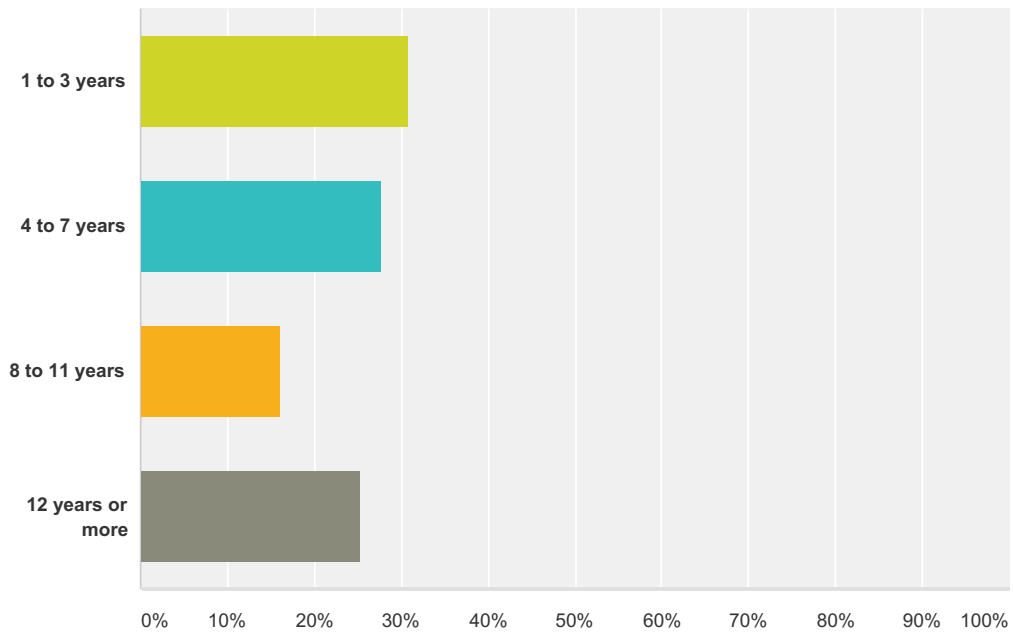


Q1 How many years have you been employed at Angelo State University?

Answered: 155 Skipped: 2



Answer Choices	Responses
1 to 3 years	30.97% 48
4 to 7 years	27.74% 43
8 to 11 years	16.13% 25
12 years or more	25.16% 39
Total	155

Q2 What ASU department are you affiliated with? (please type your answer)

Answered: 150 Skipped: 7

#	Responses	Date
1	Information Technology	5/6/2015 9:18 AM
2	Academic Affairs	5/6/2015 7:42 AM
3	Admissions	5/5/2015 2:06 PM
4	Recreation	5/5/2015 1:34 PM
5	Accountability and Community Engagement	5/5/2015 10:29 AM
6	Housing and Residential Programs	5/5/2015 10:09 AM
7	CASA	5/5/2015 9:45 AM
8	Recreation	5/5/2015 9:44 AM
9	Teacher Education	5/5/2015 9:39 AM
10	Registrar's Office	5/5/2015 9:15 AM
11	Admissions	5/5/2015 9:15 AM
12	Housing and Residential Programs	5/5/2015 9:14 AM
13	Nursing	5/5/2015 9:10 AM
14	Admissions	5/5/2015 9:03 AM
15	Administration	5/5/2015 5:13 AM
16	IT	5/4/2015 3:39 PM
17	SBDC	5/4/2015 9:33 AM
18	Information Technology	5/4/2015 9:17 AM
19	College of Education	5/4/2015 8:27 AM
20	Office of Communications and Marketing	5/2/2015 3:11 PM
21	Facilities	5/1/2015 4:10 PM
22	Library	5/1/2015 2:12 PM
23	Library	5/1/2015 12:38 PM
24	Freshman College	5/1/2015 11:38 AM
25	College of Arts and Sciences	5/1/2015 9:12 AM
26	Athletics	5/1/2015 8:57 AM
27	IT	5/1/2015 8:27 AM
28	College of Arts & Sciences	5/1/2015 8:24 AM
29	Information Technology	5/1/2015 8:13 AM
30	Physical Therapy	5/1/2015 8:06 AM
31	HR	5/1/2015 8:05 AM
32	Library	5/1/2015 8:04 AM
33	Library	5/1/2015 8:02 AM
34	Admissions	4/30/2015 6:11 PM

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35	Office of Communications & Marketing	4/30/2015 4:25 PM
36	IT	4/30/2015 1:44 PM
37	Library	4/30/2015 12:54 PM
38	Budget/Payroll	4/30/2015 9:56 AM
39	Carr	4/30/2015 9:30 AM
40	Laura W. Bush Institute for Womens Health	4/30/2015 8:19 AM
41	IT	4/30/2015 8:18 AM
42	Nursing	4/29/2015 3:22 PM
43	Finance & Administration	4/29/2015 12:55 PM
44	Nursing	4/29/2015 11:31 AM
45	Admissions	4/29/2015 11:16 AM
46	Visual & Performing Arts	4/29/2015 10:25 AM
47	Accounts Payable	4/29/2015 9:51 AM
48	Library	4/29/2015 9:14 AM
49	Development	4/29/2015 9:14 AM
50	SAEM	4/29/2015 9:13 AM
51	Athletics	4/29/2015 8:54 AM
52	Nursing	4/29/2015 8:44 AM
53	Health and Human Services	4/29/2015 8:40 AM
54	Financial Aid	4/29/2015 8:37 AM
55	Finance and Administration	4/29/2015 8:36 AM
56	College of Arts & Sciences	4/29/2015 8:30 AM
57	Purchasing	4/29/2015 8:28 AM
58	Information Technology	4/29/2015 8:16 AM
59	Library	4/29/2015 8:15 AM
60	Financial Aid	4/29/2015 8:14 AM
61	Facilities Management	4/29/2015 8:14 AM
62	SBDC	4/29/2015 8:11 AM
63	IT	4/29/2015 8:10 AM
64	Communications and Marketing	4/29/2015 8:10 AM
65	Mail Services	4/29/2015 8:08 AM
66	President's Office	4/29/2015 8:06 AM
67	college of health and human services	4/29/2015 8:05 AM
68	Student affairs and enrollment management	4/29/2015 8:04 AM
69	Office of Admissions	4/29/2015 8:04 AM
70	Information Technology	4/29/2015 8:03 AM
71	Financial Aid and Accounting, Economics and Finance	4/29/2015 8:03 AM
72	SBDC	4/29/2015 8:03 AM
73	President's Office	4/29/2015 8:03 AM
74	Payroll	4/29/2015 8:02 AM
75	Admissions	4/28/2015 2:20 PM

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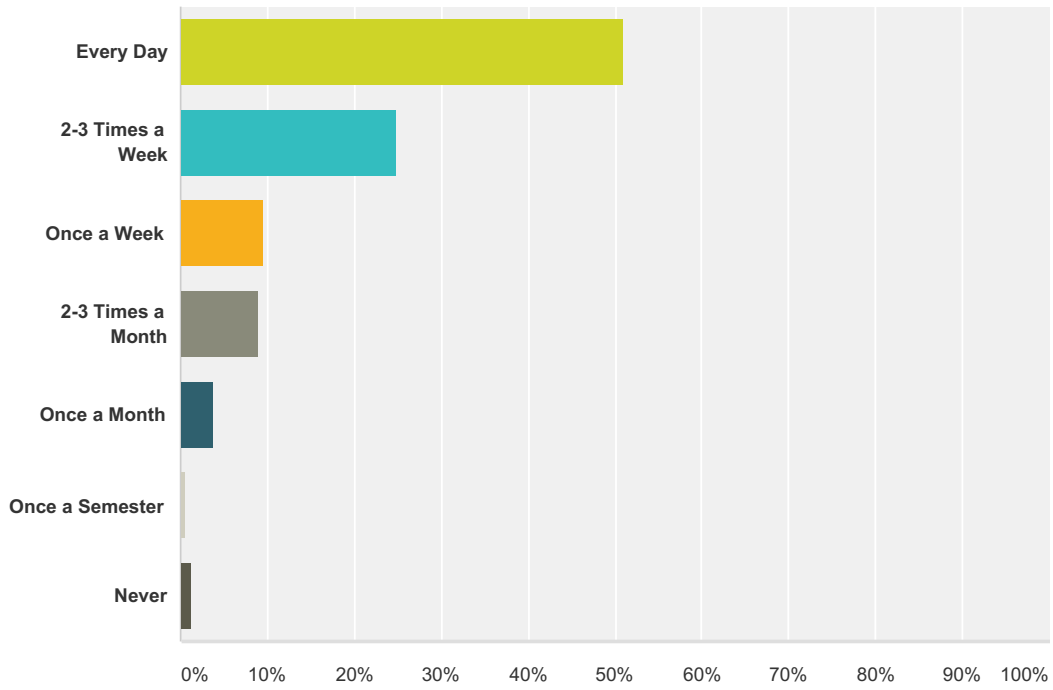
76	Finance and Administration	4/28/2015 1:25 PM
77	Communication & Mass Media	4/28/2015 1:22 PM
78	Sponsored Projects	4/28/2015 1:17 PM
79	Career Development	4/28/2015 11:32 AM
80	Education	4/28/2015 10:55 AM
81	Library	4/28/2015 10:49 AM
82	Academic Affairs	4/28/2015 10:08 AM
83	Housing & Residential Programs	4/28/2015 9:59 AM
84	Information Technology	4/28/2015 9:11 AM
85	Academic Affairs	4/28/2015 8:59 AM
86	IT	4/28/2015 8:44 AM
87	Athletics	4/28/2015 8:20 AM
88	Information Technology	4/28/2015 8:19 AM
89	Health Clinic	4/28/2015 8:06 AM
90	Library	4/28/2015 7:42 AM
91	Human Resources	4/27/2015 9:11 PM
92	Enrollment Management	4/27/2015 5:37 PM
93	College of Arts and Sciences	4/27/2015 5:14 PM
94	Information Technology	4/27/2015 4:22 PM
95	Special Events	4/27/2015 4:19 PM
96	WED Center	4/27/2015 3:59 PM
97	Dept of Security Studies and Criminal Justice	4/27/2015 3:47 PM
98	Health Clinic	4/27/2015 3:09 PM
99	Student Affairs	4/27/2015 3:07 PM
100	Materials Management	4/27/2015 3:05 PM
101	Development	4/27/2015 2:34 PM
102	Kinesiology	4/27/2015 2:27 PM
103	Police	4/27/2015 2:24 PM
104	Information Technology	4/27/2015 2:15 PM
105	Graduate Nursing	4/27/2015 2:09 PM
106	Office of the Dean	4/27/2015 2:08 PM
107	Center for Student Involvement	4/27/2015 2:07 PM
108	Aerospace Studies	4/27/2015 2:03 PM
109	Admissions	4/27/2015 2:02 PM
110	Small Business Development Center	4/27/2015 2:01 PM
111	Communications and Marketing Office	4/27/2015 1:57 PM
112	Controller's Office	4/27/2015 1:53 PM
113	Information Technology	4/27/2015 1:48 PM
114	UREC	4/27/2015 1:45 PM
115	Information Technology	4/27/2015 1:43 PM
116	College of Arts & Sciences	4/27/2015 1:36 PM

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117	Communications and Marketing	4/27/2015 1:33 PM
118	Development	4/27/2015 1:30 PM
119	Information Technology	4/27/2015 1:30 PM
120	University Police	4/27/2015 1:27 PM
121	Physical Therapy	4/27/2015 1:20 PM
122	Materials Management	4/27/2015 1:17 PM
123	Financial Aid	4/27/2015 1:16 PM
124	SAEM	4/27/2015 1:16 PM
125	College of Business	4/27/2015 1:15 PM
126	Ag	4/27/2015 1:15 PM
127	student enents	4/27/2015 1:09 PM
128	Athletics	4/27/2015 1:08 PM
129	OneCard & Parking Services	4/27/2015 1:04 PM
130	Library	4/27/2015 1:03 PM
131	communications & marketing	4/27/2015 1:01 PM
132	HR	4/27/2015 1:00 PM
133	MATERIALS MANAGEMENT	4/27/2015 12:59 PM
134	IT	4/27/2015 12:59 PM
135	Accounting, Economics and Finance	4/27/2015 12:58 PM
136	library	4/27/2015 12:52 PM
137	Information Technology	4/27/2015 12:51 PM
138	IT	4/27/2015 12:49 PM
139	Admissions	4/27/2015 12:44 PM
140	Business Services	4/27/2015 12:37 PM
141	College of Education	4/27/2015 12:35 PM
142	parking	4/27/2015 12:29 PM
143	Career Development	4/27/2015 12:27 PM
144	Teacher Education	4/27/2015 12:24 PM
145	Security Studies	4/27/2015 12:15 PM
146	Center for International Studies	4/27/2015 12:15 PM
147	Freshman College	4/27/2015 12:14 PM
148	Registrar's Office	4/27/2015 12:13 PM
149	WED Center	4/27/2015 12:12 PM
150	Registrar	4/27/2015 12:12 PM

Q3 How often do you typically use RamPort?

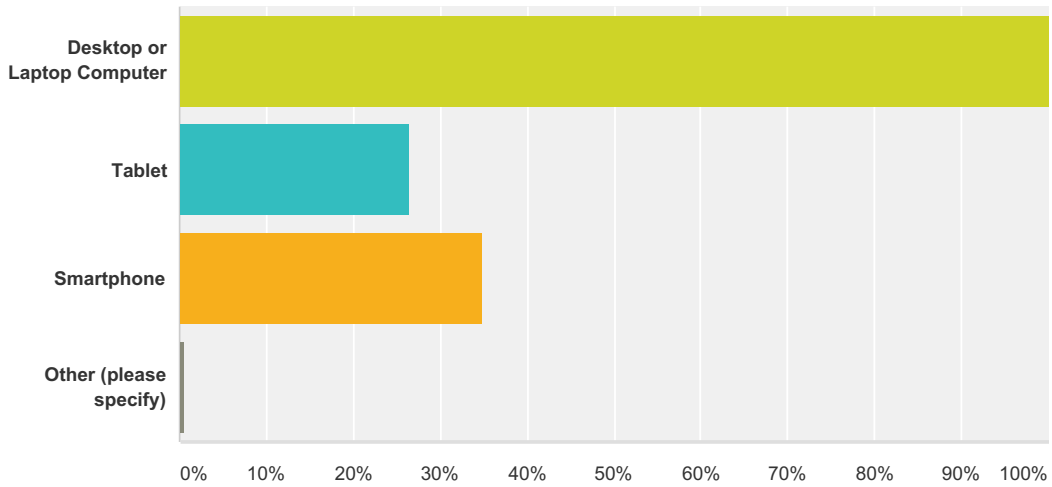
Answered: 157 Skipped: 0



Answer Choices	Responses	
Every Day	50.96%	80
2-3 Times a Week	24.84%	39
Once a Week	9.55%	15
2-3 Times a Month	8.92%	14
Once a Month	3.82%	6
Once a Semester	0.64%	1
Never	1.27%	2
Total		157

Q4 How do you access RamPort? (please check all that apply)

Answered: 155 Skipped: 2

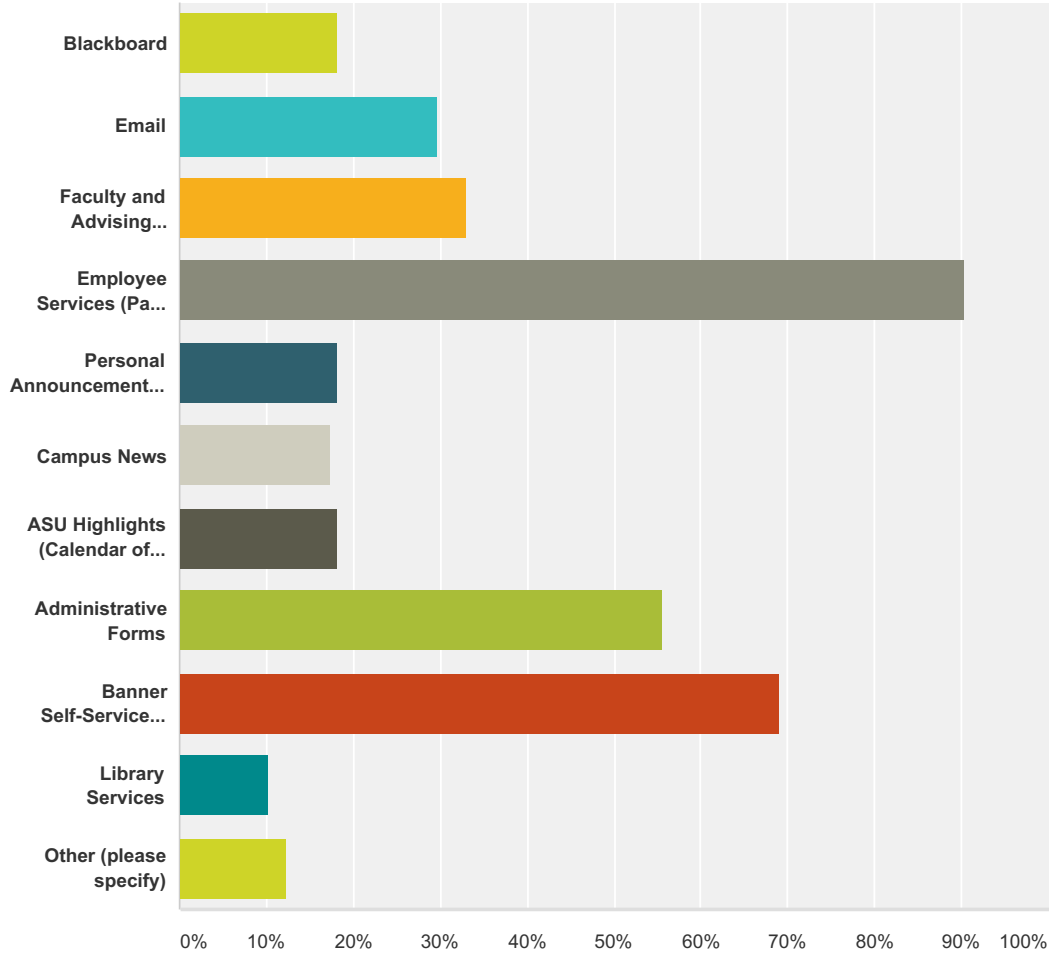


Answer Choices	Responses
Desktop or Laptop Computer	100.00% 155
Tablet	26.45% 41
Smartphone	34.84% 54
Other (please specify)	0.65% 1
Total Respondents: 155	

#	Other (please specify)	Date
1	home laptop	4/28/2015 1:22 PM

Q5 When you are in RamPort, which of items below do you access? (please check all that apply)

Answered: 155 Skipped: 2



Answer Choices	Responses
Blackboard	18.06% 28
Email	29.68% 46
Faculty and Advising Services (Advising Information)	32.90% 51
Employee Services (Pay Stubs, W2 Forms, etc.)	90.32% 140
Personal Announcements / Campus Announcements	18.06% 28
Campus News	17.42% 27
ASU Highlights (Calendar of Events)	18.06% 28
Administrative Forms	55.48% 86
Banner Self-Service (i.e., Leave Reporting, View/Approve Documents, Advising Services)	69.03% 107
Library Services	10.32% 16

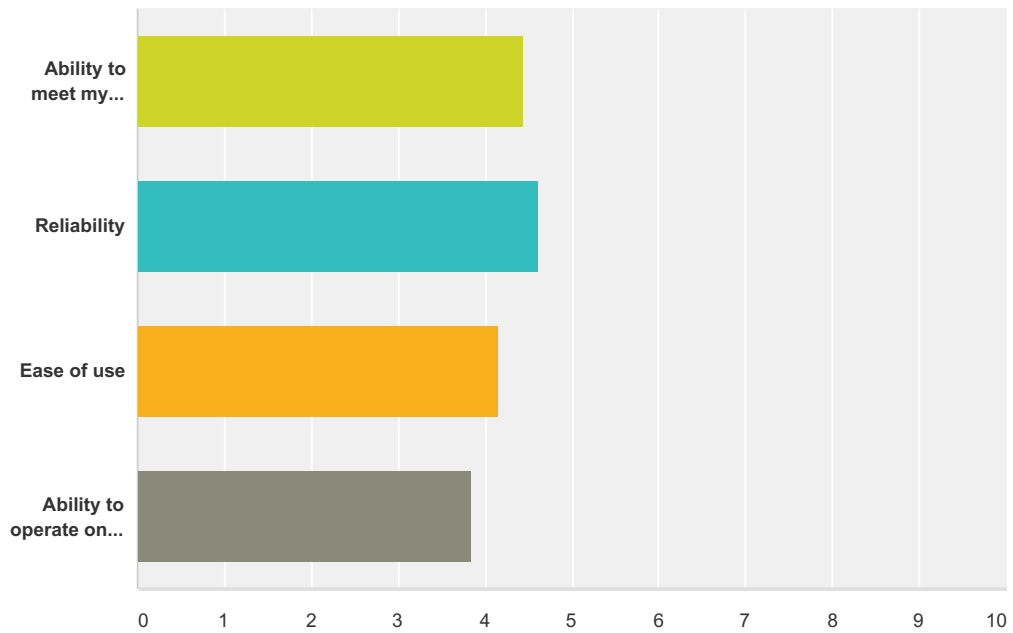
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Other (please specify)	12.26%	19
Total Respondents: 155		

#	Other (please specify)	Date
1	web time entry, ePAF generator	5/5/2015 1:40 PM
2	Use the work life tab a lot	5/5/2015 10:30 AM
3	Worklife tab	5/5/2015 9:16 AM
4	webadmin	5/1/2015 12:40 PM
5	Budget	5/1/2015 11:42 AM
6	FAMIS	5/1/2015 8:03 AM
7	Leave Reporting	4/29/2015 8:05 AM
8	Faculty Grants & Budget Office Documents	4/28/2015 1:18 PM
9	One Card	4/28/2015 11:34 AM
10	Work Life	4/28/2015 10:50 AM
11	Alumni and donor look up	4/27/2015 2:34 PM
12	Work Orders	4/27/2015 2:04 PM
13	Advancement Officers	4/27/2015 1:33 PM
14	System Administration Center	4/27/2015 1:33 PM
15	Time Sheet	4/27/2015 1:21 PM
16	HR, room reservations, travel channel	4/27/2015 1:00 PM
17	Training/reference resources - HR Channel, Budget Ofc Channel, Controller's Channel, etc.	4/27/2015 12:43 PM
18	Budget Queries/Special Events/Facilities Management	4/27/2015 12:26 PM
19	Registration and College Scheduler	4/27/2015 12:13 PM

Q6 Please indicate your level of satisfaction for the following items regarding Ramport.

Answered: 155 Skipped: 2



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Ability to meet my requirements	0.00% 0	3.87% 6	9.68% 15	23.87% 37	62.58% 97	0.00% 0	155	4.45
Reliability	0.00% 0	1.31% 2	5.23% 8	23.53% 36	69.93% 107	0.00% 0	153	4.62
Ease of use	3.90% 6	8.44% 13	8.44% 13	26.62% 41	52.60% 81	0.00% 0	154	4.16
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	4.58% 7	3.27% 5	20.26% 31	19.61% 30	28.10% 43	24.18% 37	153	3.84

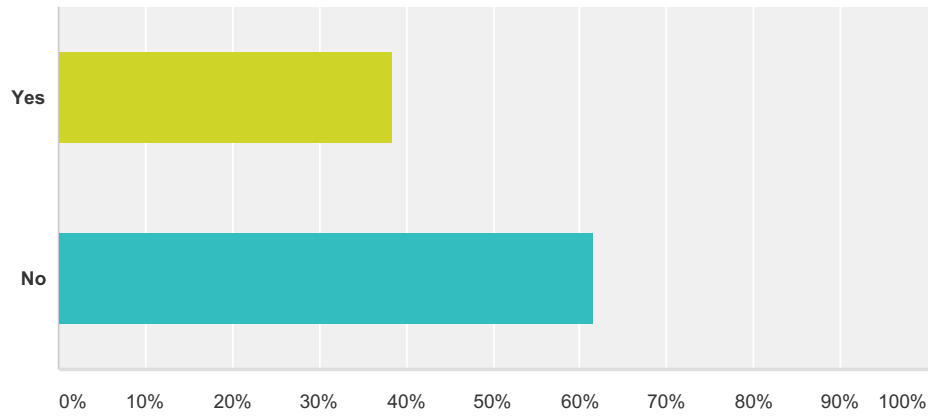
Q7 Why don't you use RamPort?

Answered: 2 Skipped: 155

#	Responses	Date
1	RamPort is too cluttered and unorganized so I directly navigate to the Self-Service Banner application.	4/29/2015 8:04 AM
2	I will go directly to the system I need to be in, ie: Self-Service for leave tracking.	4/28/2015 8:44 AM

Q8 Do you use Blackboard?

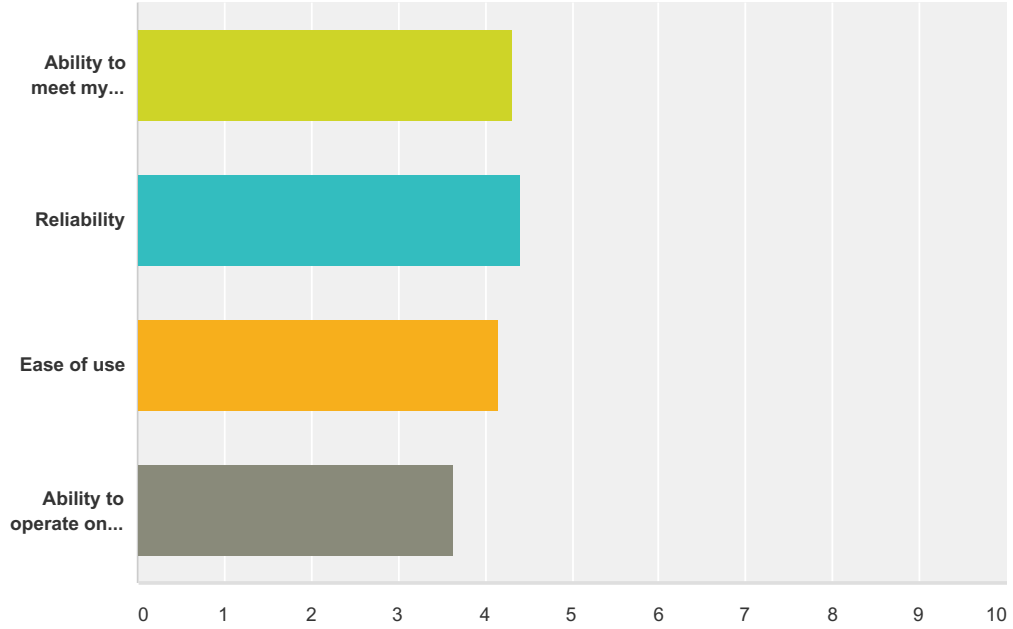
Answered: 156 Skipped: 1



Answer Choices	Responses
Yes	38.46% 60
No	61.54% 96
Total	156

Q9 Please indicate your level of satisfaction for the following items regarding Blackboard.

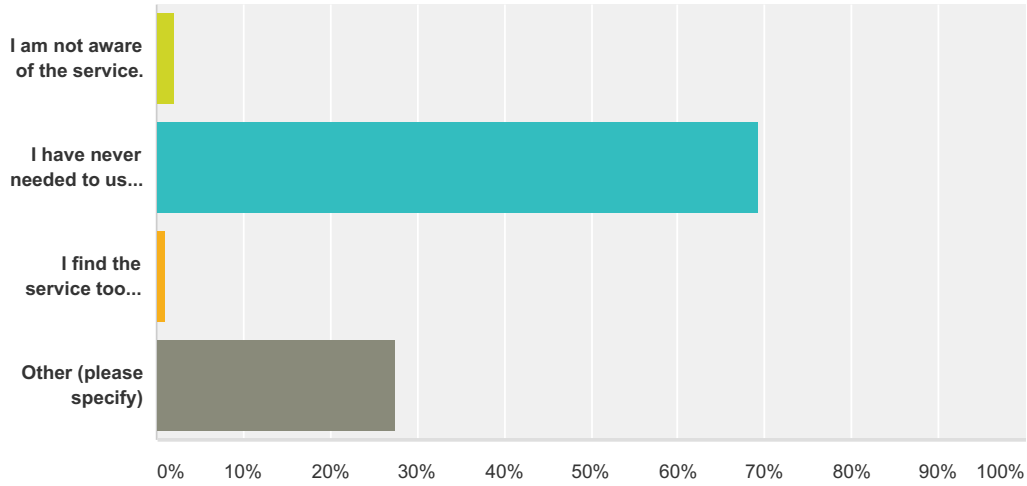
Answered: 61 Skipped: 96



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Ability to meet my requirements	0.00% 0	1.67% 1	18.33% 11	23.33% 14	53.33% 32	3.33% 2	60	4.33
Reliability	0.00% 0	1.64% 1	18.03% 11	18.03% 11	60.66% 37	1.64% 1	61	4.40
Ease of use	1.64% 1	3.28% 2	21.31% 13	24.59% 15	47.54% 29	1.64% 1	61	4.15
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	4.92% 3	4.92% 3	26.23% 16	13.11% 8	24.59% 15	26.23% 16	61	3.64

Q10 Please indicate the reason that best describes why you have NOT used Blackboard.

Answered: 98 Skipped: 59



Answer Choices	Responses
I am not aware of the service.	2.04% 2
I have never needed to use the service	69.39% 68
I find the service too difficult to use.	1.02% 1
Other (please specify)	27.55% 27
Total	98

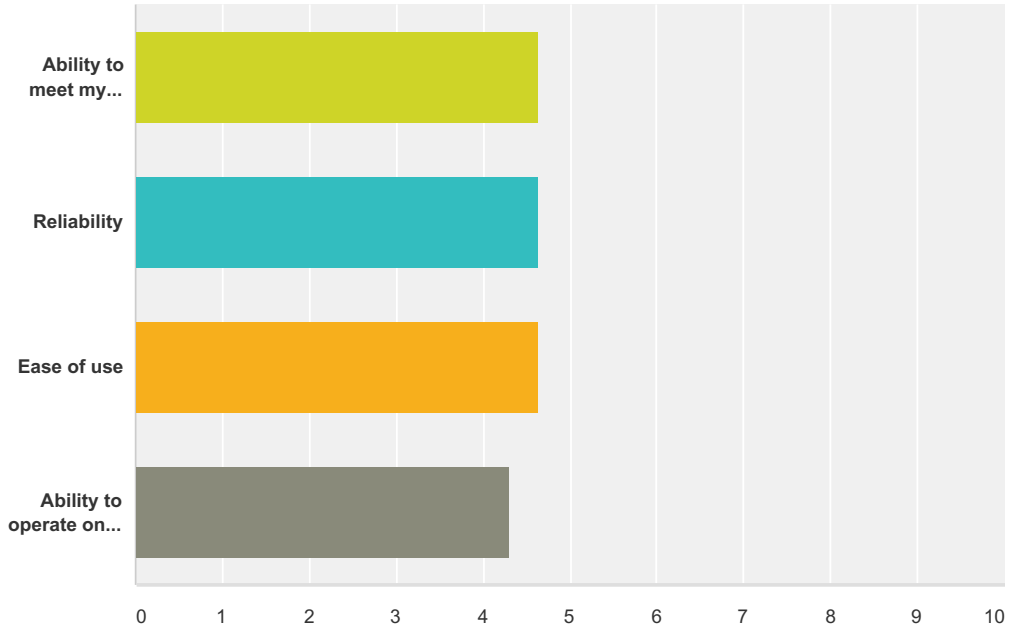
#	Other (please specify)	Date
1	Will be using this fall	5/6/2015 7:43 AM
2	Dont need to use it	5/5/2015 9:15 AM
3	I	5/4/2015 8:28 AM
4	I use it only when I am taking classes.	5/2/2015 3:13 PM
5	I used it as a student but have no need for it in my duties as an employee.	5/1/2015 2:14 PM
6	Use very rarely, once a year maybe. Not Necessary for my job duties.	5/1/2015 8:48 AM
7	my current position does not use it - SBDC	5/1/2015 8:22 AM
8	I used it twice for employee training	5/1/2015 8:15 AM
9	not necessary for my job	5/1/2015 8:05 AM
10	not a student or faculty, I use Ramport and Banner for all my needs	4/30/2015 10:45 AM
11	I have only used it once for training purposes with HR.	4/29/2015 11:17 AM
12	I have only used blackboard for HR training (and that was 2 since I've been here). I'm not a regular.	4/29/2015 8:16 AM
13	I am staff; not faculty. I used it as a student till 2011.	4/29/2015 8:06 AM
14	I've used it once or twice before	4/29/2015 8:05 AM

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15	I have never been trained on it.	4/29/2015 8:04 AM
16	Only on very rare occasions do I need to access it for testing	4/28/2015 10:51 AM
17	I don't know how I can use it in my line of work	4/28/2015 10:02 AM
18	No need anymore.	4/28/2015 8:20 AM
19	It is not needed for my assignments and duties.	4/28/2015 7:43 AM
20	Not necessary for my job function.	4/27/2015 4:24 PM
21	Since I'm staff, I don't interact with Bb except to check occasional courses.	4/27/2015 4:08 PM
22	Don't know how to use the service and haven't need to learn.	4/27/2015 1:59 PM
23	No longer use since becoming fulltime.	4/27/2015 1:50 PM
24	Have Used before, but not necessary now.	4/27/2015 1:37 PM
25	no need	4/27/2015 1:18 PM
26	Not necessary for department	4/27/2015 1:06 PM
27	I have only used it for certification from HR, so maybe 3 times ever.	4/27/2015 1:02 PM

Q11 Please indicate your level of satisfaction for the following items regarding Microsoft Outlook Email and Calendaring.

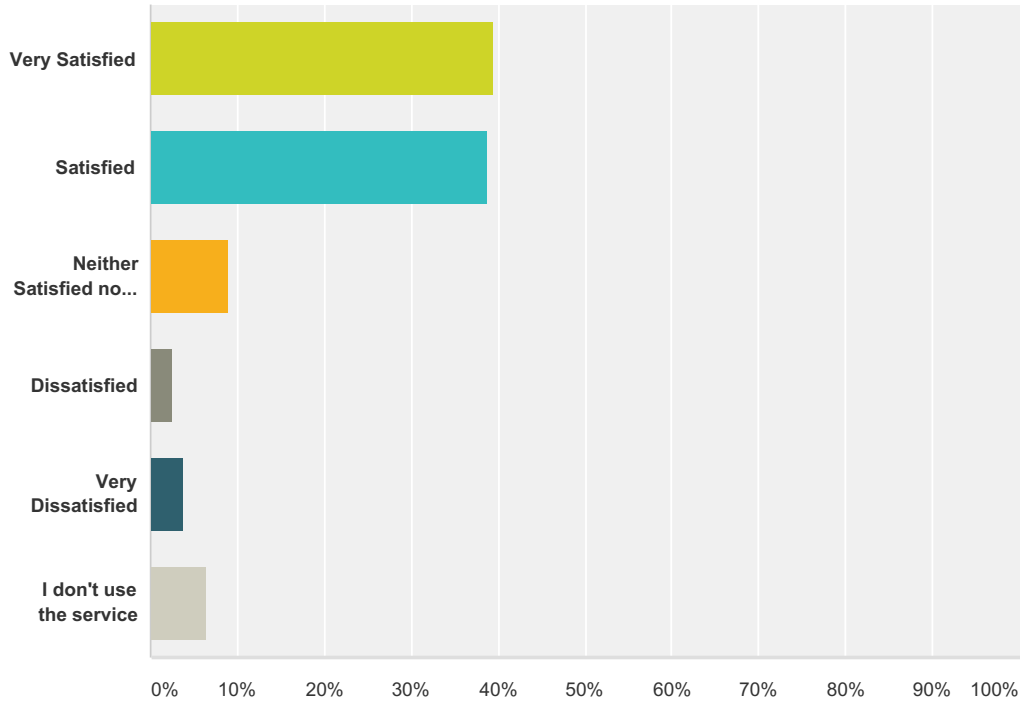
Answered: 148 Skipped: 9



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Ability to meet my requirements	2.03% 3	0.00% 0	2.70% 4	22.30% 33	72.30% 107	0.68% 1	148	4.64
Reliability	1.36% 2	1.36% 2	2.72% 4	21.09% 31	72.79% 107	0.68% 1	147	4.64
Ease of use	2.04% 3	0.68% 1	3.40% 5	19.05% 28	74.15% 109	0.68% 1	147	4.64
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	2.74% 4	3.42% 5	10.96% 16	17.12% 25	52.74% 77	13.01% 19	146	4.31

Q12 How satisfied are you with Outlook Web Access (owa.angelo.edu, web-based email)?

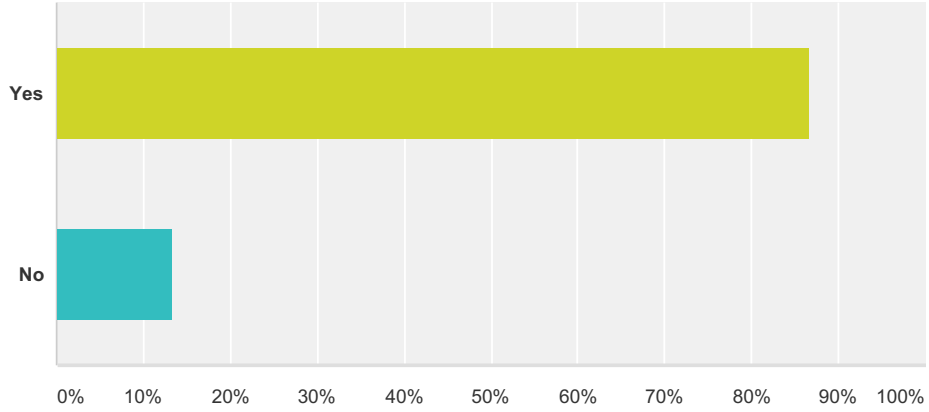
Answered: 157 Skipped: 0



Answer Choices	Responses	Count
Very Satisfied	39.49%	62
Satisfied	38.85%	61
Neither Satisfied nor Dissatisfied	8.92%	14
Dissatisfied	2.55%	4
Very Dissatisfied	3.82%	6
I don't use the service	6.37%	10
Total		157

Q13 Do you use Banner Self-Service (i.e., Leave Reporting, View/Approve Documents, Advising Services, etc.)?

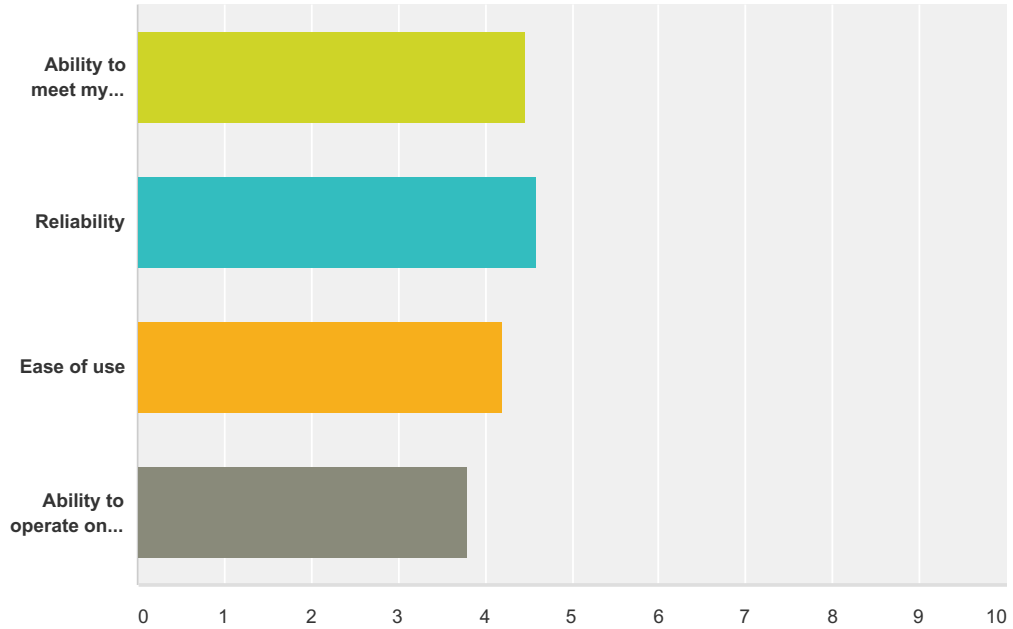
Answered: 156 Skipped: 1



Answer Choices	Responses	
Yes	86.54%	135
No	13.46%	21
Total		156

Q14 Please indicate your level of satisfaction for the following items regarding Banner Self-Service.

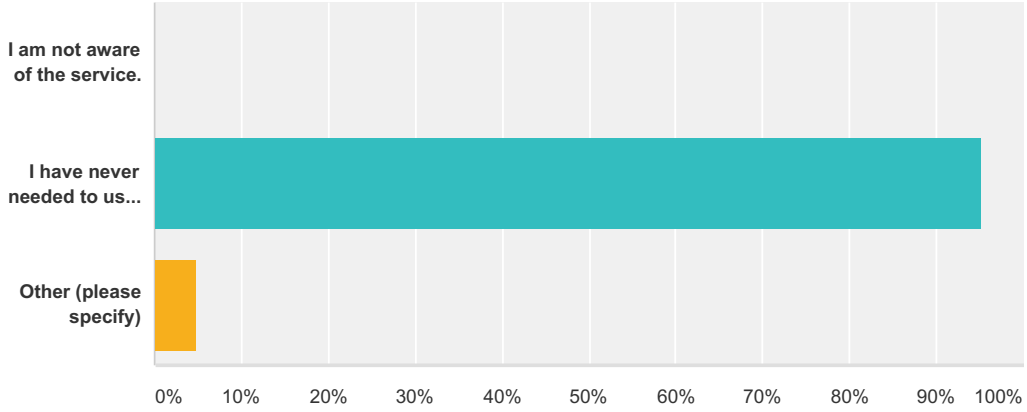
Answered: 136 Skipped: 21



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Ability to meet my requirements	0.74% 1	0.74% 1	9.56% 13	28.68% 39	60.29% 82	0.00% 0	136	4.47
Reliability	0.00% 0	0.74% 1	7.41% 10	24.44% 33	67.41% 91	0.00% 0	135	4.59
Ease of use	2.96% 4	7.41% 10	8.89% 12	28.15% 38	52.59% 71	0.00% 0	135	4.20
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	6.77% 9	3.76% 5	15.79% 21	18.05% 24	29.32% 39	26.32% 35	133	3.81

Q15 Please indicate the reason that best describes why you have NOT used Banner Self-Service.

Answered: 21 Skipped: 136

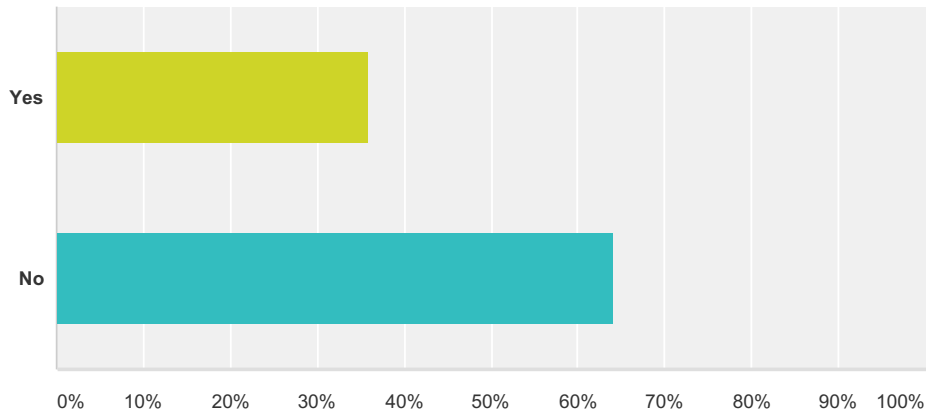


Answer Choices	Responses
I am not aware of the service.	0.00% 0
I have never needed to use the service.	95.24% 20
Other (please specify)	4.76% 1
Total	21

#	Other (please specify)	Date
1	I didn't know you could use leave reporting via self-service	4/29/2015 8:06 AM

Q16 Do you use the Document Imaging System (Hyland Onbase)?

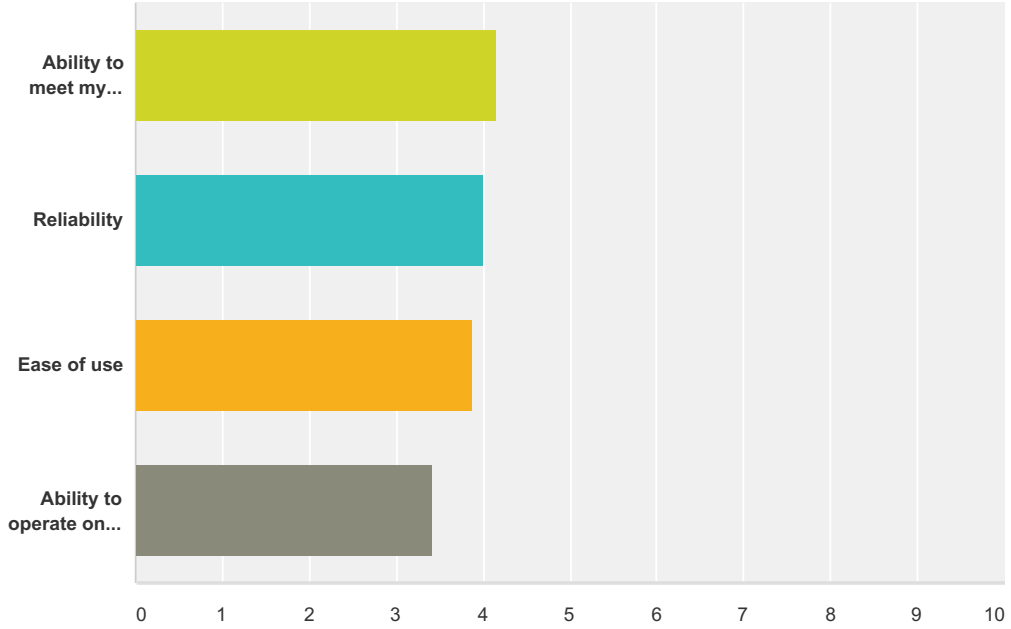
Answered: 156 Skipped: 1



Answer Choices	Responses
Yes	35.90% 56
No	64.10% 100
Total	156

Q17 Please indicate your level of satisfaction for the following items regarding the Document Imaging System.

Answered: 55 Skipped: 102



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Ability to meet my requirements	3.64% 2	3.64% 2	14.55% 8	30.91% 17	47.27% 26	0.00% 0	55	4.15
Reliability	5.45% 3	10.91% 6	5.45% 3	34.55% 19	43.64% 24	0.00% 0	55	4.00
Ease of use	5.56% 3	7.41% 4	14.81% 8	37.04% 20	35.19% 19	0.00% 0	54	3.89
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	5.66% 3	7.55% 4	16.98% 9	9.43% 5	16.98% 9	43.40% 23	53	3.43

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Q18 Please include any additional comments you would like to share with us regarding computer software used by Angelo State University.

Answered: 29 Skipped: 128

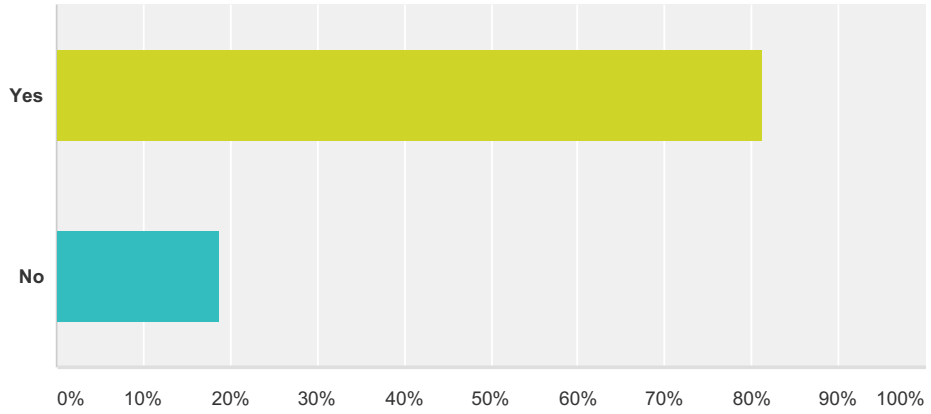
#	Responses	Date
1	Onbase has several bugs.	5/5/2015 9:15 AM
2	I would use the digital scanner at the library on the end of the IT desk if it worked correctly more often. For a long time I thought I just wasn't using it right but the last 3 times I have needed to use it I ask the IT student assistant at the Library IT desk to help me with it, which they have kindly done but each of those times they have had to send the scanned document to my email more than once, and that's with me typing in my email address myself.	5/1/2015 2:17 PM
3	Banner software is confusing and not user friendly. Finding simple information is hard to find since you have to go through different screens with different functions.	5/1/2015 11:52 AM
4	I think our software platforms are adequate. I do think there are better email solutions than Outlook.	5/1/2015 8:17 AM
5	I would like it if the Finance portion of Banner could generate an email (or receipt) listing account activity and send it to the account holder whenever the Bursar's Office, Budget Office, or other entities make entries into the Library's account. It would make reconciling our accounts, especially the revenue accounts, less of a burden if we could receive receipts or email notifications.	5/1/2015 8:09 AM
6	Banner is cumbersome, has no push/pull and was out of date as far as interface in the 1980s.	4/29/2015 10:29 AM
7	I am very happy with our IT service and software. I would like to know more about Malware and how often to tidy up cookies, etc.	4/29/2015 9:18 AM
8	It would be nice to be able to access Banner remotely without having a connection to the desktop.	4/29/2015 8:40 AM
9	IT is great to work with and helps us tremendously	4/29/2015 8:13 AM
10	It would be nice if everything were more compatible with open source software. I run Linux and Ubuntu on my laptop at home and Thunderbird can't connect to the Microsoft Exchange Server, and OWA is a pain in the @\$\$ to use at best due to the fact that I use Mozilla Firefox. I refuse to use Internet Explorer.	4/29/2015 8:09 AM
11	keep up the great work.	4/29/2015 8:09 AM
12	Meets my needs.	4/29/2015 8:08 AM
13	Instructions for VPN were not clear. Need detailed training for Onbase scanning.	4/29/2015 8:06 AM
14	OnBase has to be restarted too many times when you are in it. It freezes and then you have to shut it down & lose some things. I think the previous system we used was better.	4/28/2015 2:39 PM
15	Some of the software can be buggy, but the IT staff is always prompt and very professional in addressing the issues.	4/28/2015 1:20 PM
16	I would be more satisfied with Outlook Web Access if the emails sent from there looked as professional as the emails sent from my computer in the office. It could be I just don't have owa set up the way I could to make this happen. Currently emails I send from owa have very little formatting and look very plain.	4/27/2015 3:12 PM
17	I like Ramport and the information available through Ramport. However, I do not use it unless absolutely necessary due to the constant timing out. Unless you are constantly interacting with the app, it times out making it a nuisance to continually have to log in.	4/27/2015 2:28 PM
18	N/A	4/27/2015 2:09 PM
19	I would like to see a travel request online system utilized through Ramport instead of submitting travel by paper.	4/27/2015 2:04 PM
20	Our area is heavily invested in Apps@ASU (Google Apps). I wish Fac/Staff email & calendars were on Gmail & Google Calendar rather than Outlook. Outlook just taxes my computer's resources and is very inefficient.	4/27/2015 1:48 PM
21	I like the Blackboard mobile app - it is the easiest way to check grades.	4/27/2015 1:45 PM
22	There use to be classes offered to staff. I am sure attendance was low, but I think software classes should be offered to "NEW" employees to help them get acclimated to our system.	4/27/2015 1:40 PM

ASU Staff - IT Dept.Satisfaction Survey

23	ASU always has the better of software programs.	4/27/2015 1:39 PM
24	the imaging system seems to require a lot of steps, other systems used at my last place of employment was more user friendly	4/27/2015 1:21 PM
25	Employees and have all the tools they need to complete tasks. However, the training for new students and employees is lacking.	4/27/2015 1:21 PM
26	Room Reservations (EMS) offers only a tiny portion for end users. Cognos is good, but needs more training available. Live Whale...web services needs to see some of the things from a user standpoint. All they provide is not intuitive to a normal person who is not IT or the customer who uses the end product.	4/27/2015 1:12 PM
27	I am on a Mac and prefer Mac Mail so much better than Microsoft Outlook, i wish IT supported Mac Mail. I also prefer iCal over Outlook calendar. It is seamless over all my devices—I have a Mac at home.	4/27/2015 1:04 PM
28	I am constantly told by academic advisors that they wish they could see if a student is core complete in ramprot using the advising services.	4/27/2015 12:47 PM
29	ePAF processes could be better streamlined by allowing for submission for student hiring with multiple accounts in a single entry rather than a separate entry for each account	4/27/2015 12:45 PM

Q19 Do you connect wirelessly to the Angelo State University network while on campus?

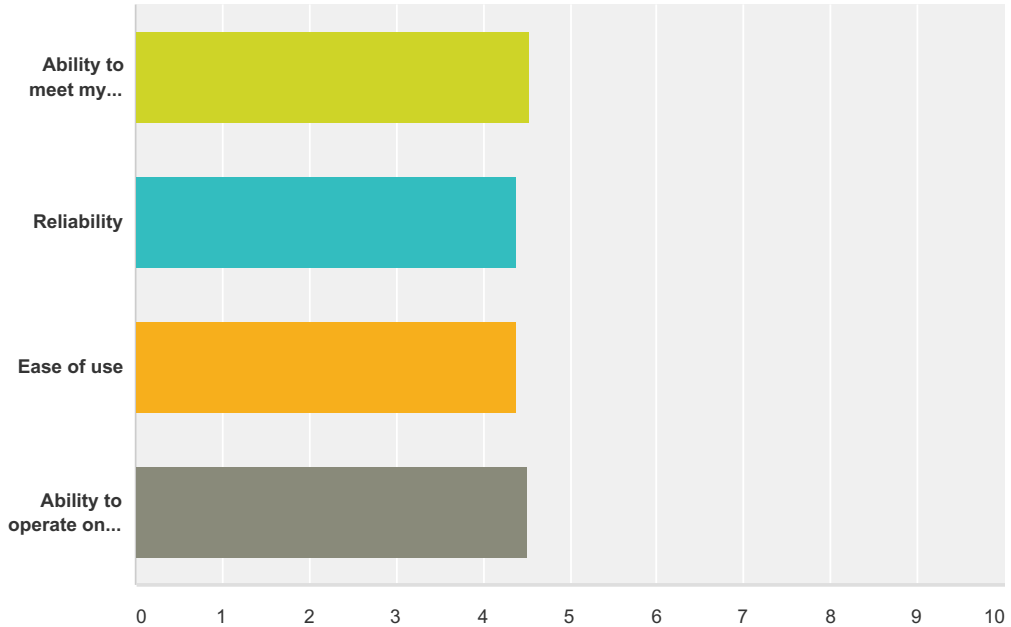
Answered: 155 Skipped: 2



Answer Choices	Responses
Yes	81.29% 126
No	18.71% 29
Total	155

Q20 Please indicate your level of satisfaction for the following items regarding ASU WIRELESS network connectivity.

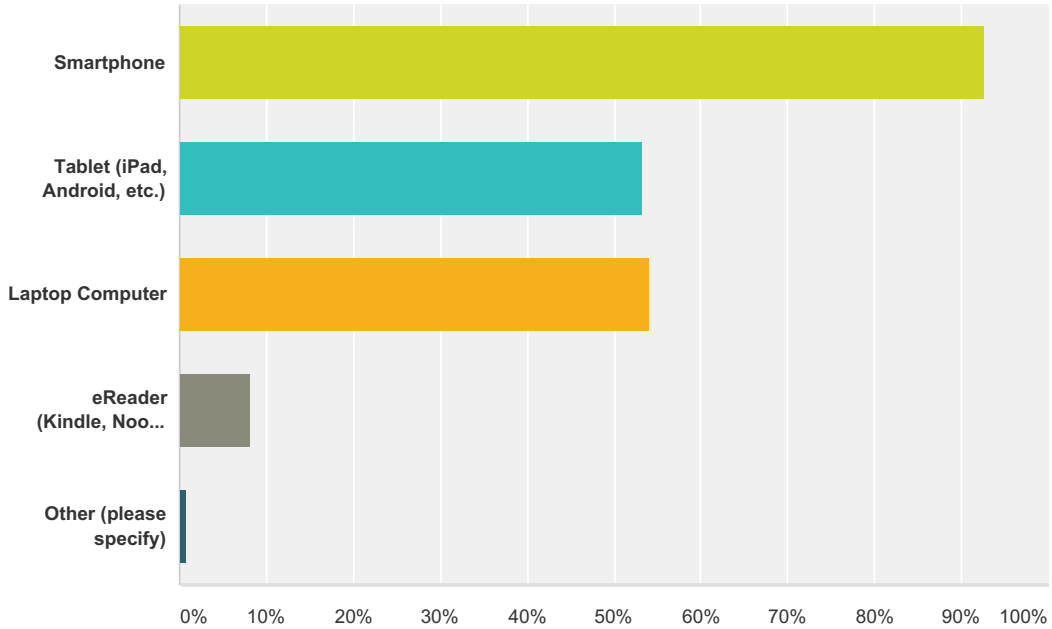
Answered: 127 Skipped: 30



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Ability to meet my requirements	0.00% 0	3.94% 5	4.72% 6	25.98% 33	65.35% 83	0.00% 0	127	4.53
Reliability	1.57% 2	4.72% 6	7.09% 9	27.56% 35	59.06% 75	0.00% 0	127	4.38
Ease of use	0.00% 0	7.94% 10	7.14% 9	23.81% 30	61.11% 77	0.00% 0	126	4.38
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	0.81% 1	2.42% 3	7.26% 9	24.19% 30	62.90% 78	2.42% 3	124	4.50

Q21 Which of the following devices do you use to connect WIRELESSLY to the ASU network while on campus?

Answered: 124 Skipped: 33

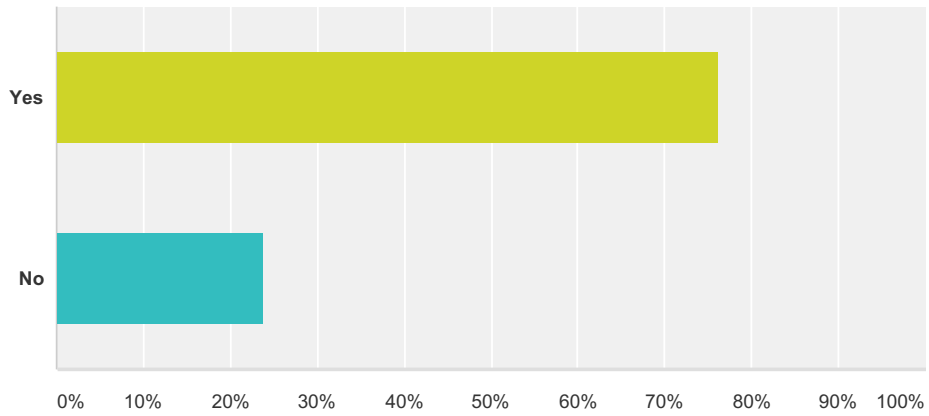


Answer Choices	Responses
Smartphone	92.74% 115
Tablet (iPad, Android, etc.)	53.23% 66
Laptop Computer	54.03% 67
eReader (Kindle, Nook, etc.)	8.06% 10
Other (please specify)	0.81% 1
Total Respondents: 124	

#	Other (please specify)	Date
1	Linux Laptop	4/30/2015 8:21 AM

Q22 Do you connect to the ASU network using a WIRED connection?

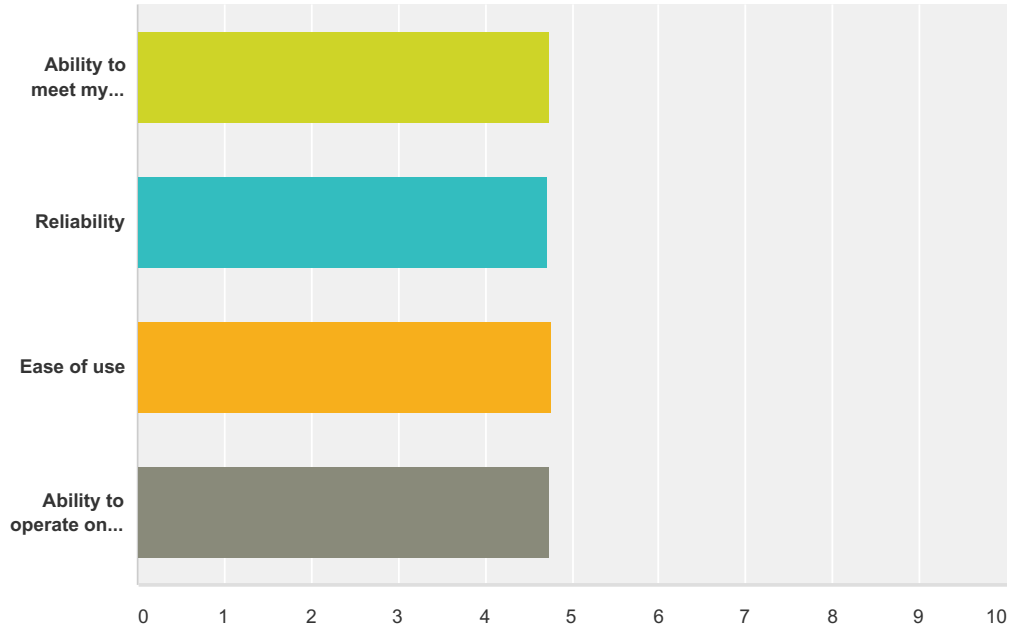
Answered: 155 Skipped: 2



Answer Choices	Responses	
Yes	76.13%	118
No	23.87%	37
Total		155

Q23 Please indicate your level of satisfaction for the following items regarding ASU WIRED network connectivity.

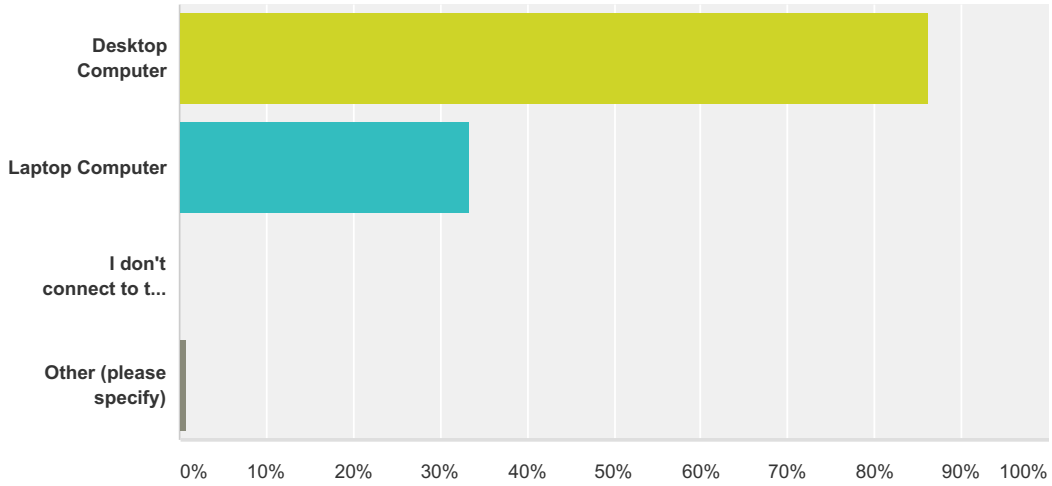
Answered: 118 Skipped: 39



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Ability to meet my requirements	0.00% 0	0.00% 0	6.78% 8	13.56% 16	79.66% 94	0.00% 0	118	4.73
Reliability	0.85% 1	0.00% 0	5.93% 7	13.56% 16	79.66% 94	0.00% 0	118	4.71
Ease of use	0.00% 0	0.00% 0	5.93% 7	13.56% 16	80.51% 95	0.00% 0	118	4.75
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	0.00% 0	0.00% 0	5.13% 6	7.69% 9	57.26% 67	29.91% 35	117	4.74

Q24 Please indicate which of the following devices you use to connect WIRED to the ASU network on campus.

Answered: 117 Skipped: 40

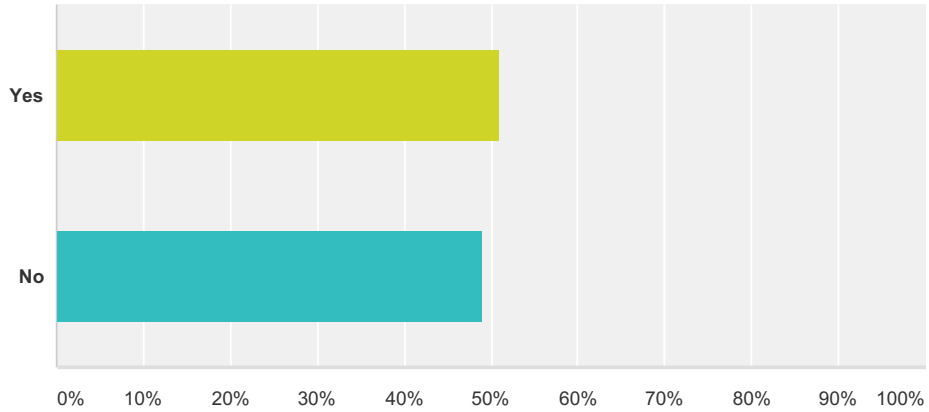


Answer Choices	Responses
Desktop Computer	86.32% 101
Laptop Computer	33.33% 39
I don't connect to the network with a wired connection	0.00% 0
Other (please specify)	0.85% 1
Total Respondents: 117	

#	Other (please specify)	Date
1	with docking station.	4/29/2015 11:19 AM

Q25 Do you use the Angelo State University Technology Equipped Classrooms and/or Meeting Spaces?

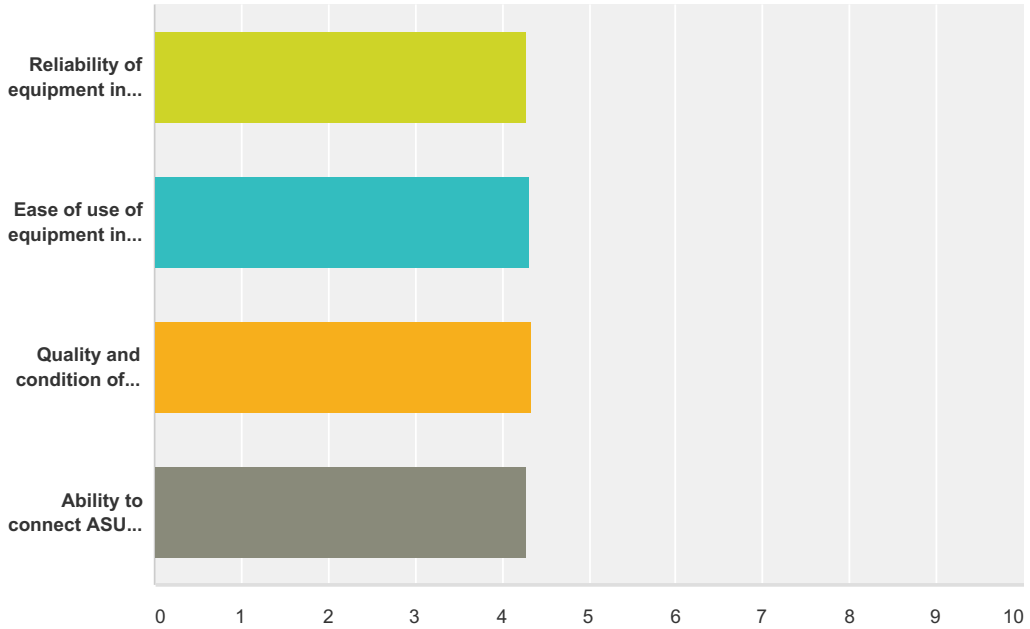
Answered: 155 Skipped: 2



Answer Choices	Responses	
Yes	50.97%	79
No	49.03%	76
Total		155

Q26 Please indicate your level of satisfaction for the following items regarding the Technology Equipped Classrooms and/or Meeting Spaces.

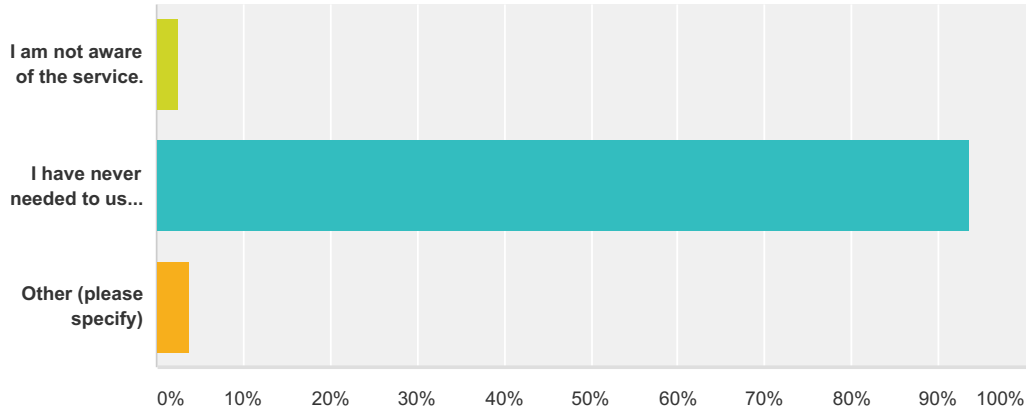
Answered: 79 Skipped: 78



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Reliability of equipment in classrooms and/or meeting spaces	1.27% 1	10.13% 8	6.33% 5	25.32% 20	56.96% 45	0.00% 0	79	4.27
Ease of use of equipment in classrooms and/or meeting spaces	1.27% 1	6.33% 5	7.59% 6	27.85% 22	56.96% 45	0.00% 0	79	4.33
Quality and condition of equipment in classrooms and/or meeting spaces	0.00% 0	8.97% 7	6.41% 5	25.64% 20	58.97% 46	0.00% 0	78	4.35
Ability to connect ASU Equipment to multiple platforms (PC, MAC, Smartphone, Tablet, etc.)	3.85% 3	5.13% 4	6.41% 5	17.95% 14	52.56% 41	14.10% 11	78	4.28

Q27 Please indicate the reason that best describes why you have NOT used ASU Technology Equipped Classrooms and/or Meeting Spaces.

Answered: 78 Skipped: 79



Answer Choices	Responses
I am not aware of the service.	2.56% 2
I have never needed to use the service.	93.59% 73
Other (please specify)	3.85% 3
Total	78

#	Other (please specify)	Date
1	I do not teach	4/28/2015 7:45 AM
2	Our department is off campus.	4/27/2015 2:04 PM
3	unavailable	4/27/2015 1:14 PM

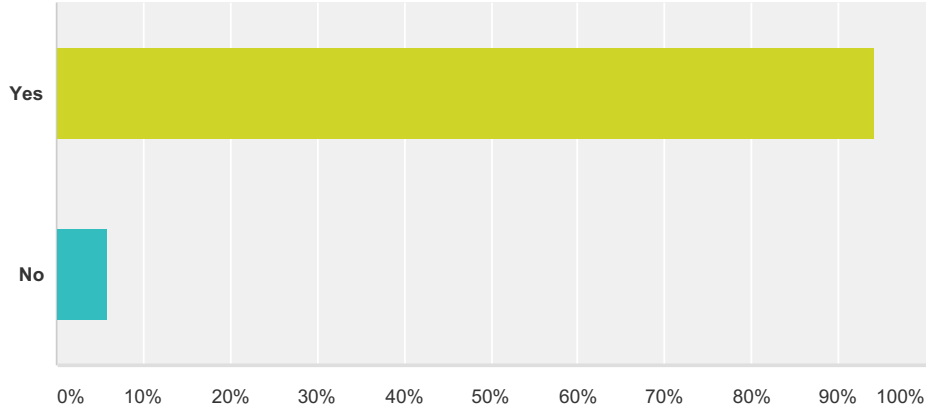
Q28 Please include any comments you would like to share with us regarding the ASU network or ASU IT equipment.

Answered: 20 Skipped: 137

#	Responses	Date
1	Rooms with external equipment that is controlled by a control panel fails to function by design. When pushing a button the expectations are the equipment will provide its intended function. New users of the room are unaware to the workaround needed to make the equipment work as expected causes a distrust with the technology. Smart classrooms and conference rooms need to always function as designed everyday they are used. There should only be momentary lapses of technology failure with workarounds as a temporary solution not a long term action.	5/1/2015 9:40 AM
2	I have had issues with the VPN Client and it is not compatible with one of my computers network adapters.	5/1/2015 8:19 AM
3	I have a lot of trouble connecting to the network in the Junell Center when I'm covering Athletic events	4/30/2015 4:32 PM
4	The lab podiums need easy way to plug in external laptops and the like. Not all rooms are setup with an easy to access VGA cable or the like.	4/30/2015 8:25 AM
5	I don't think there is a better IT Department on the planet!	4/29/2015 10:31 AM
6	Sometimes the laptops equipped in rooms take a very long time to update, so I often bring a different one in case it doesn't work. The projectors are always great.	4/29/2015 9:17 AM
7	Great!	4/29/2015 8:14 AM
8	I teach in MCS 225 and frequently have computers going blue screen of death while students are in the middle of online exams due to the fact that Microsoft Windows is crap. The entire campus should switch to Linux (you know, the OS that 97% of the worlds fastest supercomputers use? The one that's free?)	4/29/2015 8:13 AM
9	Meets my needs.	4/29/2015 8:09 AM
10	Equipment in classrooms/meeting spaces is not always updated and/or maintained to ensure easy and glitch-free use.	4/28/2015 1:22 PM
11	Would like to have a better wireless connection throughout the Junell Center.	4/28/2015 8:22 AM
12	I have always been pleased with the services and equipment used.	4/27/2015 3:13 PM
13	N/A	4/27/2015 2:10 PM
14	My smartphone is not connecting to ASU's main wifi, just to the guest access. This seems to happen a lot after I have to change my ASU password.	4/27/2015 2:04 PM
15	Having the Wifi Setup Network to join new devices to really makes it easy to get connected (i.e. awesome feature). Wireless network can be spotty in some areas still, but this can be due to thick walls and buildings. Most SMART classrooms have a wall panel that is pretty intuitive. I really appreciate seeing those. It would be great if there was a way to mirror student's devices easily to the projector (e.g. chrome cast or apple air play). While these services may not be ideal, perhaps there is something out there that would ease connecting/disconnecting devices quickly.	4/27/2015 1:57 PM
16	Great job in this area	4/27/2015 1:23 PM
17	I have not been able to connect to wireless when in the Junell Center. It is available (per IT), but I cannot connect during basketball games, etc.	4/27/2015 1:15 PM
18	Being an Apple user, it would be great to have Apple computers sometimes—at least a small percentage of the computers be Apple.	4/27/2015 1:06 PM
19	Video conferencing always carries with it some difficulty. From my experience, it is been hardware or software problems, not problems with IT support.	4/27/2015 1:04 PM
20	They do an excellent job with the limited resources they are given.	4/27/2015 1:02 PM

Q29 Do you use the Angelo State University IT Service Support Center (phone support, e-mail, web, or and/or walk-in)?

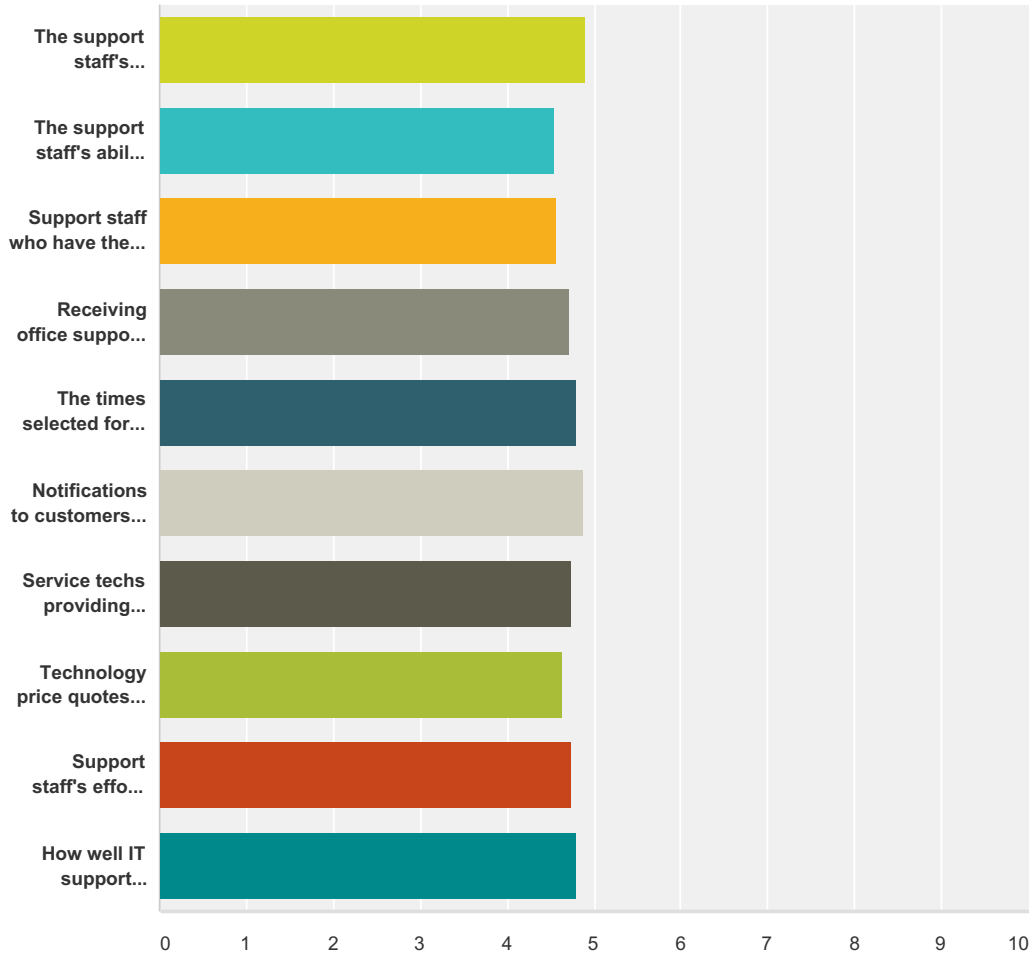
Answered: 154 Skipped: 3



Answer Choices	Responses	
Yes	94.16%	145
No	5.84%	9
Total		154

Q30 Please indicate your level of satisfaction for the following items regarding the IT Support Services Center.

Answered: 145 Skipped: 12



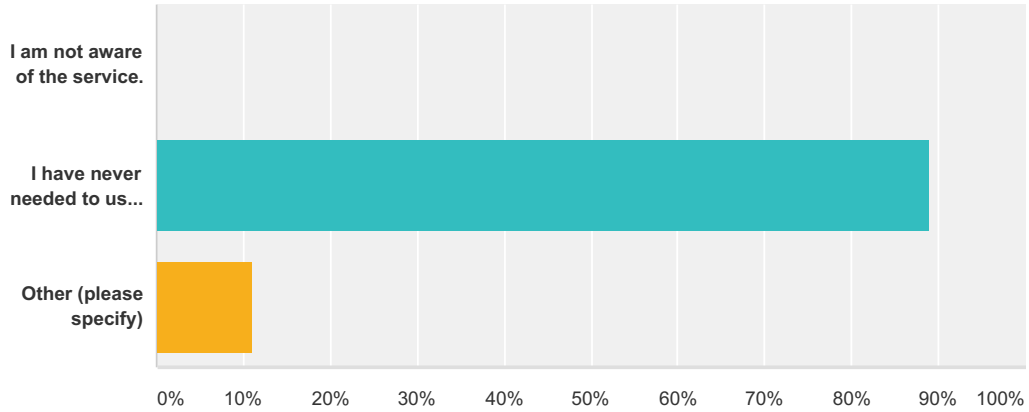
	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
The support staff's willingness to help me	0.00% 0	0.00% 0	0.69% 1	8.33% 12	90.28% 130	0.69% 1	144	4.90
The support staff's ability to resolve a problem over the phone	0.00% 0	2.07% 3	6.21% 9	26.21% 38	64.14% 93	1.38% 2	145	4.55
Support staff who have the knowledge to answer my questions about hardware and software	0.00% 0	3.45% 5	6.21% 9	18.62% 27	70.34% 102	1.38% 2	145	4.58
Receiving office support in a timely manner once a request for service is made to the service center	0.69% 1	0.69% 1	2.76% 4	18.62% 27	76.55% 111	0.69% 1	145	4.71
The times selected for scheduling network, service, and system maintenance are accommodating to my schedule	0.00% 0	0.69% 1	2.76% 4	12.41% 18	83.45% 121	0.69% 1	145	4.80
Notifications to customers of scheduled system maintenance times are sufficient	0.00% 0	0.69% 1	0.69% 1	8.28% 12	90.34% 131	0.00% 0	145	4.88

ASU Staff - IT Dept.Satisfaction Survey

Service techs providing prompt responses to my request	0.00% 0	0.69% 1	2.76% 4	17.93% 26	77.93% 113	0.69% 1	145	4.74
Technology price quotes are created in a timely manner	0.00% 0	0.69% 1	4.86% 7	13.19% 19	50.00% 72	31.25% 45	144	4.64
Support staff's efforts to resolve my issues with as little disruption to my work as possible	0.69% 1	0.00% 0	2.78% 4	17.36% 25	78.47% 113	0.69% 1	144	4.74
How well IT support services protects my information	0.00% 0	0.00% 0	4.83% 7	8.97% 13	82.76% 120	3.45% 5	145	4.81

Q31 Please indicate the reason that best describes why you have NOT used the ASU IT Service Support Center.

Answered: 9 Skipped: 148

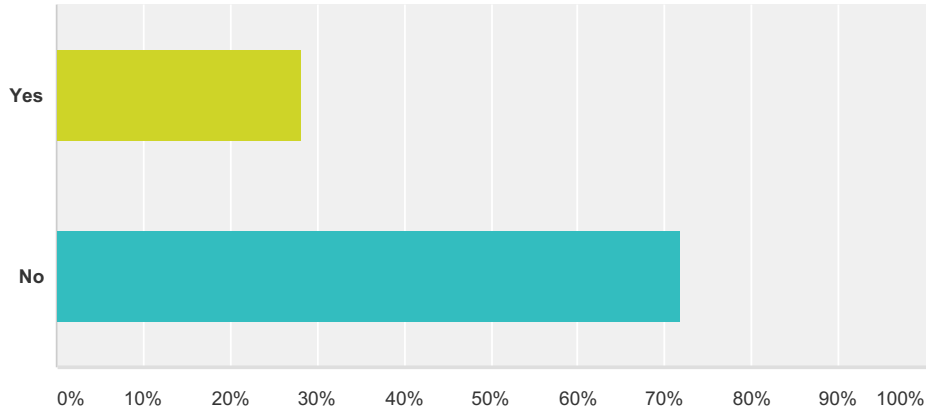


Answer Choices	Responses
I am not aware of the service.	0.00% 0
I have never needed to use the service.	88.89% 8
Other (please specify)	11.11% 1
Total	9

#	Other (please specify)	Date
1	Do not often need help	4/28/2015 9:16 AM

Q32 Have you ever used the IT Service Support Center in the evenings or on weekends?

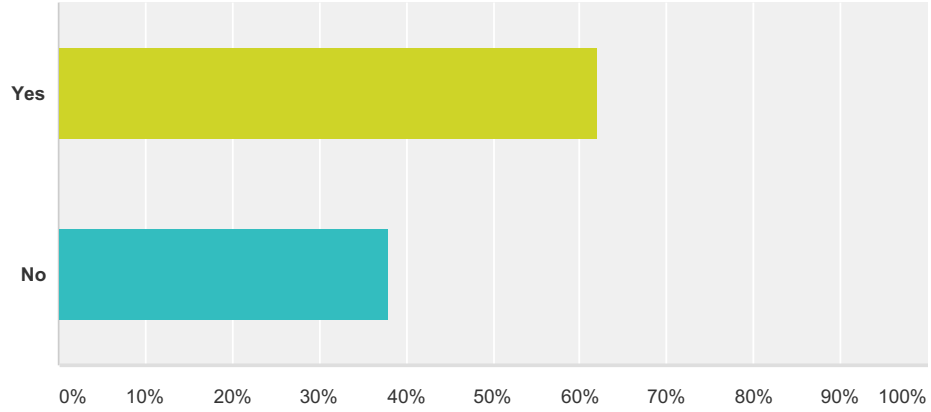
Answered: 145 Skipped: 12



Answer Choices	Responses	
Yes	28.28%	41
No	71.72%	104
Total		145

Q33 Do you feel you received the same level of service in the evenings and weekends as during weekdays from 8 a.m. to 5 p.m.?

Answered: 42 Skipped: 115



Answer Choices	Responses	
Yes	61.90%	26
No	38.10%	16
Total		42

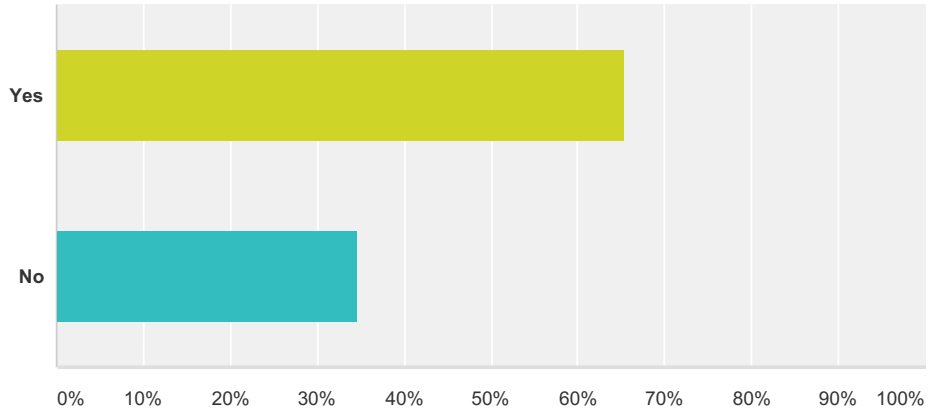
Q34 Please make any comments you would like regarding after hours service.

Answered: 11 Skipped: 146

#	Responses	Date
1	on call service is not familiar with systems in use on campus, and has no idea how to assign priority to issues; long periods spent on hold; sometimes just have to contact an ASU IT person at home to get the necessary response.	5/1/2015 12:47 PM
2	The Ellucian support staff is nice, but compared to the on-campus support, they are not nearly as knowledgeable about our servers, networks, account setup information, etc. Basically, all they do is open a ticket for the 8-5 guys to work on.	4/29/2015 8:16 AM
3	used very seldom	4/29/2015 8:15 AM
4	Met my needs.	4/29/2015 8:11 AM
5	I have tried to use the service on weekends and 7:30 am during the week day and didn't get any help.	4/28/2015 7:29 AM
6	Answering service does not seem to understand the urgency of issues. Many times the answering service does not understand the issues or the appropriate IT staff to contact and have to be told who they need to contact. Must stress to them repeatedly and re-contact to state the urgency. Generally, must contact IT staff myself to get issues taken care of in a timely manner.	4/27/2015 2:33 PM
7	It took longer for them to get back to me about my problem.	4/27/2015 1:42 PM
8	Na	4/27/2015 1:27 PM
9	Per the tech's response to my questions at 8pm: We service Angelo State? Where is that?	4/27/2015 1:17 PM
10	Past experiences working weekends I have had several instances of IT required help. I usually get a response pretty quickly, if not that day it is usually addressed the next weekday.	4/27/2015 1:07 PM
11	tech didn't seem to have any idea how to resolve my issues (couldn't get VPN to work and was having trouble with Outlook on my home computer being able to connect to the Exchange server)	4/27/2015 12:22 PM

Q35 Before reading the question above, were you aware that the IT Department offers help desk hours on nights and weekends?

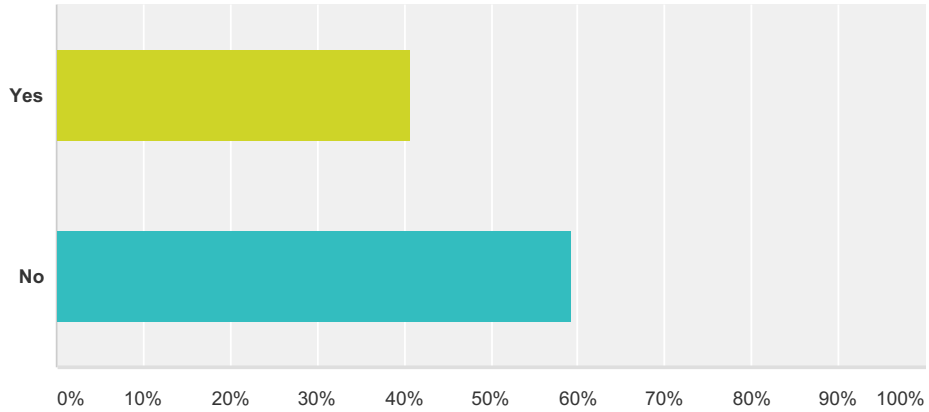
Answered: 104 Skipped: 53



Answer Choices	Responses	
Yes	65.38%	68
No	34.62%	36
Total		104

Q36 Have you used the ASU IT Project Office for assistance with planning or delivery of technology related initiatives?

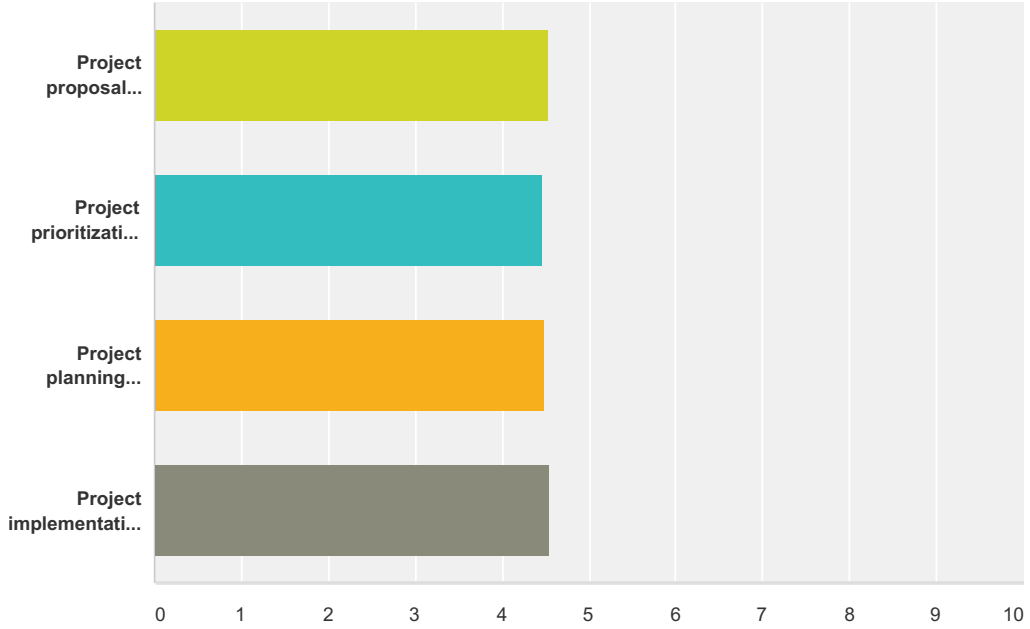
Answered: 152 Skipped: 5



Answer Choices	Responses	
Yes	40.79%	62
No	59.21%	90
Total		152

Q37 Please indicate your level of satisfaction for the following items regarding the ASU Project Office.

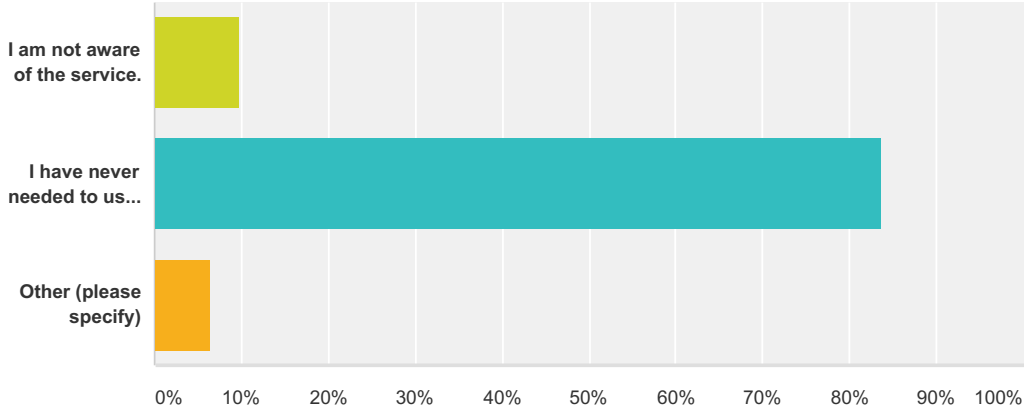
Answered: 63 Skipped: 94



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Project proposal submission process	0.00% 0	1.59% 1	11.11% 7	14.29% 9	63.49% 40	9.52% 6	63	4.54
Project prioritization process	1.59% 1	1.59% 1	11.11% 7	19.05% 12	63.49% 40	3.17% 2	63	4.46
Project planning process	3.17% 2	3.17% 2	7.94% 5	12.70% 8	71.43% 45	1.59% 1	63	4.48
Project implementation process	0.00% 0	6.35% 4	6.35% 4	12.70% 8	73.02% 46	1.59% 1	63	4.55

Q38 Please indicate the reason that best describes why you have NOT used the ASU IT Project Office.

Answered: 92 Skipped: 65

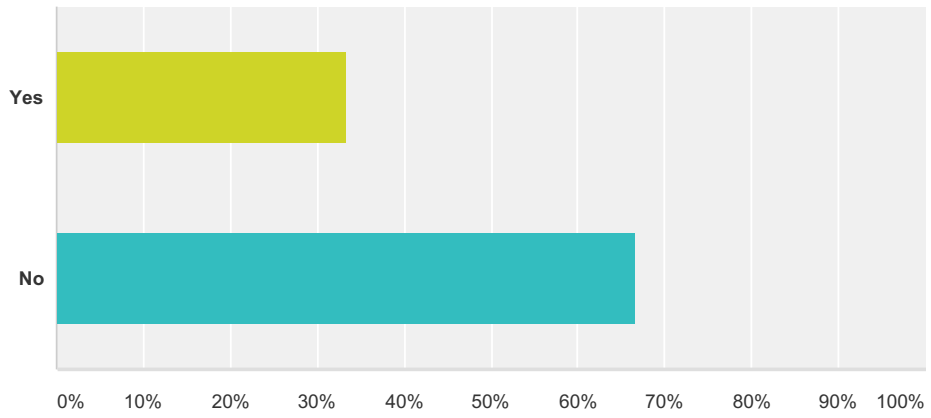


Answer Choices	Responses
I am not aware of the service.	9.78% 9
I have never needed to use the service.	83.70% 77
Other (please specify)	6.52% 6
Total	92

#	Other (please specify)	Date
1	I have not personally needed the service, my office has used the service is are very pleased.	5/5/2015 10:36 AM
2	My supervisor uses the service	5/1/2015 8:11 AM
3	Management is the only one that uses their services	4/28/2015 10:09 AM
4	Have not had projects to deploy that require project office support	4/28/2015 9:16 AM
5	I have heard of long wait times for projects (i.e. years)	4/27/2015 1:58 PM
6	my office has but I was not a part of that implementation	4/27/2015 12:17 PM

Q39 Do you use the ASU IT Training Services?

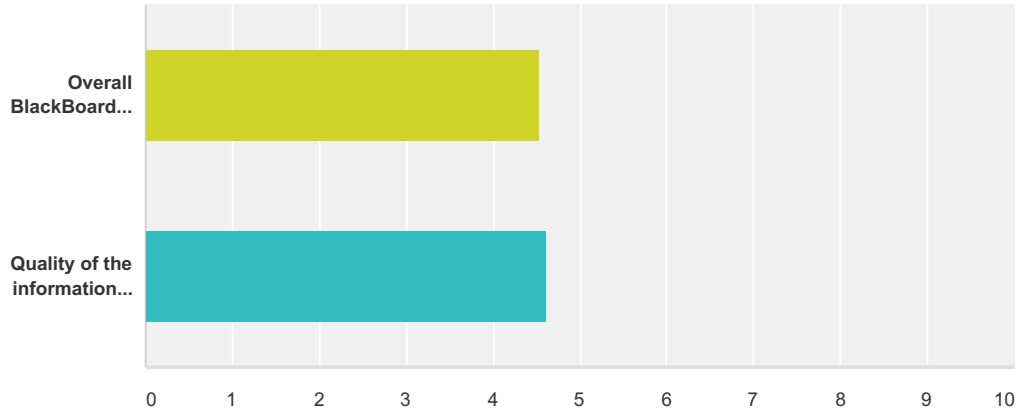
Answered: 153 Skipped: 4



Answer Choices	Responses	
Yes	33.33%	51
No	66.67%	102
Total		153

Q40 Please indicate your level of satisfaction for the following Training Services Item: BlackBoard.

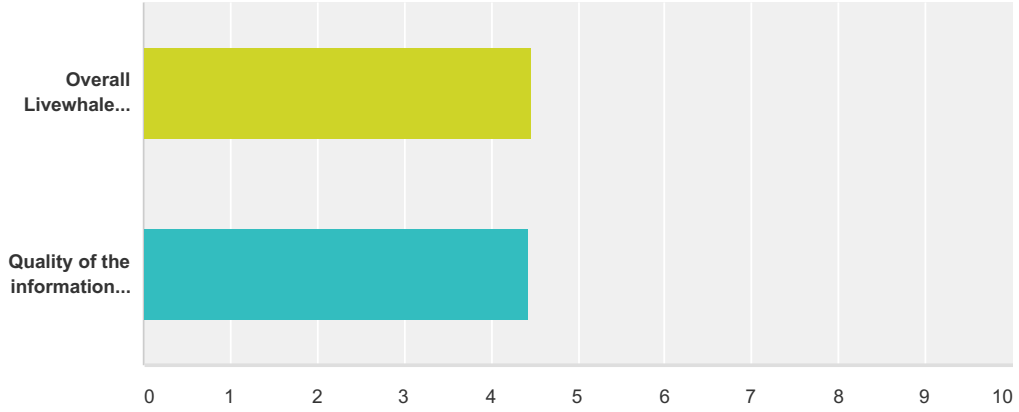
Answered: 52 Skipped: 105



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Overall BlackBoard training course curriculum meeting my needs	0.00% 0	0.00% 0	9.62% 5	1.92% 1	32.69% 17	55.77% 29	52	4.52
Quality of the information provided during BlackBoard training courses	0.00% 0	0.00% 0	7.84% 4	1.96% 1	35.29% 18	54.90% 28	51	4.61

Q41 Please indicate your level of satisfaction for the following Training Services Item: Livewhale - Web Content Management System.

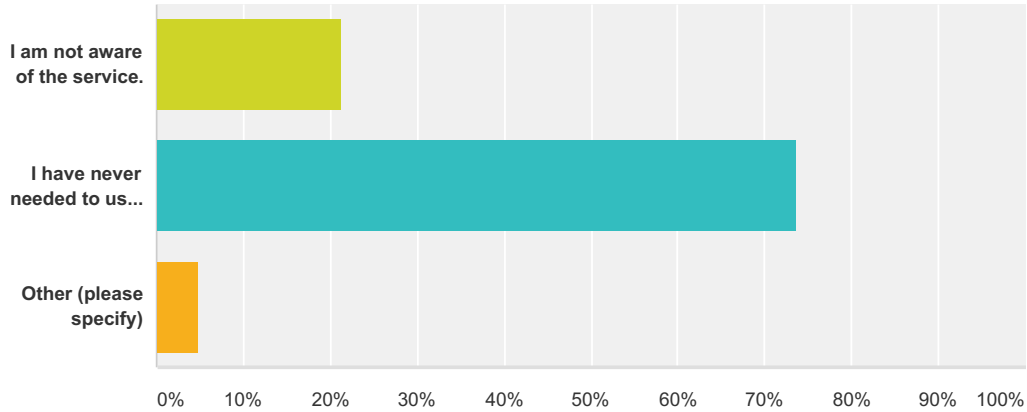
Answered: 51 Skipped: 106



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Overall Livewhale training course curriculum meeting my needs	1.96% 1	1.96% 1	7.84% 4	11.76% 6	54.90% 28	21.57% 11	51	4.47
Quality of the information provided during Livewhale training courses	3.92% 2	1.96% 1	3.92% 2	15.69% 8	52.94% 27	21.57% 11	51	4.42

Q42 Please indicate the reason that best describes why you have NOT used the ASU IT Training Services.

Answered: 103 Skipped: 54



Answer Choices	Responses
I am not aware of the service.	21.36% 22
I have never needed to use the service.	73.79% 76
Other (please specify)	4.85% 5
Total	103

#	Other (please specify)	Date
1	I used to use it, but thought that it was no longer offering training.	5/1/2015 12:49 PM
2	Scheduling time	4/29/2015 8:52 AM
3	Have not needed it recently	4/29/2015 8:33 AM
4	I've taken Web training (in person and not through Blackboard)	4/29/2015 8:23 AM
5	I was so used to receiving e-mails about training being offered	4/28/2015 10:11 AM

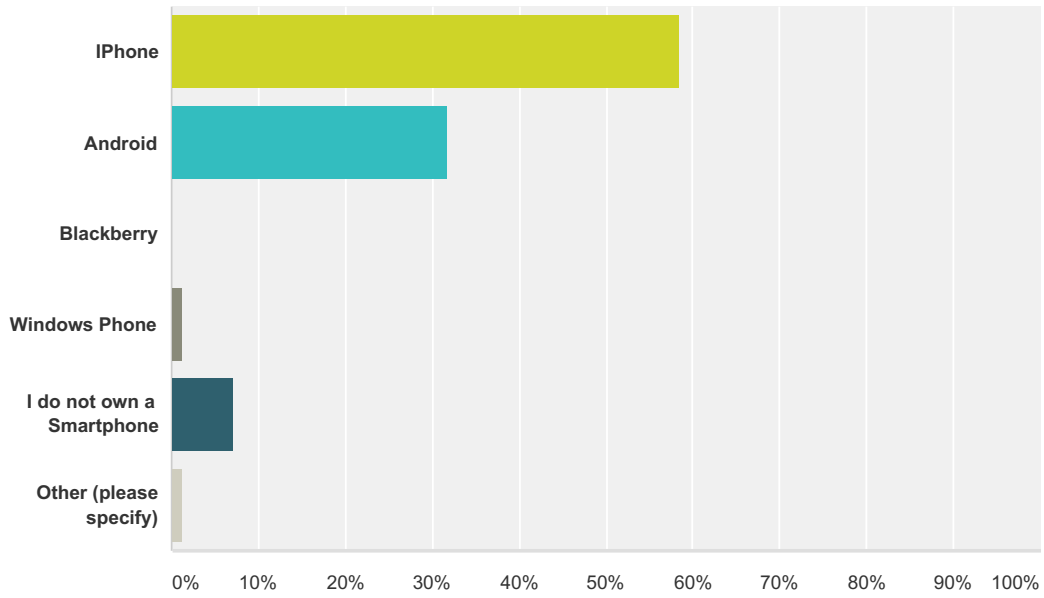
Q43 Please include any additional comments you wish to share with us regarding IT Support Services.

Answered: 19 Skipped: 138

#	Responses	Date
1	Always prompt and very polite.	5/1/2015 11:58 AM
2	I would like to see the LiveWhale Widgets and Events courses offered again since I was not able to attend last year's sessions and they have not yet appeared this year.	5/1/2015 8:13 AM
3	My only concern is when a work order is submitted - there are many times a tech just appears at my office, and I can be in the middle of something or in a meeting and it is disruptive. If there is a better way to make this a win-win situation for everyone that would be great.	4/30/2015 6:19 PM
4	Again, I do not believe there is a better IT Department on the planet.	4/29/2015 10:33 AM
5	Switch to Linux! Switch to Linux! Switch to Linux! And have 24/7 on-campus support.	4/29/2015 8:17 AM
6	Sometimes I feel like I can also google and get the answer faster than the students helpers. I know they are learning too, but I wish if they didn't know the answer they would not just update everything on my computer and then tell me they fixed the problem. Usually updating everything just causes more issues that what originally needed to be fixed. Otherwise, I appreciate having IT's help.	4/29/2015 8:11 AM
7	Excellent customer service.	4/29/2015 8:11 AM
8	unaware of livewhale software.	4/29/2015 8:10 AM
9	eLearning does a great job with the Blackboard curriculum - we just need more topics to be covered more often, if possible.	4/28/2015 1:25 PM
10	I would like more LiveWhale training courses to be offered throughout the year. Courses rather than LiveWhale basics would be useful.	4/28/2015 10:19 AM
11	Would like to see more training on other technology like utilizing iPads, etc.	4/28/2015 9:20 AM
12	IT has always helped me when I needed it. Very nice people and I am satisfied with their services.	4/27/2015 3:18 PM
13	N/A	4/27/2015 2:12 PM
14	I feel lucky to be on a campus that has such a great IT Team. Given the size of the University, I feel as though we have an outstanding technology team. In general, the department does a great job at providing services, developing and maintaining infrastructure, and working to exceed needs on campus.	4/27/2015 2:00 PM
15	IT training services need to be marketed better.	4/27/2015 1:32 PM
16	IT support service staff are excellent - consistently customer-focused and prompt to respond.	4/27/2015 1:25 PM
17	No comment.	4/27/2015 1:19 PM
18	Everyone is very kind and helpful.	4/27/2015 1:07 PM
19	The staff has been extremely helpful	4/27/2015 12:19 PM

Q44 What type of Smartphone device do you use?

Answered: 154 Skipped: 3

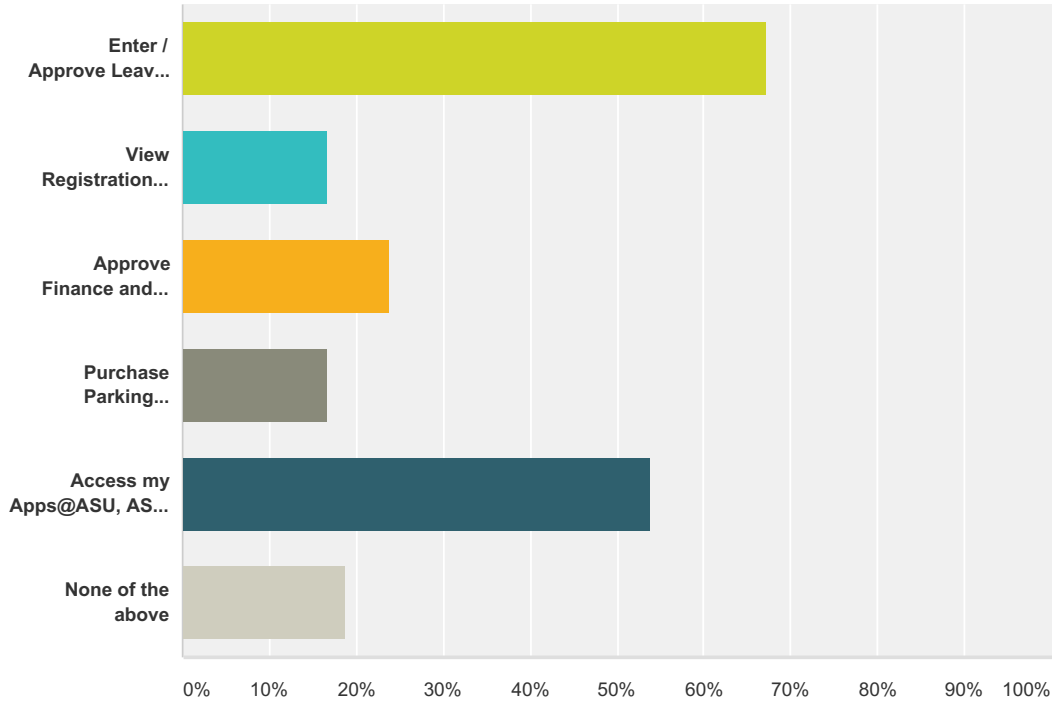


Answer Choices	Responses
iPhone	58.44% 90
Android	31.82% 49
Blackberry	0.00% 0
Windows Phone	1.30% 2
I do not own a Smartphone	7.14% 11
Other (please specify)	1.30% 2
Total	154

#	Other (please specify)	Date
1	Samsung	4/28/2015 10:12 AM
2	Currently iPhone, thinking about switching to Android	4/27/2015 2:00 PM

Q45 When using your Smartphone, which of the following services would you most likely use if they were available in a mobile friendly interface? Please choose up to three items.

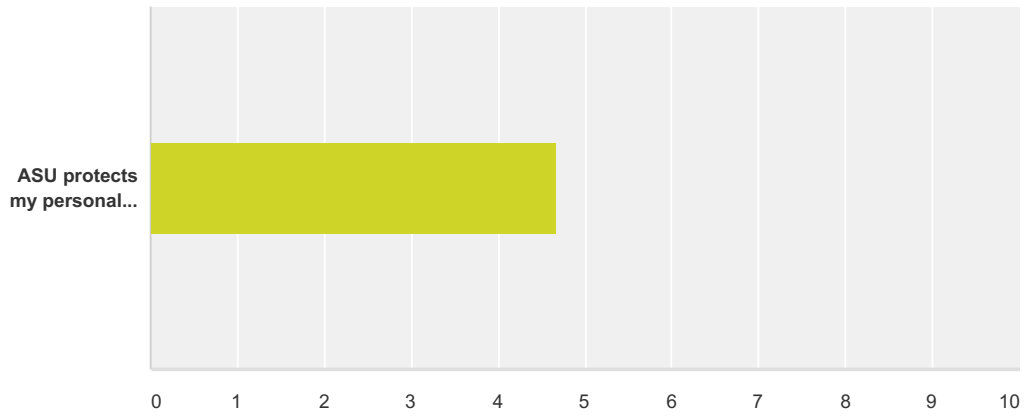
Answered: 143 Skipped: 14



Answer Choices	Responses
Enter / Approve Leave Reporting, Time Sheets	67.13% 96
View Registration Holds, Class Schedules, and Final Grades	16.78% 24
Approve Finance and Administrative Documents (purchase requisitions, ePAFS, budge documents)	23.78% 34
Purchase Parking Permit/View Citations	16.78% 24
Access my Apps@ASU, ASU Google Drive, Calendar, and Google+	53.85% 77
None of the above	18.88% 27
Total Respondents: 143	

Q46 Please indicate your level of confidence in the following area.

Answered: 153 Skipped: 4



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
ASU protects my personal information from unauthorized access.	0.00% 0	0.00% 0	5.88% 9	20.92% 32	72.55% 111	0.65% 1	153	4.67

ASU Staff - IT Dept.Satisfaction Survey

Q47 Please tell us what the IT Department does well.

Answered: 79 Skipped: 78

#	Responses	Date
1	The IT Department has a great attitude to work life balance and genuine caring for it's employees. This caring, customer focused attitude in turn, flows out to the people that the IT department serves	5/6/2015 9:34 AM
2	Very prompt service and response to issues.	5/6/2015 7:48 AM
3	The IT department is always willing to collaborate and partner with initiatives to make the residents on campus have reliable and efficient service. IT personnel are friendly and responsive.	5/5/2015 10:59 AM
4	Everything. They communicated among themselves very well. You can mention to one individual about a problem you are having and they makes sure that it is forwarded to the department that needs to know. They keep you in the loop. They follow up to make sure the issue is resolved, if there is an issue. Everyone works in a friendly and cooperative manner. When they are involved with a project you can be certain that it will be well thought out.	5/5/2015 10:41 AM
5	Friendly, efficient, helpful	5/5/2015 9:43 AM
6	The department is very competent.	5/5/2015 9:29 AM
7	Always helpful even if the problem takes time to solve!	5/4/2015 9:38 AM
8	The IT department has embedded a customer service culture that greatly boosts the efficiency and effectiveness of technical operations across the university.	5/2/2015 3:19 PM
9	All the IT techs seem very willing to try to resolve issues even under stressful circumstances.	5/1/2015 2:27 PM
10	They are typically very responsive and courteous.	5/1/2015 12:51 PM
11	Prompt and polite	5/1/2015 12:00 PM
12	Maintain a high degree of connectivity with no noticeable downtime experienced	5/1/2015 11:16 AM
13	response time is quick! the techs never make me feel incapable even when the "fix" is very simple! They treat me with upmost respect...	5/1/2015 8:27 AM
14	Delivers services and solves problems in a timely manner.	5/1/2015 8:24 AM
15	The IT Department offers excellent customer service. Their staff are always willing to help and respond in a very timely manner. The only delays I experience is when their student workers do not know how to resolve a problem.	5/1/2015 8:20 AM
16	Customer service.	5/1/2015 8:11 AM
17	I appreciate their helpfulness with our needs.	4/30/2015 6:20 PM
18	They do a great job at keeping my Mac running	4/30/2015 4:37 PM
19	courteous support phone calls, courteous employees, prompt service Willingness to help	4/30/2015 10:59 AM
20	When we face problems in banner they are quick to help find problem and fix it. Often times they build reports or make adjustments to existing reports.	4/30/2015 10:51 AM
21	Everything	4/29/2015 1:58 PM
22	They do an excellent job of dealing with challenges and working on them until resolved to the satisfaction of all parties. We are lucky to have such a talented group assisting us in our daily activities and future projects.	4/29/2015 11:24 AM
23	Courtesy, promptness, knowledge, friendliness and giving advice.	4/29/2015 10:35 AM
24	IT is extremely helpful and will always to do their best meet to expectations and get the job done.	4/29/2015 9:23 AM
25	Everything!	4/29/2015 9:22 AM
26	Efficient.	4/29/2015 9:18 AM
27	The IT Department is always very helpful when I call with questions. They are also very prompt to resolve any issues with my computer at my desk or computers in the Student Accounts Office.	4/29/2015 8:53 AM
28	Always pleasant to work with. Responds in a timely manner to issues.	4/29/2015 8:53 AM

ASU Staff - IT Dept.Satisfaction Survey

29	IT trains the students to be able to handle any problem and is available 24 hours a day to keep the University up and running 365 days a year.	4/29/2015 8:25 AM
30	The IT staff are eager to help and always seem to take the next step to assist the customer and help resolve the issue timely.	4/29/2015 8:21 AM
31	The on-campus IT guys are great. They usually get here in a timely manner and get the problem fixed the first time. If not, they come back and fix it.	4/29/2015 8:18 AM
32	Anyone who has ever helped me from IT has always being so nice and efficient. They have never not been able to solve a problem I've had in a timely manner, and always follow up to make sure things are still going well.	4/29/2015 8:17 AM
33	responsiveness, customer service and helping with problems	4/29/2015 8:16 AM
34	Good response time, great customer service and very capable.	4/29/2015 8:14 AM
35	Prompt, professional service. Friendly staff, always answer the phones or call you back in a timely manner.	4/29/2015 8:13 AM
36	Friendly & prompt customer service	4/28/2015 2:44 PM
37	Quick, Accessible	4/28/2015 1:32 PM
38	Customer Services is excellent, I have worked here for 12 years and feel that IT is on my team! Ty Walden is my main contact and he always answers me immediately. I could not be happier with our I.T. Dept., their only restrictions are budgetary.	4/28/2015 1:27 PM
39	Excellent customer service - friendly, prompt, and professional.	4/28/2015 1:26 PM
40	Friendly staff that does a good job.	4/28/2015 11:49 AM
41	Security is very secure.	4/28/2015 11:01 AM
42	They are always very responsive.	4/28/2015 10:55 AM
43	Works as a team and provides quality service. Honestly, they bend over backwards.	4/28/2015 9:21 AM
44	Service.	4/28/2015 8:24 AM
45	I think we have an excellent IT department. They are very knowledgeable do great research and are very helpful.	4/28/2015 7:31 AM
46	Highly qualified support staff that enable us to get our jobs done more efficiently and better serve our students.	4/27/2015 5:42 PM
47	They always respond to me in a timely manner and the techs are always friendly and do what they say they will do.	4/27/2015 4:27 PM
48	Customer service, trouble shooting - they are quick and efficient, and always professional.	4/27/2015 4:12 PM
49	Very attentive and always willing to help!!	4/27/2015 4:08 PM
50	Service	4/27/2015 3:19 PM
51	Your customer service is top notch!	4/27/2015 3:16 PM
52	They are always professional and knowledgeable.	4/27/2015 2:59 PM
53	I have had no negative issues with the IT department. The IT department consistently provides an extremely high level of service and immediately responds to any issues we have encountered in the Police department. IT staff is always available, willing, and capable of handling our IT needs.	4/27/2015 2:37 PM
54	They respond very quickly when problems come up and the student workers are very well trained and very customer friendly.	4/27/2015 2:14 PM
55	They are great at getting the job done in a timely matter.	4/27/2015 2:14 PM
56	Keeping track of requests and their status.	4/27/2015 2:09 PM
57	The personnel I have dealt with, both from my desk and as a walk-in with my smartphone, have always been courteous and helpful.	4/27/2015 2:07 PM
58	I think the IT department is extremely prompt in dealing with most issues that arise, they also have very good customer service.	4/27/2015 1:55 PM
59	Everything! Great customer service! They go out of their way to provide answers and service.	4/27/2015 1:50 PM
60	Problems are handled quickly.	4/27/2015 1:46 PM
61	So far everything I've needed done.	4/27/2015 1:44 PM

ASU Staff - IT Dept.Satisfaction Survey

62	Prompt and friendly customer service.	4/27/2015 1:39 PM
63	I have no complaints with any IT functions. The one I have utilized the most is the Help Desk, and have always been satisfied with the results.	4/27/2015 1:38 PM
64	Great customer service	4/27/2015 1:35 PM
65	Overall, they provide very good service. When issues arise that are unusual, I am connected to the right person quickly and they will even come to my office to work on the problem. I like that IT staff other than student techs are willing to work to resolve problems when needed. I have been here long enough that I know many of the IT people, and they are not only greatly service oriented, they are friends.	4/27/2015 1:33 PM
66	Customer service is standout at all levels within the department. Collaboration and willingness to assist peer departments is standard among IT managers/administrators.	4/27/2015 1:27 PM
67	have resolved issues when asked	4/27/2015 1:25 PM
68	Friendly staff, prompt responses to tickets, clear communication, very patient with my office-mate who has a LOT of computer issues (how they handle that with a smile is some sort of miracle and y'all deserve a raise for it).	4/27/2015 1:25 PM
69	the IT department at ASU is exceptional. The people are well-trained and helpful. Service requests are always addressed very promptly, as are requests for bid for equipment.	4/27/2015 1:23 PM
70	quick response to issues	4/27/2015 1:16 PM
71	They are always very friendly. The students techs have always been very nice and respectful. They normally go about their work without disrupting workflow. I have always appreciated IT student techs.	4/27/2015 1:10 PM
72	The customer service is outstanding, they haven't gotten sick of me yet.	4/27/2015 1:09 PM
73	The IT Department does a lot with limited resources.	4/27/2015 1:08 PM
74	QUICK TO RESPOND AND EASY TO WORK WITH	4/27/2015 1:04 PM
75	Most of the techs are good and I know where to go if I have a problem.	4/27/2015 12:59 PM
76	Customer service is outstanding	4/27/2015 12:24 PM
77	Our IT Department is amazing! Almost everyone goes above and beyond to help me when I need them. Almost everyone I have worked with is very knowledgeable and thinks one step ahead when attempting to solve my problems. ASU is very lucky to have such a great IT Department. I feel this is a department that is very under appreciated and deserves more recognition.	4/27/2015 12:22 PM
78	Response time is usually pretty fast.	4/27/2015 12:22 PM
79	Everyone who has come over to help me has been very knowledgeable and friendly. They were able to fix my problems quickly!	4/27/2015 12:21 PM

Q48 Please tell us what you would change about the IT department.

Answered: 49 Skipped: 108

#	Responses	Date
1	As technology continues to advance, requests to the IT department to implement those technologies continues to grow. I believe the staffing level in IT is a little tight to deliver on new services.	5/6/2015 9:34 AM
2	No recommendations.	5/6/2015 7:48 AM
3	I can't think of anything I would change.	5/5/2015 10:59 AM
4	Nothing.	5/5/2015 9:43 AM
5	It would be very helpful if IT staff would let us at the circulation desk in the Library, know when they have completed a job. Many of them do but some do not. Aside from getting the email letting us know whether or not the issue has been resolved we just need to know that they were here trying to resolve an issue and when they leave as our supervisor always wants a report asap.	5/1/2015 2:27 PM
6	I think they need a bigger budget so that they can increase staff. The 20 hour max limit has undermined their ability to handle crunch situations, and they don't have the budget to hire more staff members.	5/1/2015 12:51 PM
7	Its all good.	5/1/2015 12:00 PM
8	Nothing.	5/1/2015 11:16 AM
9	nothing at this point	5/1/2015 8:27 AM
10	Discover more solutions to pressing issues by reviewing current processes for automation possibilities.	5/1/2015 8:24 AM
11	During the recent technology refresh in the Library we experienced some unanticipated complications especially with the automatic start-up of the computers in the learning commons. It appears that the programming (?) department was making changes without notifying the refresh techs and it took quite a while for those two departments to get everything figured out. Also, we have a lot of proprietary software so it would have been better for us if possible software complications had been addressed when the IT staff decided to purchase 64-bit computers. We did ask about that when they told us they wanted to purchase the 64-bit computers.	5/1/2015 8:20 AM
12	Give them more operating money	5/1/2015 8:11 AM
13	Better communication about work orders being fulfilled with they are submitted electronically.	4/30/2015 6:20 PM
14	n/a	4/30/2015 10:51 AM
15	I have no issues	4/29/2015 1:58 PM
16	Nothing	4/29/2015 11:36 AM
17	Additional staff...they are in high demand!	4/29/2015 11:24 AM
18	It's hard to improve on a service that good.	4/29/2015 10:35 AM
19	Nothing!	4/29/2015 9:22 AM
20	Time frames.	4/29/2015 9:18 AM
21	Switch to 24/7 on-campus support. Did I mention Linux?	4/29/2015 8:18 AM
22	Not sure	4/29/2015 8:14 AM
23	Nothing	4/29/2015 8:13 AM
24	Addition of more employees with deep technical knowledge, especially of software systems (e.g. programming and database development/management).	4/28/2015 1:26 PM
25	They need more staff.	4/28/2015 9:21 AM
26	We need more IT resources to serve our customers even better.	4/27/2015 5:42 PM
27	Can't think of a thing!	4/27/2015 4:12 PM

ASU Staff - IT Dept.Satisfaction Survey

28	Continuity would be beneficial when resolving a difficult technical issue. Sometimes it is difficult when the ticket is passed on to others and they are not aware of what has previously been attempted to resolve the issue.	4/27/2015 4:08 PM
29	Nothing, it's all good.	4/27/2015 3:19 PM
30	Can't think of anything at the moment.	4/27/2015 3:16 PM
31	Not a thing.	4/27/2015 2:59 PM
32	I would have them completely refresh not only the faculty and staff computers but also any computers in the department. When IT took over the refreshing of the computers it was our belief that they would refresh the whole Department not just a fraction of the computers owned by ASU. We were not even given the choice of rotating our old computers and substituting them for older computers in our inventory.	4/27/2015 2:14 PM
33	N/A	4/27/2015 2:14 PM
34	I would like more staff for the analysts. We use them a lot in our area and we have a lot of projects for them to finish. They work very hard, I just think that we need more of them.	4/27/2015 2:09 PM
35	I have no complaints.	4/27/2015 2:07 PM
36	N/A	4/27/2015 1:55 PM
37	Sometimes when a tech comes to fix something it seems that he doesn't have all of the information and/or sometimes is not trained in the area of the problem.	4/27/2015 1:46 PM
38	Project office procedures	4/27/2015 1:35 PM
39	Computer refresh maintenance being on a reliable schedule. Our 3 year department computers refresh went to 4 years, and is now at 5 1/2 years. Faculty need updated equipment to meet classroom needs, and also software updates need to be done to keep up with industry levels for teaching classes. (WIN 7 was a challenge to get to us, and Microsoft Office 2013 is not yet in labs and book publishers no longer offer any other textbooks bus 2013.) We seem to be behind on the academic side of IT's service to students.	4/27/2015 1:33 PM
40	have only worked here 2 months, so cannot answer at this time	4/27/2015 1:25 PM
41	Nothing, you're the best! Thanks for solving my problems!	4/27/2015 1:25 PM
42	Nothing. If it ain't broke....	4/27/2015 1:23 PM
43	More weekend availability would be nice. As a weekend worker I have had to contact IT for issues that require immediate attention, and have been forced to tell students that no one is available to fix an issue.	4/27/2015 1:10 PM
44	more Apple techs. Apple Mail/iCal support. Sometimes I have troubles receiving e-mail, it eventually solves itself, but am unable to get any help.	4/27/2015 1:09 PM
45	Get IT more staff. Move maintenance and upgrades to a weekday instead of the weekend. Implement a career ladder.	4/27/2015 1:08 PM
46	The planning process. Sometimes it's too long and drawn out.	4/27/2015 12:59 PM
47	SecureDoc	4/27/2015 12:24 PM
48	There is one woman who often answers the phone if I call the IT support services that I find very rude and unhelpful. She never lets me explain my problem and doesn't understand the issues I am having; therefore, it takes twice as long to get fixed.	4/27/2015 12:22 PM
49	More knowledgable on IT issues.	4/27/2015 12:22 PM