	0
McGregor Campus		0.0%	0
New England Campus		0.0%	0
Santa Barbara Campus		100.0%	32
Seattle Campus		0.0%	0
PhD Program		0.0%	0
University Administration (Yellow Springs)		0.0%	0
		answered question	32
		skipped question	0



3. How would you rate your computer expertise?

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

		Response Percent	Response Count
Novice		0.0%	0
Somewhat Novice		0.0%	0
Mediocre		37.5%	12
Somewhat Expert		40.6%	13
Expert		21.9%	7
		answered question	32
		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"/>	25.8%	8
PC with Windows XP	<input checked="" type="checkbox"/>	45.2%	14
PC with other Windows operating Systems (NT,98/ME,2000)	<input type="checkbox"/>	3.2%	1
Apple Macintosh or compatible	<input type="checkbox"/>	22.6%	7
Unix or Linux workstation		0.0%	0
Other	<input type="checkbox"/>	3.2%	1
I am not sure		0.0%	0
		answered question	31
		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"/>	41.9%	13
Off Campus	<input checked="" type="checkbox"/>	58.1%	18
		answered question	31
		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	31
		skipped question	1

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

Wired	<input type="checkbox"/>	51.6%	16
Wireless	<input type="checkbox"/>	48.4%	15
answered question			31
skipped question			1

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

		Response Percent	Response Count
None	<input type="checkbox"/>	0.0%	0
Dialup (56KB or less)	<input type="checkbox"/>	3.2%	1
Satellite	<input type="checkbox"/>	0.0%	0
High Speed (DSL, Cable, etc.)	<input type="checkbox"/>	96.8%	30
answered question			31
skipped question			1

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"/>	33.3%	9
Less than 5 times	<input type="checkbox"/>	40.7%	11
answered question			27
skipped question			5

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"/>	18.5%	5
11 to 20 times	<input type="checkbox"/>	3.7%	1
20 or more times	<input type="checkbox"/>	3.7%	1
answered question			27
skipped question			5

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	18.5% (5)	7.4% (2)	3.7% (1)	11.1% (3)	22.2% (6)
Courtesy and helpfulness of call center support staff	7.4% (2)	7.4% (2)	14.8% (4)	11.1% (3)	25.9% (7)
Knowledge and ability of call center support staff	11.1% (3)	3.7% (1)	11.1% (3)	14.8% (4)	25.9% (7)
Timely resolution of your request by call center support staff	14.8% (4)	7.4% (2)	14.8% (4)	3.7% (1)	22.2% (6)

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"/>	18.5%	5
answered question			27
skipped question			5

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"/>	44.4%	12
6 to 10 times	<input type="checkbox"/>	11.1%	3
11 to 20 times	<input type="checkbox"/>	7.4%	2
20 or more times	<input type="checkbox"/>	18.5%	5
answered question			27
skipped question			5

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	3.7% (1)	7.4% (2)	3.7% (1)	7.4% (2)	59.3% (16)
Knowledge and ability of local or central technical support staff	0.0% (0)	7.4% (2)	0.0% (0)	11.1% (3)	59.3% (16)
Timely resolution of your request by local or central technical support staff	3.7% (1)	7.4% (2)	7.4% (2)	11.1% (3)	51.9% (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	3.7% (1)	14.8% (4)	11.1% (3)	33.3% (9)	37.0% (10)
	<i>answered question</i>				
	<i>skipped question</i>				

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

[Download](#)

	Response Count
Hide replies	11
1. NO	Thu, Aug 13, 2009 11:04 AM Find...
2. Bryon rules!	Fri, Aug 7, 2009 5:08 PM Find...
3. No	Wed, Aug 5, 2009 11:22 PM Find...
4. Bryon is wonderful!!!!!! He needs more help and more material support	Tue, Aug 4, 2009 1:33 PM Find...
5. Our support services headed by Bryon Dean have been quite helpful. Bryon does an excellent job, but needs to be 5 places at once. He should be able to delegate more of his duties to those that assist him.	Tue, Aug 4, 2009 12:22 PM Find...
6. Bryon Dean is excellent. The HelpDesk is useless and a waste of money. Every item I've contacted the HelpDesk about has been given to Bryon to resolve, which he does beautifully and	Tue, Aug 4, 2009 11:57 AM Find...
25 responses per page	
	<i>answered question</i> 11
	<i>skipped question</i> 21

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



- promptly. I see no reason to keep paying for the Helpdesk when we have such wonderful support on our campus.
-
7. many times the equipment in the classrooms doesn't work. Tue, Aug 4, 2009 12:53 AM Find...
-
8. I stopped calling our local IT staff because I would not get responses after several calls and emails. Being an adjunct faculty, we have different needs than on campus staff and have no choice but to get their help....it's unfortunate that they don't find us worthy of even returning a phone call. As you can tell, I am not happy at all with whomever holds this position at AUSB. Mon, Aug 3, 2009 11:55 PM Find...
-
9. The tech support I have needed over the past year has mostly to do with immediate need to run the tech system during an instructional period. I don't use the call system because they are not present and can't help me with the problems I have had. I need the "bedside manner" of an immediate, present, support person. On occasion when there was some issue with my computer, some program I wanted to load or some application I wanted to use for the first time, I needed a person nearby to help me


25 responses per page


	answered question	11
	skipped question	21

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

 [Download](#)

figure it out. I say thank you to Bryon Dean and the work study people he has in his team. They should be in charge of all of it and get paid double. Forget the long distance nonsense.

10. On the AUSB campus, our IT person, Bryon Dean, that handles EVERYTHING and coordinates everything IT related is the best I have ever seen. Mon, Aug 3, 2009 7:28 PM  [Find...](#)

11. I think it is ridiculous that we have to send requests to central it help desk instead of being able to first go to our local support person. Sometimes a request is small and our local people can fix it quickly but I am often told that the policy is I have to call the help desk or send a help ticket instead of walking down the hall and asking our guy if he can help. This causes delays in our ability to function and is not cost effective for the campus. Mon, Aug 3, 2009 6:02 PM  [Find...](#)

25 responses per page



	answered question	11
	skipped question	21

[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)	3.8% (1)	23.1% (6)	19.2% (5)	30.8% (8)
Computer lab/classroom and Library software	0.0% (0)	0.0% (0)	26.9% (7)	19.2% (5)	26.9% (7)
Computer lab/classroom availability	3.8% (1)	0.0% (0)	15.4% (4)	11.5% (3)	38.5% (10)
Printing in the labs	0.0% (0)	11.5% (3)	11.5% (3)	11.5% (3)	23.1% (6)
Wireless access in computer lab/classroom and Library	0.0% (0)	11.5% (3)	7.7% (2)	11.5% (3)	30.8% (8)
Wireless access on campus	3.8% (1)	3.8% (1)	19.2% (5)	15.4% (4)	19.2% (5)

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"/>	65.4%	17
No	<input type="checkbox"/>	34.6%	9
answered question			26
skipped question			6

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

	Not at all adequate	2	3	4	Very adequate
Is there adequate Audio Visual equipment in the computer lab/computer classrooms (including AV carts).	0.0% (0)	19.2% (5)	23.1% (6)	3.8% (1)	34.6%
Is the Audio Visual equipment easy to use.	0.0% (0)	19.2% (5)	30.8% (8)	11.5% (3)	23.1%
Is there adequate support available for servicing the hardware for Audio Visual equipments.	3.8% (1)	23.1% (6)	11.5% (3)	15.4% (4)	26.9%
Is there adequate support available for servicing the software for Audio Visual equipments.	3.8% (1)	26.9% (7)	11.5% (3)	11.5% (3)	26.9%
Is there adequate training available for using the Audio Visual equipment.	19.2% (5)	23.1% (6)	7.7% (2)	7.7% (2)	23.1%

17. Do you need more technology in the classrooms?


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

		Response Percent	Response Count
Yes	<input type="checkbox"/>	42.3%	11
No	<input type="checkbox"/>	57.7%	15
answered question			26
skipped question			6







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

 [Download](#)

Response Count

 [Hide replies](#)

12

1. There have been too many times in which the A/V equipment isn't setup correctly and the teachers struggle with it. It's frustrating from the student's point of view. Fri, Aug 14, 2009 12:30 AM  [Find...](#)
2. I don't work in the classrooms but have heard people complain about the lack of current, easily operational technology. Tue, Aug 4, 2009 2:04 PM  [Find...](#)
3. YES!!! Our system is antiquated and breaks down frequently and we don't have the money to make an appropriate fix. Bryon has been outstanding in pathcing together things but there's only so much one can do with bandaids Tue, Aug 4, 2009 1:35 PM  [Find...](#)
4. Monitor facing the lecturer. This would allow the lecturer to see speaker notes or to check information that the entire class should not see (ie., an individual student's record). Tue, Aug 4, 2009 12:32 PM  [Find...](#)
5. Changes are already in progress Tue, Aug 4, 2009 12:09 PM  [Find...](#)
6. white boards connected to the computer. Tue, Aug 4, 2009 12:57 AM  [Find...](#)

25 responses per page

	answered question	12
	skipped question	20

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



electronic voting to interact with ppt.

7. I have need for more advanced software like Photoshop at times and it is not always available. Mon, Aug 3, 2009 11:59 PM Find...

8. I need the equipment to work and for me to know how to work it. I use video tapes all the time and it isn't easy to reset the machines for low tech when they are set for on line access. Sometimes the sound works and sometimes it doesn't so I have to get a tech support person almost every time I want to play a video. DVD's cant stop at random points and then start again when you want of fast forward of back to a different place on the tape so they aren't as useful a tool. I also use overheads still and am very happy to say they are still available and working.

The tech person on our campus is overworked and underpaid and there should be an award for flexibility and work around support for a person who is dedicated to student and faculty access to functional technology.



9. I work as a work study student and sometimes on weekends when no IT is available and I definitely could Mon, Aug 3, 2009 7:37 PM Find...

25 responses per page

	answered question	12
	skipped question	20

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

 [Download](#)

- use more technology information
- 10.** We need consistant and working equipment in the classrooms with a support person available evening s and weekends when many of our classes are. Mon, Aug 3, 2009 6:05 PM  [Find...](#)
- 11.** update--check periodically to make sure everything is working Mon, Aug 3, 2009 6:04 PM  [Find...](#)
- 12.** need more face to face AV or streaming of classes for when commuter students are not able to make it to class do to inclement weather: it is a relatively easy set up.

Eventually, the set up should be all touch-screen as it is in Fresno at CSPP

25 responses per page

	<i>answered question</i>	12
	<i>skipped question</i>	20







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 satisf
Overall satisfaction.	0.0% (0)	11.5% (3)	30.8% (8)	26.9% (7)	30.8% (8)
	<i>answ</i>				
	<i>ski</i>				

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

 [Download](#)

		Response Count
 Hide replies		7
1.	<p>You probably don't want to hear about my gripes about my office computer, huh? I hope those memory upgrades are coming soon! Other than that, I'm very happy with how technology around here works.</p>	<p>Fri, Aug 7, 2009 5:11 PM  Find...</p>
2.	<p>No</p>	<p>Wed, Aug 5, 2009 11:25 PM  Find...</p>
3.	<p>Bryon has upgraded all of the classroom equipment, and made major improvements to the computer lab. Bryon has also upgraded the copiers and fax machine, all of these changes have saved the campus thousands of dollars in operating costs and resulted in a greatly improved learning environment for our students.</p>	<p>Tue, Aug 4, 2009 12:09 PM  Find...</p>
4.	<p>There have been major improvements in recent years but computer training has been pretty much dropped from the curriculum which is unfortunate.</p>	<p>Mon, Aug 3, 2009 11:59 PM  Find...</p>
5.	<p>When systems are changed I experience the change just like a person who has had a stroke and needs to learn to do simple things all over again. I resent the time that it takes and have a great deal of built up hostility towards "newer" "faster" ways to do things that</p>	<p>Mon, Aug 3, 2009 10:53 PM  Find...</p>
answered question		7
skipped question		25

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



were done perfectly fine as they were. New systems take up valuable time to learn and master, just in time for the next brilliant tech shift which causes a new stroke and a new period of adjustment. I am losing time trying to navigate systems I never learned how to use effectively, and for that, just as I learn them they change again. I'm glad I have a MAC instead of a PC as they are at least somewhat intuitive. The campus facilities (phones for example) are so slow I often get my messages the next day instead of when they came in. The best thing about our tech system is that Bryon is really there to help.

6. Windows XP are better than Window Vista I think; at least they are not as slow Mon, Aug 3, 2009 7:37 PM Find...

7. Byron Dean is just great: I am no longer on campus as I am a full time intern, but he was always helpful and creative. I hope that AUSB will do their best to keep him as an employee! Mon, Aug 3, 2009 5:24 PM Find...

	answered question	7
	skipped question	25

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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	7.7% (2)	7.7% (2)	3.8% (1)	19.2% (5)	19.2% (5)
Emails send to all users	7.7% (2)	7.7% (2)	15.4% (4)	23.1% (6)	30.8% (8)

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

 [Download](#)

	Response Count
 Hide replies	6
<ol style="list-style-type: none"> mail box Thu, Aug 13, 2009 11:06 AM  Find... Don't know Wed, Aug 5, 2009 11:27 PM  Find... There is a general lack of communication from central IT about new systems and timelines for changes. Tue, Aug 4, 2009 2:05 PM  Find... I've never received a newsletter or email from IT other than the gmail email change. Tue, Aug 4, 2009 12:00 AM  Find... I don't have time to read the newsletter and I don't care about the projects. I just want the system to work and not keep changing. Mon, Aug 3, 2009 10:57 PM  Find... 	
answered question	6
skipped question	26

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



6. The emails and newsletter are fine, but we were suddenly inundated with information about the transfer of systems, without explanations of why the change was being done. Mon, Aug 3, 2009 5:25 PM [Find...](#)

	answered question	6
	skipped question	26

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	0.0% (0)	0.0% (0)	15.4% (4)	30.8% (8)	46.2% (12)

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









	Not at all satisfied	2	3	4	Very satisfied
Overall satisfaction	0.0% (0)	3.8% (1)	26.9% (7)	46.2% (12)	23.1% (6)
					answered
					skip

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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
 Hide replies		9
1.	I'm not really happy with the Sakai update.	Fri, Aug 14, 2009 12:30 AM  Find...
2.	I found there have lots of problems on first class system to log in, and it will brings troubles for us.	Thu, Aug 13, 2009 11:08 AM  Find...
3.	No	Wed, Aug 5, 2009 11:28 PM  Find...
4.	The Help Desk procedure is clunky and frustrating at times. I tend to rely more on our local IT personnel to accomplish the solving of problems.	Tue, Aug 4, 2009 2:06 PM  Find...
5.	The University Information Technology service does not provide the services that individual campuses need. Clearly, there are much more useful ways to utilize the money being spent on the HelpDesk.	Tue, Aug 4, 2009 12:13 PM  Find...
6.	My survey answers are probably skewed by my local experience but adjunct faculty should be afforded better support from staff/	Tue, Aug 4, 2009 12:01 AM  Find...
7.	To tell the truth, I don't know the difference between Info Services and Server services. Why do I need to know that?	Mon, Aug 3, 2009 11:07 PM  Find...
		answered question 9
		skipped question 23

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







How does that help me serve my students? Know the best questions to ask to obtain critical thinking? or which strategies to use to best engage my students? Being excited about technology is like being excited about a pencil or a pen. It is a tool, if I can't figure out how to use it, then I go for the lower tech. When systems change there needs to be consideration for training. When there isn't enough resources for training the system should stay the way it is. Competent old isn't worse than incompetent new.

8. Smoother transitions and more on campus support would be great. Mon, Aug 3, 2009 6:07 PM Find...

9. This may not be the appropriate place for this comment, but it was incredibly frustrating to have classmates throughout my academic tenure at AUSB who were virtually computer illiterate: It held up the process constantly because the professor would have to take time to help them with presentations. At this time, students returning to graduate school should be expected to have a moderate amount of experience with computer work, i.e. researching, powerpoints, email, various browsers or academic tools. Mon, Aug 3, 2009 5:28 PM Find...

	answered question	9
	skipped question	23

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%	2
 Show replies	Phone	<input type="text"/>	100.0%	2
 Show replies	E-mail	<input type="text"/>	100.0%	2
			<i>answered question</i>	2
			<i>skipped question</i>	30

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