

**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:** PhD

<b>Total:</b>	365	<span style="border: 1px solid #ccc; padding: 2px 10px;">Edit Filter</span>
<b>Filtered:</b>	15	<span style="border: 1px solid #ccc; padding: 2px 10px;">Unapply Filter</span>

Show this Page Only

**Page: Background Information**

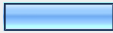
**1. What is your Primary Classification?**  [Create Chart](#) [Download](#)

	Response Percent	Response Count
Student	93.3%	14
Faculty	6.7%	1
Staff	0.0%	0
<i>answered question</i>		15
<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		0.0%	0
Seattle Campus		0.0%	0
<b>PhD Program</b>		<b>100.0%</b>	<b>15</b>
University Administration (Yellow Springs)		0.0%	0
		<b>answered question</b>	<b>15</b>
		<b>skipped question</b>	<b>0</b>

3. How would you rate your computer expertise?

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

		Response Percent	Response Count
Novice		6.7%	1
Somewhat Novice		0.0%	0
<b>Mediocre</b>		<b>46.7%</b>	<b>7</b>
Somewhat Expert		40.0%	6
Expert		6.7%	1
		<b>answered question</b>	<b>15</b>
		<b>skipped question</b>	<b>0</b>

Show this Page Only

Page: User Computing Environment

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

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

		Response Percent	Response Count
PC with Windows Vista	<input checked="" type="checkbox"/>	40.0%	6
PC with Windows XP	<input type="checkbox"/>	33.3%	5
PC with other Windows operating Systems (NT,98/ME,2000)		0.0%	0
Apple Macintosh or compatible	<input type="checkbox"/>	26.7%	4
Unix or Linux workstation		0.0%	0
Other		0.0%	0
I am not sure		0.0%	0
		<b>answered question</b>	<b>15</b>
		<b>skipped question</b>	<b>0</b>

**5. Do you primarily work on campus or off campus?**

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

		Response Percent	Response Count
On campus		0.0%	0
Off Campus	<input checked="" type="checkbox"/>	100.0%	15
		<b>answered question</b>	<b>15</b>
		<b>skipped question</b>	<b>0</b>

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

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

		Response Percent	Response Count
		<b>answered question</b>	<b>15</b>
		<b>skipped question</b>	<b>0</b>

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

Wired	<input type="checkbox"/>	13.3%	2
Wireless	<input checked="" type="checkbox"/>	86.7%	13
<b>answered question</b>			<b>15</b>
<b>skipped question</b>			<b>0</b>

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"/>	0.0%	0
Satellite	<input type="checkbox"/>	0.0%	0
High Speed (DSL, Cable, etc.)	<input checked="" type="checkbox"/>	100.0%	15
<b>answered question</b>			<b>15</b>
<b>skipped question</b>			<b>0</b>

Show this Page Only

Page: User Support Services

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



		Response Percent	Response Count
Never	<input checked="" type="checkbox"/>	66.7%	10
Less than 5 times	<input type="checkbox"/>	26.7%	4
<b>answered question</b>			<b>15</b>
<b>skipped question</b>			<b>0</b>

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

6 to 10 times		0.0%	0
11 to 20 times	<input type="checkbox"/>	6.7%	1
20 or more times		0.0%	0
<b>answered question</b>			<b>15</b>
<b>skipped question</b>			<b>0</b>

9. If you have received help from the Helpdesk in the past year, please indicate your satisfaction by selecting the appropriate response. With 1 being not at all sat

	Not at all satisfied	2	3	4	Very satisfied
Availability of service including wait time for telephone answer	0.0% (0)	0.0% (0)	6.7% (1)	0.0% (0)	13.3% (2)
Courtesy and helpfulness of call center support staff	0.0% (0)	0.0% (0)	6.7% (1)	0.0% (0)	13.3% (2)
Knowledge and ability of call center support staff	0.0% (0)	0.0% (0)	6.7% (1)	0.0% (0)	13.3% (2)
Timely resolution of your request by call center support staff	0.0% (0)	0.0% (0)	6.7% (1)	0.0% (0)	13.3% (2)

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

		Response Percent	Response Count
Never	<input type="checkbox"/>	66.7%	10
<b>answered question</b>			<b>15</b>
<b>skipped question</b>			<b>0</b>

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

Less than 5 times	<input type="checkbox"/>	33.3%	5
6 to 10 times		0.0%	0
11 to 20 times		0.0%	0
20 or more times		0.0%	0
<b>answered question</b>			<b>15</b>
<b>skipped question</b>			<b>0</b>

11. If you have received help from Network/PC/AV Administrator (your local support staff) in the past academic year, please indicate your satisfaction by selecting a rating from 1 to 5. With 1 being not at all satisfied and 5 being very satisfied.

	Not at all satisfied	2	3	4	Very satisfied
Courtesy and helpfulness of local or central technical support staff	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	26.7% (4)
Knowledge and ability of local or central technical support staff	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	26.7% (4)
Timely resolution of your request by local or central technical support staff	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	26.7% (4)
<b>answered question</b>					
<b>skipped question</b>					

12. Overall, how satisfied are you with the user support services? With 1 being not at all satisfied and 5 being very satisfied. [Create Chart](#)

	Not at all satisfied	2	3	4	Very satisfied
<b>answered question</b>					
<b>skipped question</b>					

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



Overall satisfaction	0.0% (0)	6.7% (1)	6.7% (1)	13.3% (2)	<b>73.3% (11)</b>
					<i>answered question</i>
					<i>skipped question</i>

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



		Response Count
<a href="#">Hide replies</a>		6
1.	It is nice to see the Faculty using the AV equipment to deliver their presentation material.	Mon, Aug 10, 2009 6:06 PM <a href="#">Find...</a>
2.	Mugs provides excellent support to the Ph.D. program in Leadership & Change.	Tue, Aug 4, 2009 8:49 AM <a href="#">Find...</a>
3.	Only used support when at residency- otherwise I mentioned problem to Deb Baldwin or "Mugs" and received the fix I need. All staff at residencies fixed any problem that I had quickly and efficiently.	Tue, Aug 4, 2009 12:48 AM <a href="#">Find...</a>
4.	First Class goes down often; the communication link fails in the middle of doing emails, etc.	Mon, Aug 3, 2009 10:05 PM <a href="#">Find...</a>
5.	Yes. I mainly contact Mugs Johnston. I cannot maintain a connection to First Class for the length of time it takes to write an email. I write them in	Mon, Aug 3, 2009 8:01 PM <a href="#">Find...</a>
		<i>answered question</i> 6
		<i>skipped question</i> 9


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

 [Download](#)

Word and paste them in to get them mailed before I lose the connection. Mugs does not know why this is happening to me but it's a total pain in the neck.

---

**6.** I am very unclear as the the relationship of tech support to my program. I am not sure we are clients of IT. When I have been onsite working at one of the centers, the IT people have always been very very helpful - but I am never sure if I am "allowed" to ask. I never receive anything proactive from IT. I am not sure they work proactively or not.

Mon, Aug 3, 2009 5:17 PM  [Find...](#)

	<i>answered question</i>	<b>6</b>
	<i>skipped question</i>	<b>9</b>

[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.)	7.1% (1)	7.1% (1)	0.0% (0)	21.4% (3)	14.3% (2)
Computer lab/classroom and Library software	0.0% (0)	7.1% (1)	0.0% (0)	14.3% (2)	7.1% (1)

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

Computer lab/classroom availability	0.0% (0)	0.0% (0)	0.0% (0)	14.3% (2)	14.3% (2)
Printing in the labs	0.0% (0)	0.0% (0)	14.3% (2)	7.1% (1)	7.1% (1)
Wireless access in computer lab/classroom and Library	0.0% (0)	0.0% (0)	7.1% (1)	21.4% (3)	<b>42.9% (6)</b>
Wireless access on campus	0.0% (0)	0.0% (0)	14.3% (2)	28.6% (4)	<b>35.7% (5)</b>

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"/>	28.6%	4
No	<input type="checkbox"/>	71.4%	10
<i>answered question</i>			14
<i>skipped question</i>			1

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

	Not at all adequate	2	3	4	Very adequate
Is there adequate Audio Visual equipment in the computer lab/computer classrooms (including AV carts).	0.0% (0)	0.0% (0)	0.0% (0)	14.3% (2)	21.4% (3)

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

Is the Audio Visual equipment easy to use.	7.1% (1)	0.0% (0)	7.1% (1)	21.4% (3)	0.0% (0)
Is there adequate support available for servicing the hardware for Audio Visual equipments.	0.0% (0)	7.1% (1)	7.1% (1)	0.0% (0)	7.1% (1)
Is there adequate support available for servicing the software for Audio Visual equipments.	0.0% (0)	7.1% (1)	0.0% (0)	0.0% (0)	7.1% (1)
Is there adequate training available for using the Audio Visual equipment.	0.0% (0)	0.0% (0)	7.1% (1)	0.0% (0)	7.1% (1)

17. Do you need more technology in the classrooms? [Create Chart](#) [Download](#)

	Response Percent	Response Count
Yes <input type="checkbox"/>	28.6%	4
No <input type="checkbox"/>	71.4%	10
<b>answered question</b>		<b>14</b>
<b>skipped question</b>		<b>1</b>


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


	Response Count
<a href="#">Hide replies</a>	4
<b>answered question</b>	<b>4</b>
<b>skipped question</b>	<b>11</b>


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


 [Download](#)

- 1.** Not necessarily more technology -- more up to date. My friend defended her dissertation in Santa Barbara, and the equipment that she had been told had been tested did not work. VERY STRESSFUL experience for her (and her spectators). Eventually, the tech support folks got the presentation working, but the technical problem ate up 15 minutes of her defense time. I'm very nervous about having technical difficulties at my own defense. . .

Tue, Aug 4, 2009 8:52 AM  [Find...](#)
- 2.** I said yes because you don't have a choice that says maybe.

Mon, Aug 3, 2009 8:04 PM  [Find...](#)
- 3.** tablet PC's with e-mailable blackboard notes would be very helpful.

Mon, Aug 3, 2009 6:38 PM  [Find...](#)
- 4.** My answers are a little confusing since I work on every campus. The new equipment at Mcgregor is awesome, but - for me - hard to use walking in the room cold. New England's big whiteboard has not worked for years, but everything else is great. Seattle lab is the worst and hardest to find help. LA is clunky with carts, mixed systems in the lab and what are those mats I have to climb up on in front of the blackboard?

Mon, Aug 3, 2009 5:21 PM  [Find...](#)

	<b><i>answered question</i></b>	<b>4</b>
	<b><i>skipped question</i></b>	<b>11</b>

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

	Not at all satisfied	2	3	4	Very satisfied
Overall satisfaction.	0.0% (0)	7.1% (1)	21.4% (3)	35.7% (5)	35.7% (5)
					<i>answered question</i>
					<i>skipped question</i>

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

	Response Count
<p><a href="#">Hide replies</a></p> <ol style="list-style-type: none"> <li>None. Mon, Aug 10, 2009 6:08 PM <a href="#">Find...</a></li> <li>Have they fixed the air conditioners in Yellow Springs yet? Mon, Aug 3, 2009 8:04 PM <a href="#">Find...</a></li> <li>They vary tremendously. Tremendous source of stress.. Mon, Aug 3, 2009 5:21 PM <a href="#">Find...</a></li> </ol>	3
<i>answered question</i>	3
<i>skipped question</i>	12

Show this Page Only




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	0.0% (0)	0.0% (0)	7.1% (1)	0.0% (0)	14.3% (2)
Emails send to all users	7.1% (1)	0.0% (0)	0.0% (0)	21.4% (3)	<b>50.0% (7)</b>

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

 [Download](#)

	Response Count
<p> <a href="#">Hide replies</a></p> <ol style="list-style-type: none"> <li>1. I don't know. This is an annoying survey. <span style="float: right;">Mon, Aug 3, 2009 8:05 PM  <a href="#">Find...</a></span></li> <li>2. I have never seen the IT newsletter. I did get an email about First Class transition, but it did not mention my program. <span style="float: right;">Mon, Aug 3, 2009 5:22 PM  <a href="#">Find...</a></span></li> </ol>	2
<b>answered question</b>	<b>2</b>
<b>skipped question</b>	<b>13</b>

23. Overall, how satisfied are you with the information technology services uptime (including servers, internet, email etc.) offered by IT during the past year? 1 and 5 being very satisfied.

	Not at all satisfied	2	3	4	Very satisfied
Overall satisfaction	0.0% (0)	7.1% (1)	0.0% (0)	7.1% (1)	64.3% (9)

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)	7.1% (1)	21.4% (3)	35.7% (5)	35.7% (5)

*answered*

*skipped*

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
<a href="#">Hide replies</a>	3
<i>answered question</i>	3
<i>skipped question</i>	12

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




 [Download](#)

- 1. I have had very limited contact with IT services except when on the different campuses for the Phd residencies. At those times, I have been very satisfied with services, staff, facilities, equip. Thu, Aug 13, 2009 10:10 AM  [Find...](#)
- 2. I will need help with putting a new online class on Sakai. Thu, Aug 6, 2009 3:04 PM  [Find...](#)
- 3. What software is available system wide ? Mon, Aug 3, 2009 5:23 PM  [Find...](#)

	<b>answered question</b>	<b>3</b>
	<b>skipped question</b>	<b>12</b>

**26. If you need an IT staff to contact you to discuss with you any aspect of IT services at Antioch University, please provide the information requested below. This information will be passed on to IT staff, but your survey responses will remain confidential**

 [Download](#)

			Response Percent	Response Count
 <a href="#">Show replies</a>	Name	<input type="text"/>	100.0%	3
 <a href="#">Show replies</a>	Phone	<input type="text"/>	100.0%	3
 <a href="#">Show replies</a>	E-mail	<input type="text"/>	100.0%	3
			<b>answered question</b>	<b>3</b>
			<b>skipped question</b>	<b>12</b>

[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.