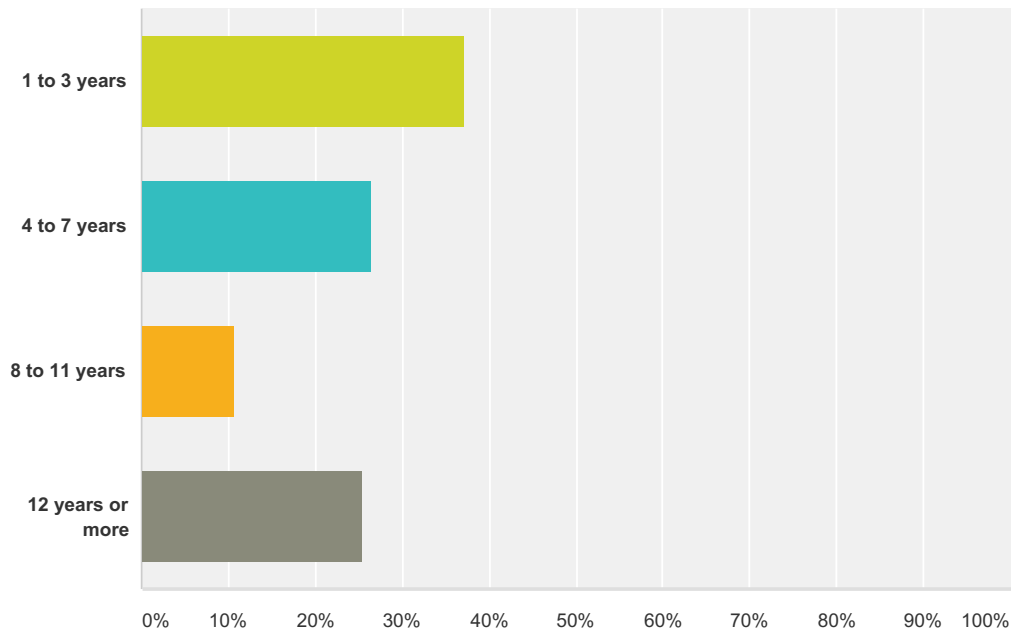


### Q1 How many years have you been on the faculty at Angelo State University?

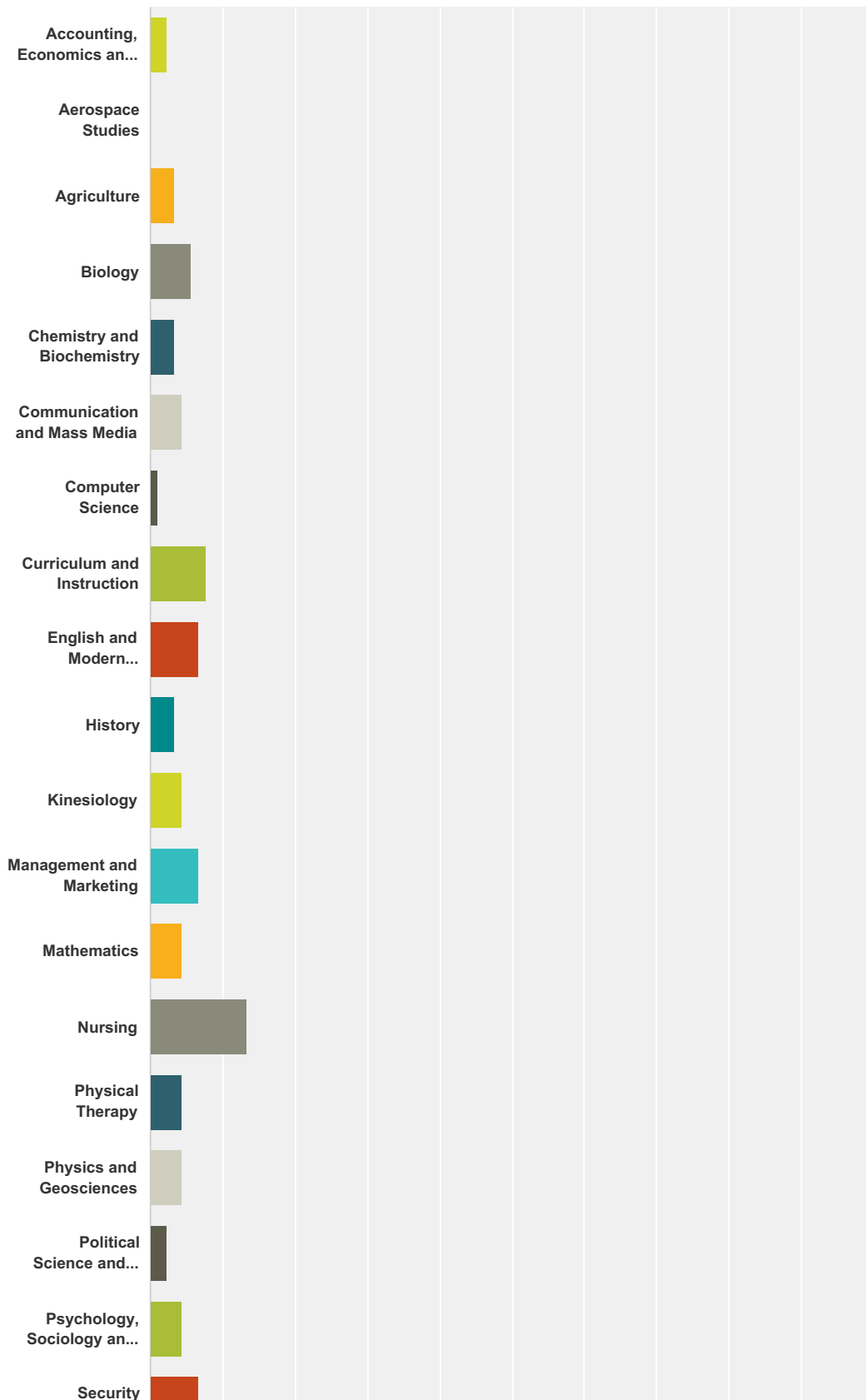
Answered: 94 Skipped: 0



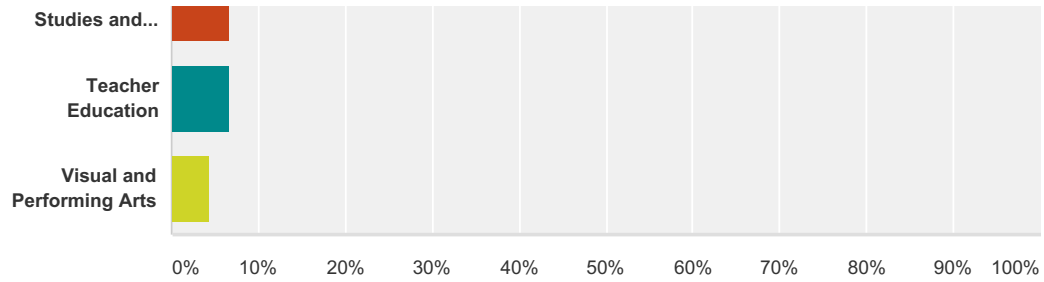
Answer Choices	Responses
1 to 3 years	37.23% 35
4 to 7 years	26.60% 25
8 to 11 years	10.64% 10
12 years or more	25.53% 24
<b>Total</b>	<b>94</b>

## Q2 What academic department are you associated with at ASU?

Answered: 90 Skipped: 4



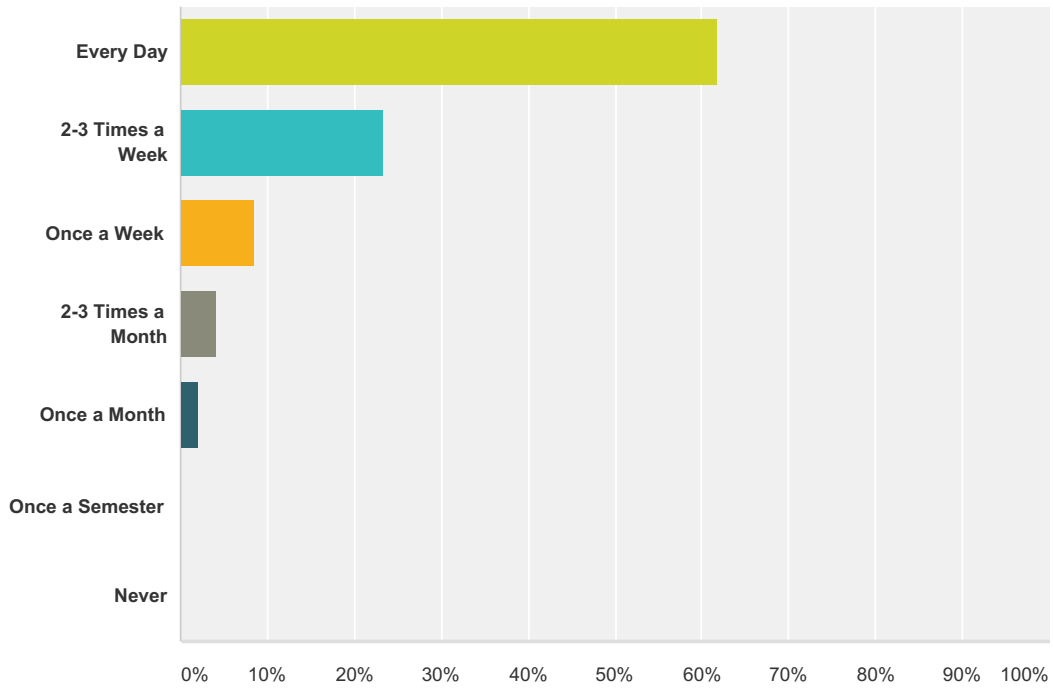
## ASU Faculty - IT Dept.Satisfaction Survey



Answer Choices	Responses
Accounting, Economics and Finance	2.22% 2
Aerospace Studies	0.00% 0
Agriculture	3.33% 3
Biology	5.56% 5
Chemistry and Biochemistry	3.33% 3
Communication and Mass Media	4.44% 4
Computer Science	1.11% 1
Curriculum and Instruction	7.78% 7
English and Modern Languages	6.67% 6
History	3.33% 3
Kinesiology	4.44% 4
Management and Marketing	6.67% 6
Mathematics	4.44% 4
Nursing	13.33% 12
Physical Therapy	4.44% 4
Physics and Geosciences	4.44% 4
Political Science and Philosophy	2.22% 2
Psychology, Sociology and Social Work	4.44% 4
Security Studies and Criminal Justice	6.67% 6
Teacher Education	6.67% 6
Visual and Performing Arts	4.44% 4
<b>Total</b>	<b>90</b>

### Q3 How often do you typically use RamPort?

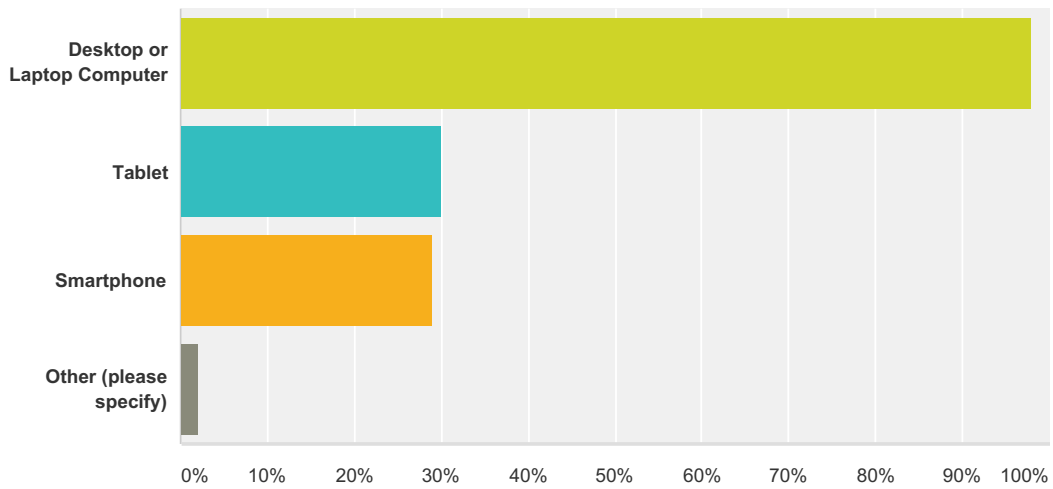
Answered: 94 Skipped: 0



Answer Choices	Responses	Count
Every Day	61.70%	58
2-3 Times a Week	23.40%	22
Once a Week	8.51%	8
2-3 Times a Month	4.26%	4
Once a Month	2.13%	2
Once a Semester	0.00%	0
Never	0.00%	0
<b>Total</b>		<b>94</b>

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

Answered: 93 Skipped: 1

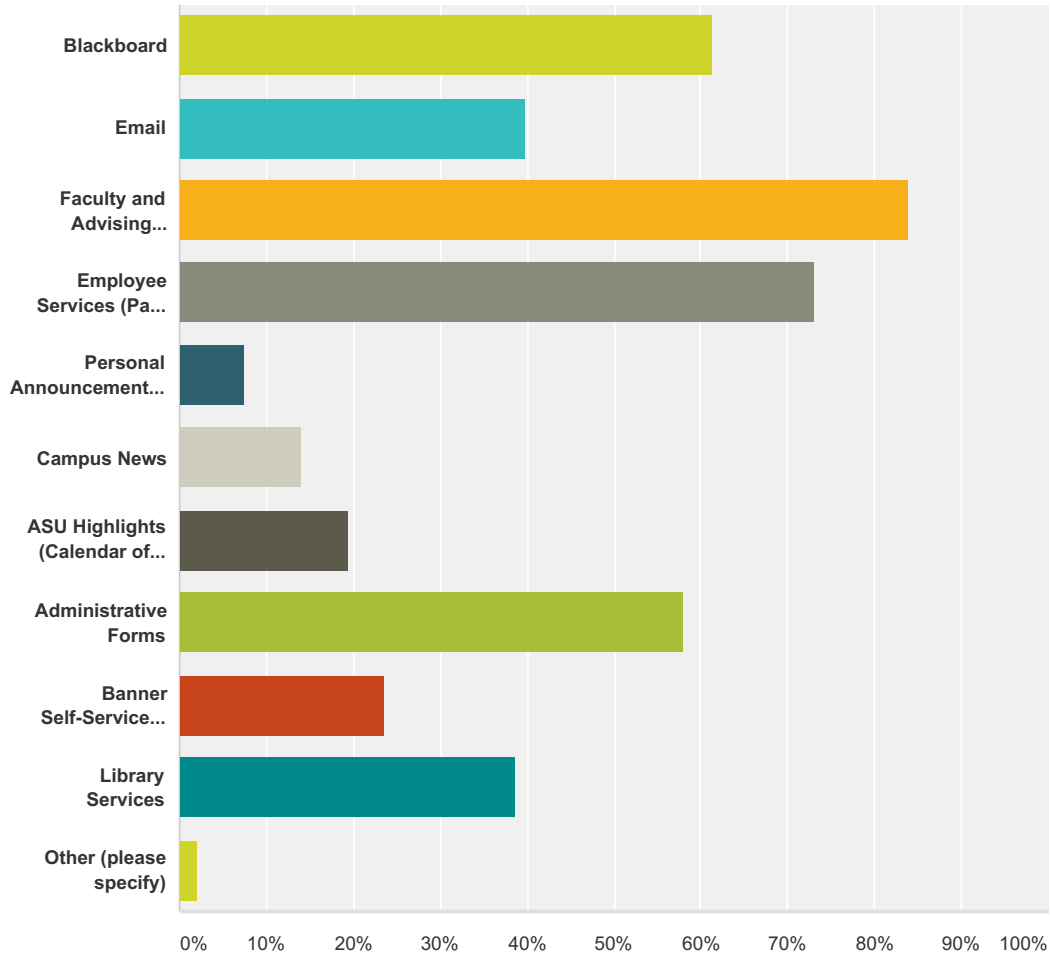


Answer Choices	Responses
Desktop or Laptop Computer	97.85% 91
Tablet	30.11% 28
Smartphone	29.03% 27
Other (please specify)	2.15% 2
<b>Total Respondents: 93</b>	

#	Other (please specify)	Date
1	all of the above	5/4/2015 9:30 AM
2	ipad	5/4/2015 9:03 AM

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

Answered: 93 Skipped: 1



Answer Choices	Responses
Blackboard	61.29% 57
Email	39.78% 37
Faculty and Advising Services (Advising Information)	83.87% 78
Employee Services (Pay Stubs, W2 Forms, etc.)	73.12% 68
Personal Announcements / Campus Announcements	7.53% 7
Campus News	13.98% 13
ASU Highlights (Calendar of Events)	19.35% 18
Administrative Forms	58.06% 54
Banner Self-Service (i.e., Leave Reporting, View/Approve Documents, Advising Services)	23.66% 22
Library Services	38.71% 36

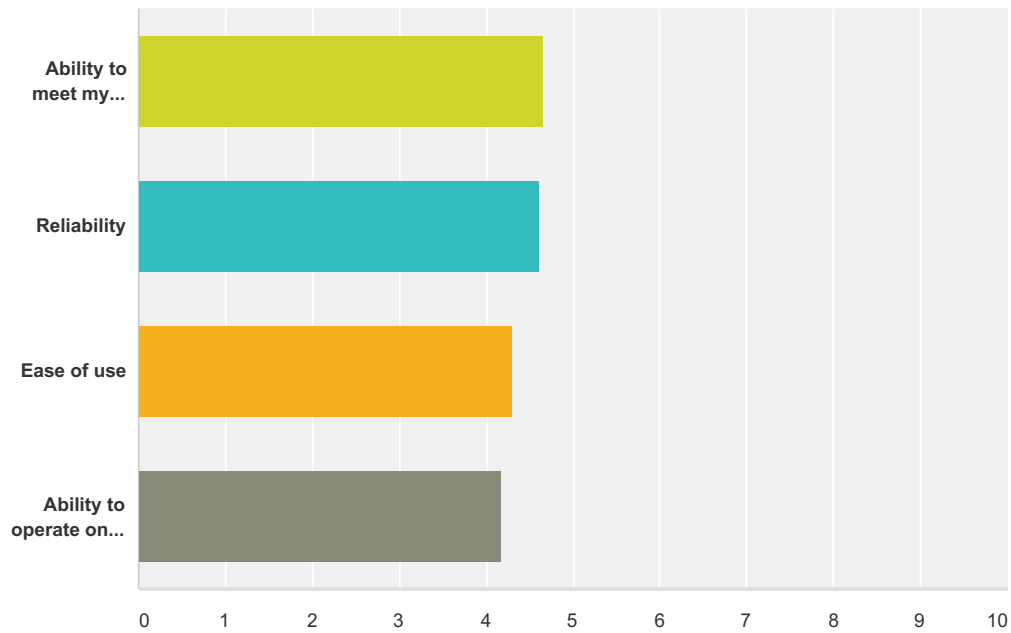
## ASU Faculty - IT Dept.Satisfaction Survey

Other (please specify)	2.15%	2
<b>Total Respondents: 93</b>		

#	Other (please specify)	Date
1	Travel	4/28/2015 11:27 AM
2	budget, OPs	4/27/2015 3:05 PM

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

Answered: 93 Skipped: 1



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Ability to meet my requirements	0.00% 0	2.15% 2	6.45% 6	15.05% 14	75.27% 70	1.08% 1	93	4.65
Reliability	0.00% 0	2.15% 2	8.60% 8	15.05% 14	73.12% 68	1.08% 1	93	4.61
Ease of use	2.20% 2	3.30% 3	14.29% 13	21.98% 20	58.24% 53	0.00% 0	91	4.31
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	1.10% 1	5.49% 5	13.19% 12	14.29% 13	40.66% 37	25.27% 23	91	4.18



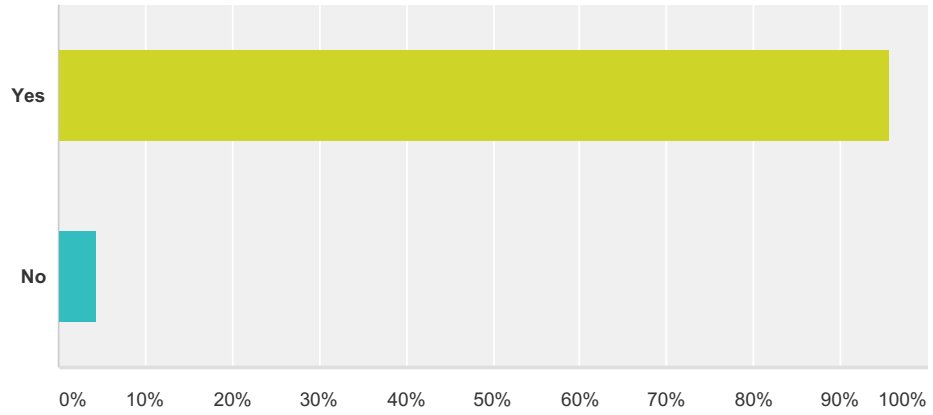
## Q7 Why don't you use RamPort?

Answered: 0 Skipped: 94

#	Responses	Date
	There are no responses.	

### Q8 Do you use Blackboard?

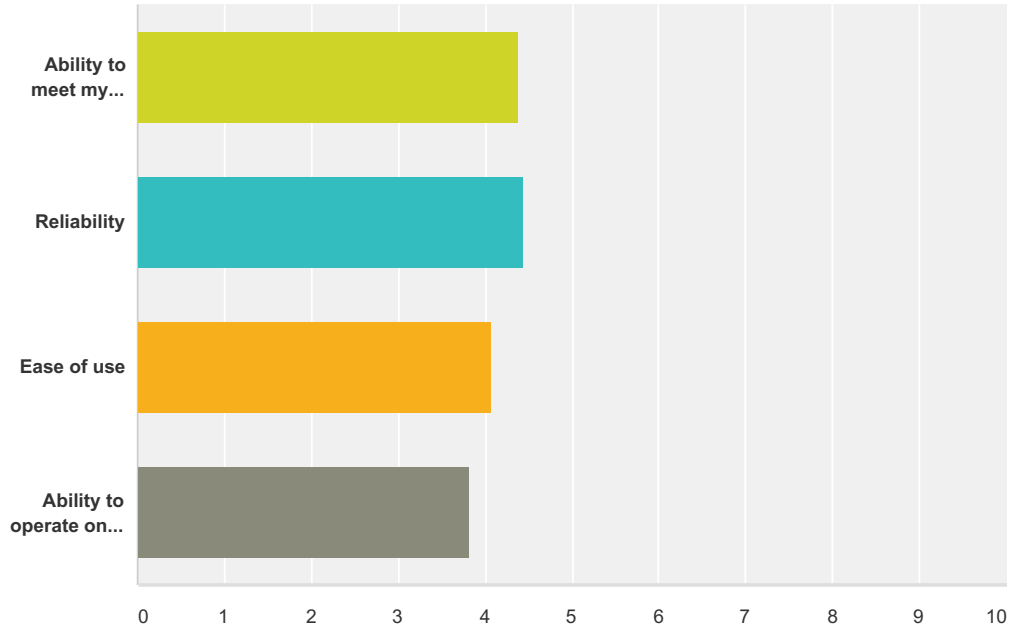
Answered: 92 Skipped: 2



Answer Choices	Responses
Yes	95.65% 88
No	4.35% 4
<b>Total</b>	<b>92</b>

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

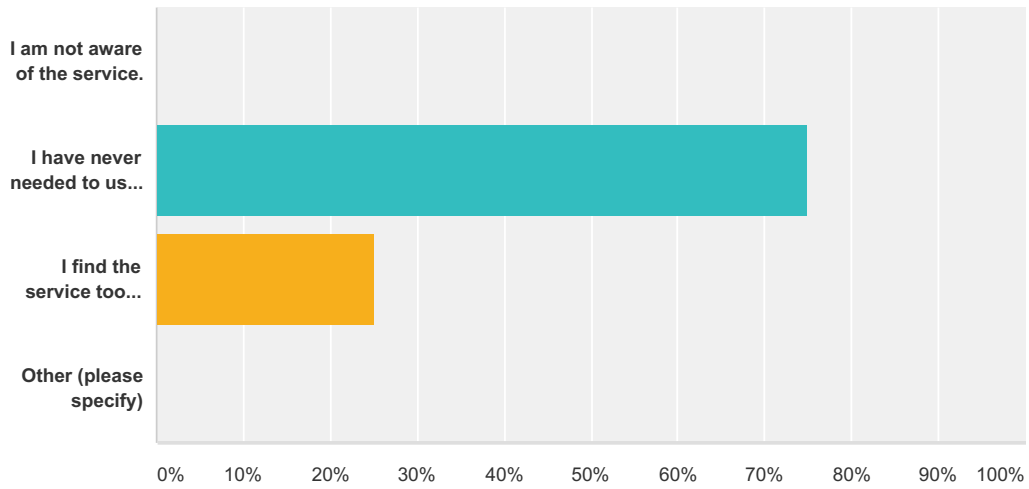
Answered: 89 Skipped: 5



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Ability to meet my requirements	3.37% 3	1.12% 1	7.87% 7	29.21% 26	58.43% 52	0.00% 0	89	4.38
Reliability	2.25% 2	1.12% 1	6.74% 6	29.21% 26	60.67% 54	0.00% 0	89	4.45
Ease of use	4.49% 4	10.11% 9	7.87% 7	29.21% 26	48.31% 43	0.00% 0	89	4.07
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	5.75% 5	10.34% 9	11.49% 10	20.69% 18	34.48% 30	17.24% 15	87	3.82

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

Answered: 4 Skipped: 90

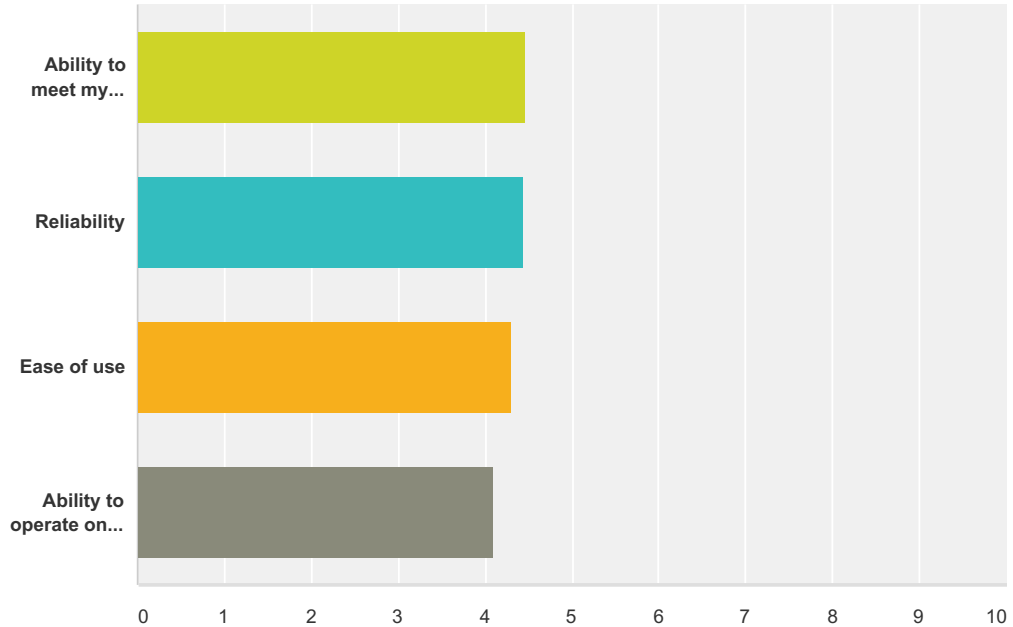


Answer Choices	Responses
I am not aware of the service.	0.00% 0
I have never needed to use the service	75.00% 3
I find the service too difficult to use.	25.00% 1
Other (please specify)	0.00% 0
<b>Total</b>	<b>4</b>

#	Other (please specify)	Date
	There are no responses.	

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

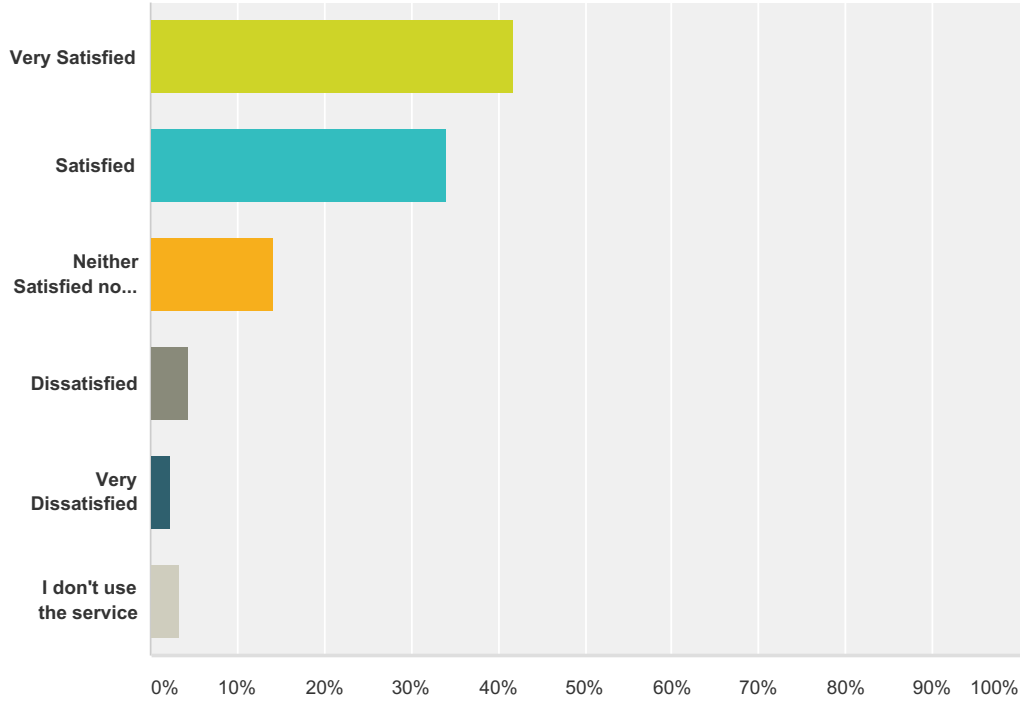
Answered: 83 Skipped: 11



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Ability to meet my requirements	2.44% 2	1.22% 1	8.54% 7	21.95% 18	62.20% 51	3.66% 3	82	4.46
Reliability	3.70% 3	1.23% 1	4.94% 4	24.69% 20	60.49% 49	4.94% 4	81	4.44
Ease of use	2.44% 2	6.10% 5	6.10% 5	25.61% 21	54.88% 45	4.88% 4	82	4.31
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	7.23% 6	6.02% 5	4.82% 4	21.69% 18	46.99% 39	13.25% 11	83	4.10

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

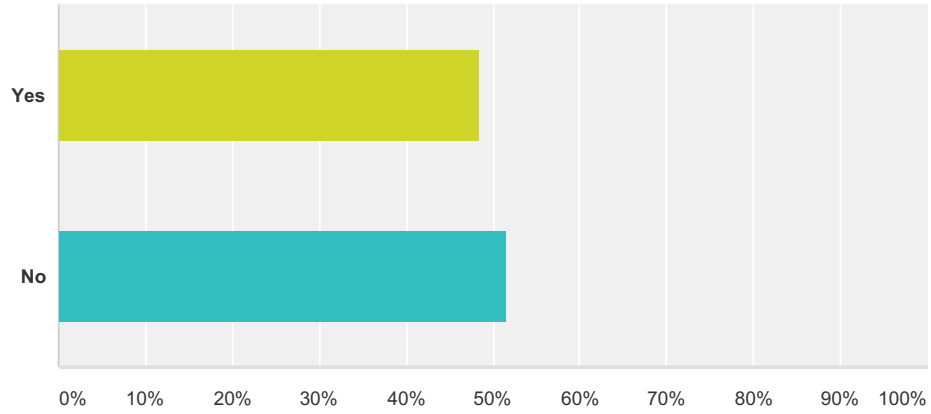
Answered: 91 Skipped: 3



Answer Choices	Responses	Count
Very Satisfied	41.76%	38
Satisfied	34.07%	31
Neither Satisfied nor Dissatisfied	14.29%	13
Dissatisfied	4.40%	4
Very Dissatisfied	2.20%	2
I don't use the service	3.30%	3
<b>Total</b>		<b>91</b>

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

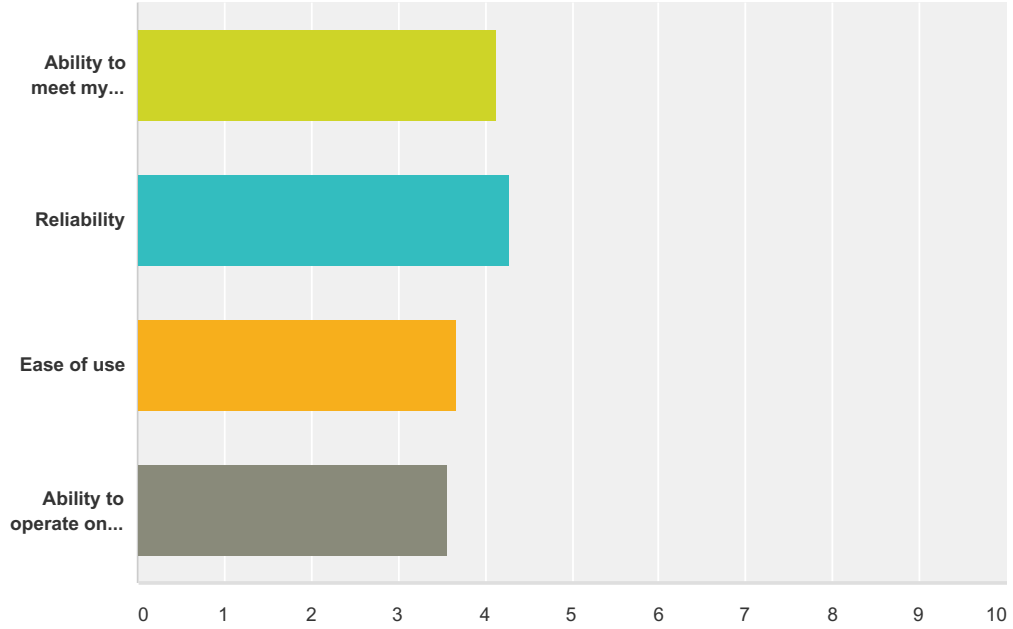
Answered: 93 Skipped: 1



Answer Choices	Responses	
Yes	48.39%	45
No	51.61%	48
<b>Total</b>		<b>93</b>

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

Answered: 45 Skipped: 49

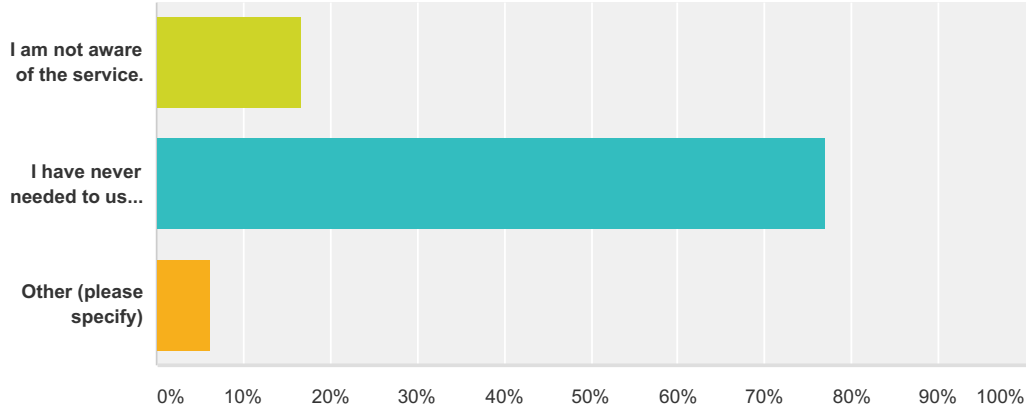


	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Ability to meet my requirements	0.00% 0	4.44% 2	22.22% 10	28.89% 13	44.44% 20	0.00% 0	45	4.13
Reliability	0.00% 0	2.22% 1	22.22% 10	20.00% 9	55.56% 25	0.00% 0	45	4.29
Ease of use	8.89% 4	11.11% 5	20.00% 9	24.44% 11	35.56% 16	0.00% 0	45	3.67
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	9.09% 4	2.27% 1	15.91% 7	13.64% 6	20.45% 9	38.64% 17	44	3.56



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

Answered: 48 Skipped: 46

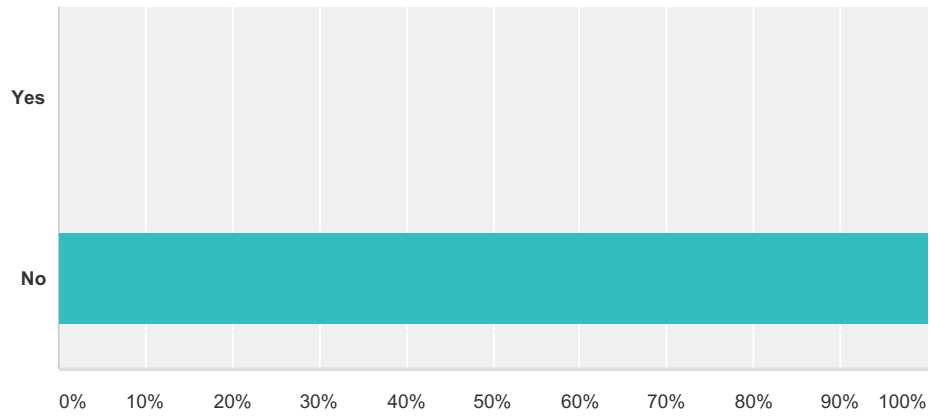


Answer Choices	Responses
I am not aware of the service.	16.67% 8
I have never needed to use the service.	77.08% 37
Other (please specify)	6.25% 3
<b>Total</b>	<b>48</b>

#	Other (please specify)	Date
1	thought it was only for administrative purposes and you needed special permission	4/29/2015 8:24 AM
2	Office Coordinator takes care of my needs.	4/27/2015 1:51 PM
3	In the few times I needed to use for campus committee work I found it difficult to use and very unreliable. IT IS NOT USER FRIENDLY by comparison to other software commonly used by the university, I often hear others, who use it regularly, complaining about it being "down" with unusually high frequency.	4/27/2015 12:21 PM

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

Answered: 93 Skipped: 1



Answer Choices	Responses
Yes	0.00% 0
No	100.00% 93
<b>Total</b>	<b>93</b>

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

Answered: 0 Skipped: 94

! No matching responses.

	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Ability to meet my requirements	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Reliability	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Ease of use	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

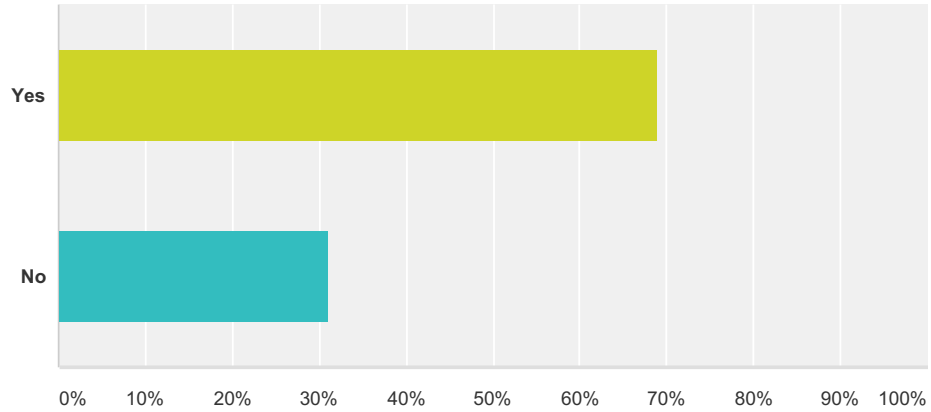
**Q18 Please include any additional comments you would like to share with us regarding computer software used by Angelo State University.**

Answered: 16 Skipped: 78

#	Responses	Date
1	IT does a great job, they are quick to respond and typically resolve any issues on the same day request submitted.	5/6/2015 9:25 PM
2	It would be good to be able to access the gradebook in Blackboard from my smartphone app. Right now it does not work right.	5/6/2015 9:51 AM
3	Outstanding across the board. Doug Fox and his team have great vision and pragmatism.	5/4/2015 5:17 PM
4	It is helpful making my job much easier for record keeping, etc.	5/4/2015 12:27 PM
5	I can't print using Google Chrome from MAC. I have to switch to Safari.	5/4/2015 9:53 AM
6	Old and antiquated versions of software	5/4/2015 9:06 AM
7	I'm satisfied	5/1/2015 10:27 AM
8	I work online and do not have the sane Outlook access I would have on campus. I miss being able to see the same format options that I have when I visit campus.	5/1/2015 9:08 AM
9	blackboard on phones has problems sometimes	5/1/2015 8:57 AM
10	The secure Wi-fi access application should warn cell phone/tablet users that installing the app will FORCE a pin or fingerprint secure login to your device that WILL NOT be removed when the app is deleted. The only way to take this off your device is a factory reset. I was not happy to have to do this on my phone.	4/28/2015 11:30 AM
11	Should be able to use email at home just like you are in the office. It works better on a smartphone than on a home computer.	4/27/2015 3:20 PM
12	both rampport and banner could be made a lot more user friendly so you don't have to go out and then back in every time you need to make a change	4/27/2015 2:31 PM
13	Yall send too many emails. It is very annoying!!! We are not interested in your survey if we don't complete it after the third time you send the email.	4/27/2015 1:32 PM
14	Thank you for the fabulous eLearning and hardware support that we have to make distance teaching possible.	4/27/2015 12:16 PM
15	I am truly not sure what all software is available to us. Is there a list somewhere? Example: Soft chalk, Panopto, Camtasia, etc.	4/27/2015 11:58 AM
16	Please place the students CID (ASU ID) number on the degree evaluation page and on the transcript. This will make it A LOT easier for us to do overrides, enrollments, etc...thanks!	4/27/2015 11:58 AM

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

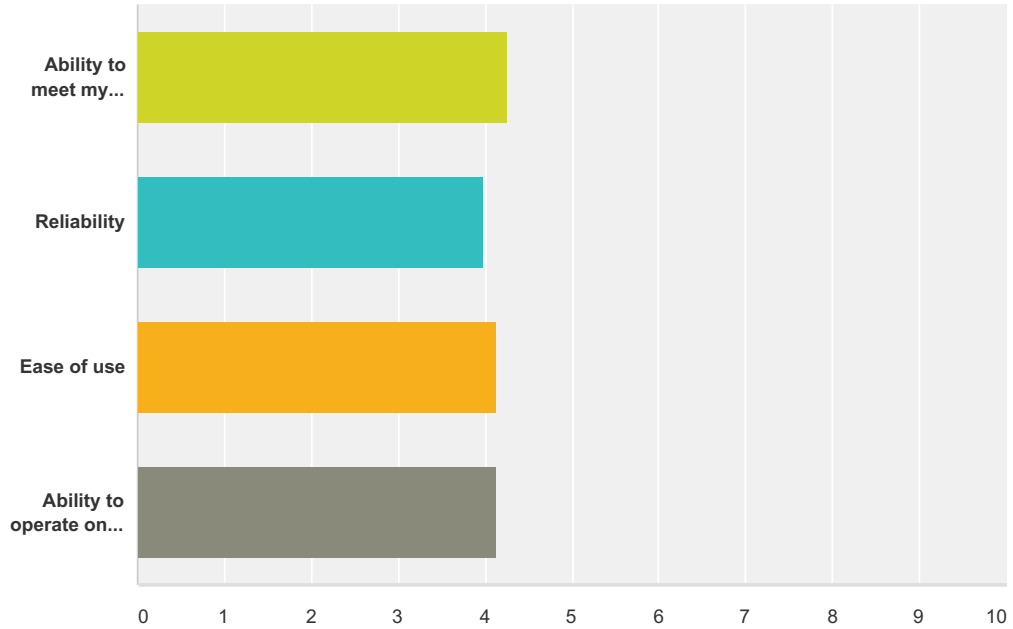
Answered: 93 Skipped: 1



Answer Choices	Responses	
Yes	68.82%	64
No	31.18%	29
<b>Total</b>		<b>93</b>

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

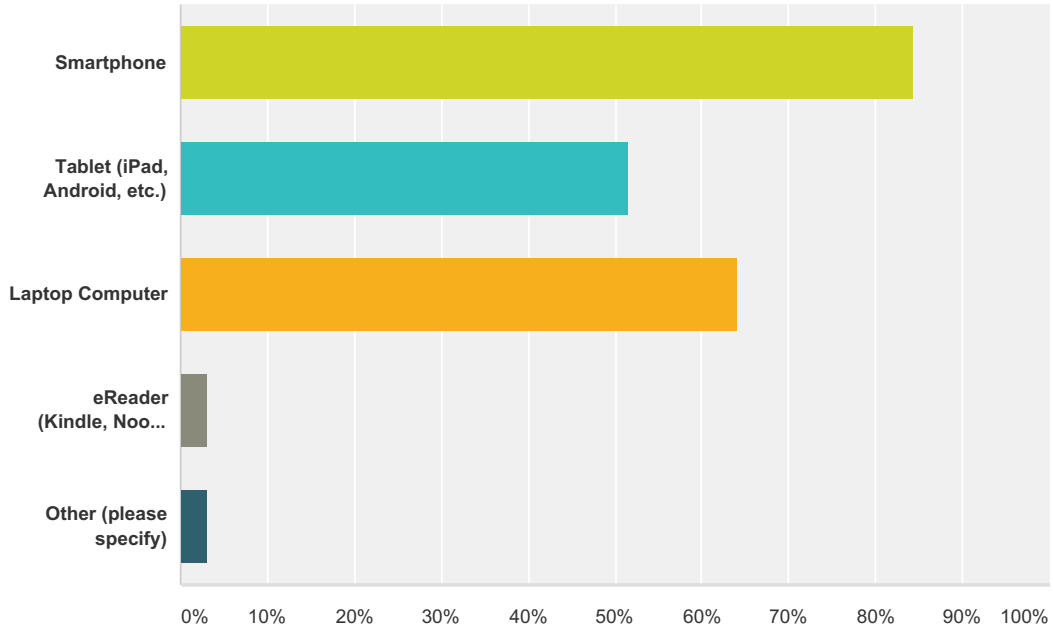
Answered: 63 Skipped: 31



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Ability to meet my requirements	4.76% 3	1.59% 1	12.70% 8	25.40% 16	55.56% 35	0.00% 0	63	4.25
Reliability	4.76% 3	9.52% 6	9.52% 6	34.92% 22	41.27% 26	0.00% 0	63	3.98
Ease of use	4.76% 3	3.17% 2	15.87% 10	26.98% 17	49.21% 31	0.00% 0	63	4.13
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	4.92% 3	4.92% 3	9.84% 6	26.23% 16	45.90% 28	8.20% 5	61	4.13

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

Answered: 64 Skipped: 30

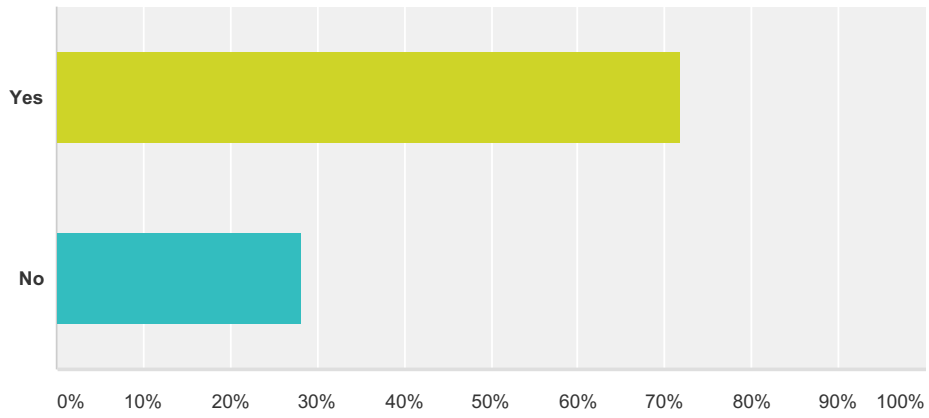


Answer Choices	Responses
Smartphone	84.38% 54
Tablet (iPad, Android, etc.)	51.56% 33
Laptop Computer	64.06% 41
eReader (Kindle, Nook, etc.)	3.13% 2
Other (please specify)	3.13% 2
<b>Total Respondents: 64</b>	

#	Other (please specify)	Date
1	LabQuest Data Logger	5/4/2015 2:19 PM
2	Desktop	4/27/2015 2:14 PM

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

Answered: 92 Skipped: 2

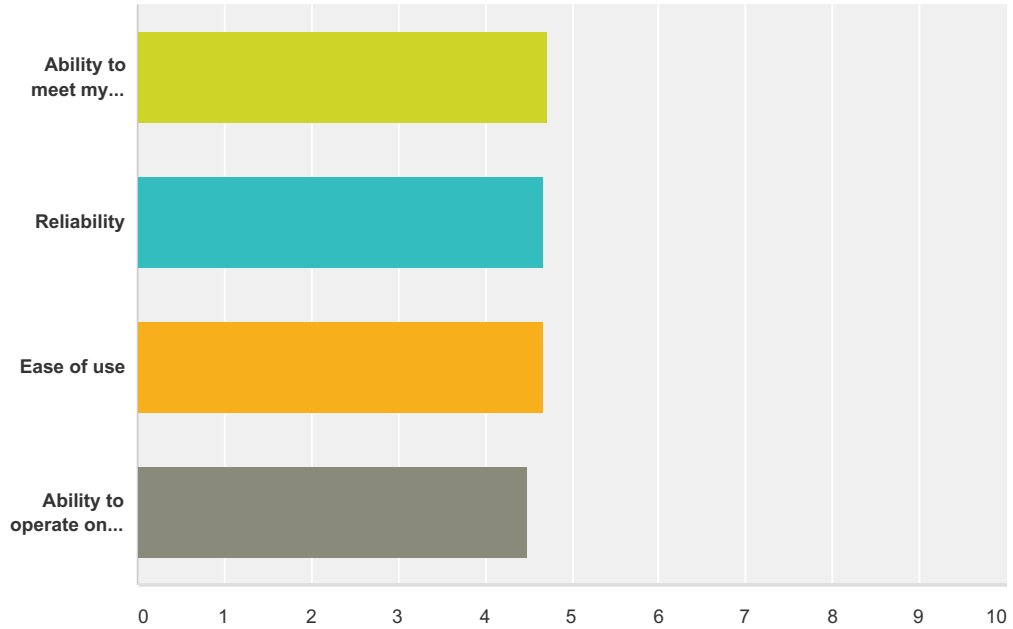


Answer Choices	Responses	
Yes	71.74%	66
No	28.26%	26
<b>Total</b>		<b>92</b>



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

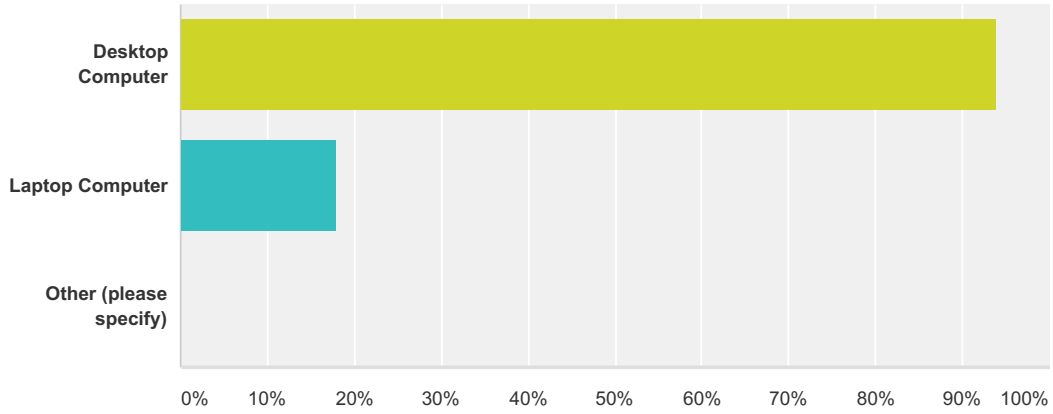
Answered: 67 Skipped: 27



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Ability to meet my requirements	1.49% 1	0.00% 0	4.48% 3	13.43% 9	80.60% 54	0.00% 0	67	4.72
Reliability	1.49% 1	0.00% 0	5.97% 4	14.93% 10	77.61% 52	0.00% 0	67	4.67
Ease of use	1.52% 1	0.00% 0	4.55% 3	16.67% 11	77.27% 51	0.00% 0	66	4.68
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	1.56% 1	1.56% 1	6.25% 4	10.94% 7	45.31% 29	34.38% 22	64	4.48

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

Answered: 67 Skipped: 27

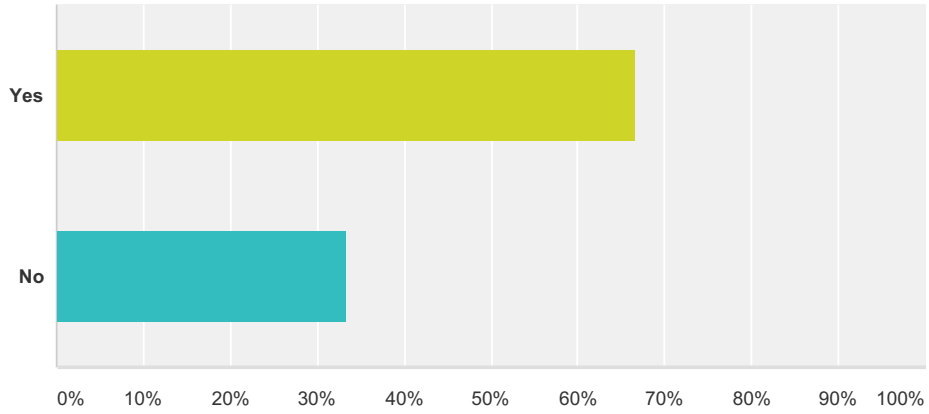


Answer Choices	Responses
Desktop Computer	94.03% 63
Laptop Computer	17.91% 12
Other (please specify)	0.00% 0
<b>Total Respondents: 67</b>	

#	Other (please specify)	Date
	There are no responses.	

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

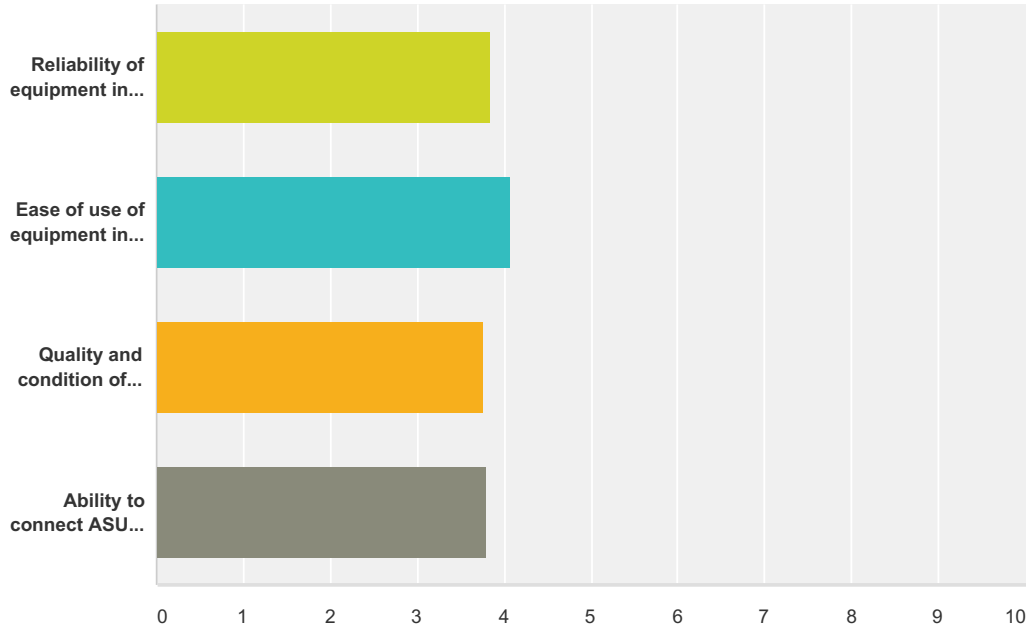
Answered: 93 Skipped: 1



Answer Choices	Responses	
Yes	66.67%	62
No	33.33%	31
<b>Total</b>		<b>93</b>

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

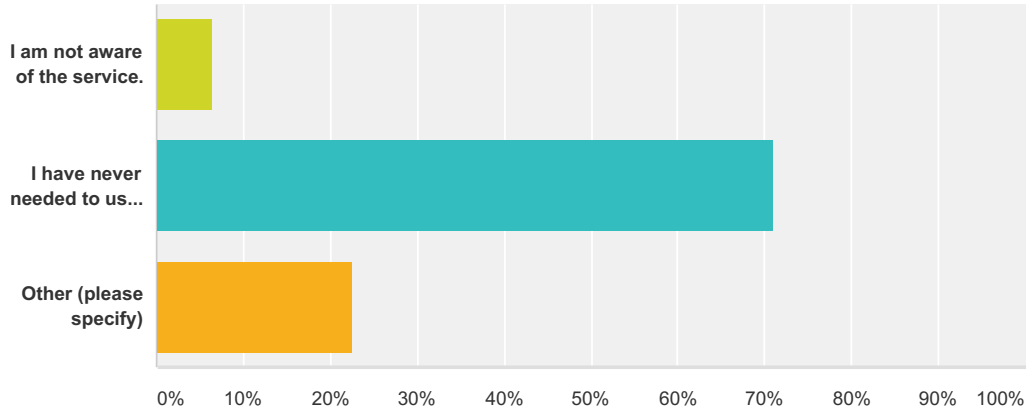
Answered: 62 Skipped: 32



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Reliability of equipment in classrooms and/or meeting spaces	1.61% 1	17.74% 11	20.97% 13	14.52% 9	45.16% 28	0.00% 0	62	3.84
Ease of use of equipment in classrooms and/or meeting spaces	1.61% 1	8.06% 5	16.13% 10	29.03% 18	45.16% 28	0.00% 0	62	4.08
Quality and condition of equipment in classrooms and/or meeting spaces	3.23% 2	22.58% 14	12.90% 8	17.74% 11	43.55% 27	0.00% 0	62	3.76
Ability to connect ASU Equipment to multiple platforms (PC, MAC, Smartphone, Tablet, etc.)	3.23% 2	8.06% 5	17.74% 11	6.45% 4	30.65% 19	33.87% 21	62	3.80

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

Answered: 31 Skipped: 63



Answer Choices	Responses
I am not aware of the service.	6.45% 2
I have never needed to use the service.	70.97% 22
Other (please specify)	22.58% 7
<b>Total</b>	<b>31</b>

#	Other (please specify)	Date
1	I am not in San Angelo	5/7/2015 12:51 PM
2	off campus - teach online	5/7/2015 8:36 AM
3	Teach online courses	5/6/2015 9:27 PM
4	our department's classrooms have no decent technology, we have limited or no access to classrooms with better technology	5/6/2015 10:10 AM
5	I work remotely and am not on campus.	5/3/2015 12:04 PM
6	I'm not on campus	5/1/2015 9:05 AM
7	I am a remote hire - in Louisiana	4/29/2015 4:17 PM

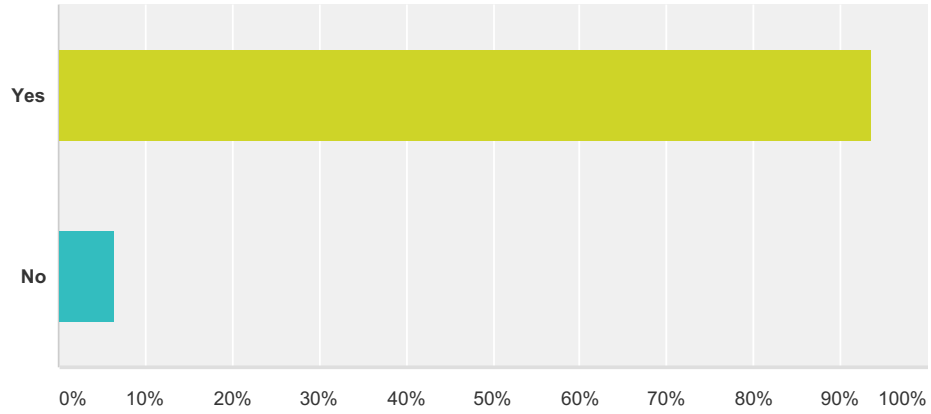
**Q28 Please include any comments you would like to share with us regarding the ASU network or ASU IT equipment.**

Answered: 17 Skipped: 77

#	Responses	Date
1	Classroom computers seem to have issues several times each semester with incidents slowly increasing.	5/6/2015 2:52 PM
2	It is ridiculously difficult to add the secure wireless connection to an android. The connect service actually messed up the settings and I was not able to use the wireless until I figured out what the proper settings were and fixed them manually.	5/6/2015 9:54 AM
3	We have had difficulty getting the power point and prezi to project on the screen. IT has been a lifesaver on more than once.	5/4/2015 12:30 PM
4	Requiring password changes every six months is very excessive. I have not changed my password to online banking in more than five years.	5/4/2015 9:56 AM
5	SMART Boards in CARR are not kept updated.	5/4/2015 9:05 AM
6	Classroom equipment is not always reliable and that can be disastrous when it occurs during a class period.	5/1/2015 10:29 AM
7	I have issues moving from building to building and having consistent service via wireless with my Smartphone.	5/1/2015 10:01 AM
8	in the classrooms I use in Carr, I regularly have issues with the smart technology not working correctly.	5/1/2015 9:17 AM
9	do not allow for faculty to physically engage with students--must be at podium	4/29/2015 8:27 AM
10	I am distance faculty and use online tools	4/29/2015 1:26 AM
11	The student laptop computers that connect wirelessly take so long for students to log on to make them useless. By the time you log on to the computer (sometimes takes more than 10 wasted minutes of class time) you are past whatever you wanted them to do on the computer. Most of the laptops do not have CD drives so any software has to be available by download. I understand the need for security, but it should not take so long to start up for every new student that logs on to the computer.	4/28/2015 11:34 AM
12	CHP 143 and VIN 287 desktops are undependable	4/27/2015 9:48 PM
13	Equipment in classrooms almost always works well, if it doesn't IT is very quick to fix.	4/27/2015 3:22 PM
14	We need new cameras or bulbs in A233. They're dim and illuminate Powerpoint slides unevenly.	4/27/2015 1:37 PM
15	CHP143, the only classroom in which I teach had a desktop that took enormous amounts of time to upload blackboard and would freeze in the middle of presentations. It took a few weeks to get a new desktop and in the meantime we were forced to use a laptop hooked to the back of the lectern sitting on a box.	4/27/2015 12:51 PM
16	It seems as though many of the classrooms and laboratories are not maintained with the degree of frequency necessary to maintain a high level of equipment reliability necessary to utilize computers and related ancillaries to facilitate educational use optimally. It is quite often true that when some form of maintenance is accomplished after all, the technicians tasked to do so fail 1) to notify users of the changes in the equipment with sufficient notice that would allow faculty to verify the continued functionality of the affected equipment AHEAD of the need to use it for instruction 2) to properly test and confirm that the changes made are actually in effect and that they have left the equipment in a state that will allow it to be used for classes or labs instruction at the next scheduled meeting using the room or space. These problems seem easy to correct for anyone willing to improve their consideration for those who actually use the equipment later AND a simple willingness to make the small effort to communicate their activities to mid-level or end level users of the equipment without the assumption that this is common knowledge. It is not common knowledge, for many faculty and staff.	4/27/2015 12:31 PM
17	Wi-Fi is way too slow.	4/27/2015 11:59 AM

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

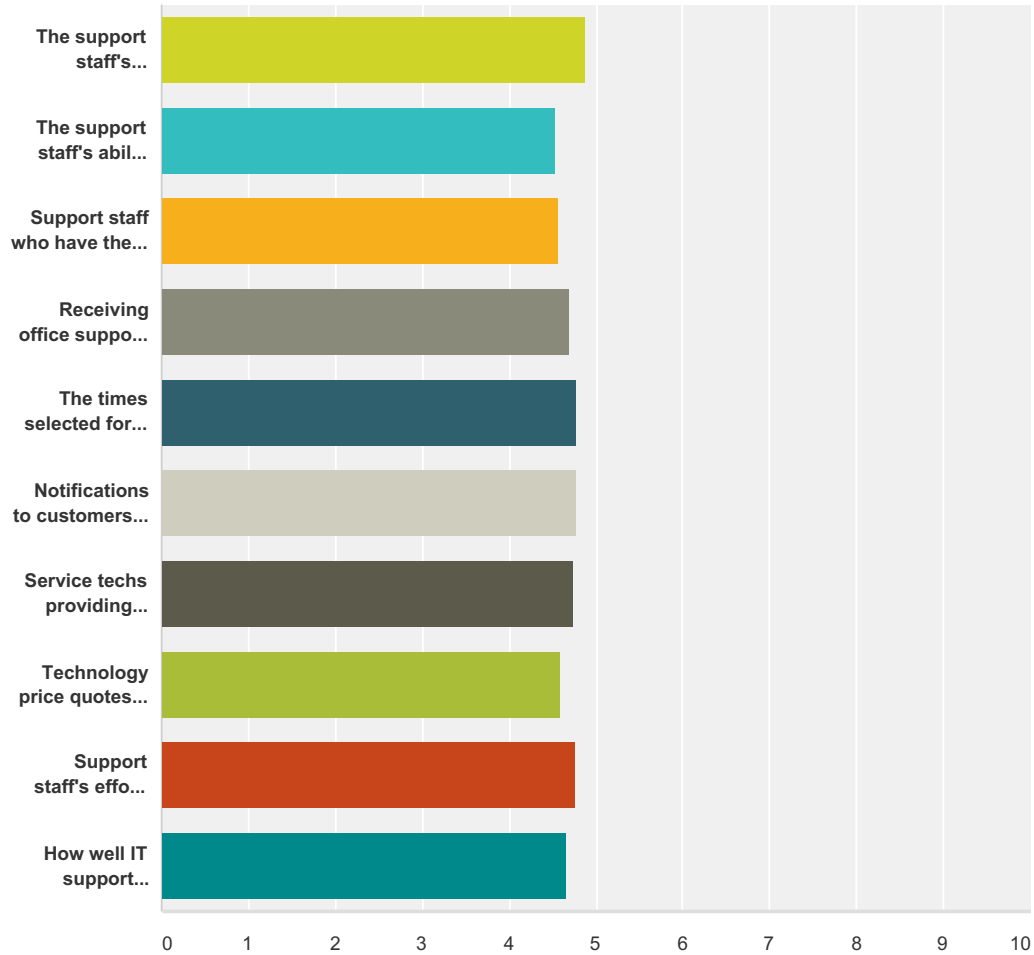
Answered: 92 Skipped: 2



Answer Choices	Responses
Yes	93.48% 86
No	6.52% 6
<b>Total</b>	<b>92</b>

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

Answered: 85 Skipped: 9



	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	1.18% 1	9.41% 8	89.41% 76	0.00% 0	85	4.88
The support staff's ability to resolve a problem over the phone	1.18% 1	2.35% 2	8.24% 7	17.65% 15	68.24% 58	2.35% 2	85	4.53
Support staff who have the knowledge to answer my questions about hardware and software	1.18% 1	0.00% 0	9.41% 8	17.65% 15	70.59% 60	1.18% 1	85	4.58
Receiving office support in a timely manner once a request for service is made to the service center	0.00% 0	2.35% 2	4.71% 4	14.12% 12	76.47% 65	2.35% 2	85	4.69
The times selected for scheduling network, service, and system maintenance are accommodating to my schedule	0.00% 0	0.00% 0	3.53% 3	15.29% 13	81.18% 69	0.00% 0	85	4.78
Notifications to customers of scheduled system maintenance times are sufficient	1.18% 1	0.00% 0	2.35% 2	11.76% 10	84.71% 72	0.00% 0	85	4.79

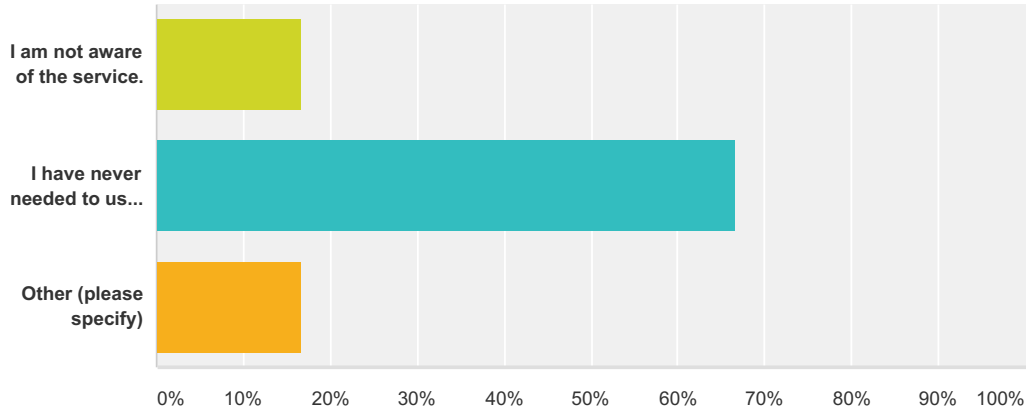


### ASU Faculty - IT Dept.Satisfaction Survey

Service techs providing prompt responses to my request	<b>0.00%</b> 0	<b>1.18%</b> 1	<b>4.71%</b> 4	<b>14.12%</b> 12	<b>80.00%</b> 68	<b>0.00%</b> 0	85	4.73
Technology price quotes are created in a timely manner	<b>0.00%</b> 0	<b>1.18%</b> 1	<b>4.71%</b> 4	<b>3.53%</b> 3	<b>30.59%</b> 26	<b>60.00%</b> 51	85	4.59
Support staff's efforts to resolve my issues with as little disruption to my work as possible	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>3.57%</b> 3	<b>17.86%</b> 15	<b>78.57%</b> 66	<b>0.00%</b> 0	84	4.75
How well IT support services protects my information	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>8.24%</b> 7	<b>11.76%</b> 10	<b>63.53%</b> 54	<b>16.47%</b> 14	85	4.66

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

Answered: 6 Skipped: 88

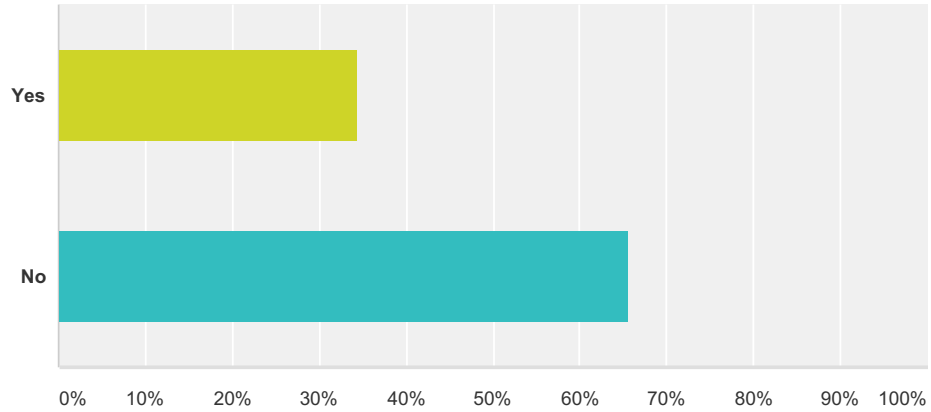


Answer Choices	Responses
I am not aware of the service.	16.67% 1
I have never needed to use the service.	66.67% 4
Other (please specify)	16.67% 1
<b>Total</b>	<b>6</b>

#	Other (please specify)	Date
1	Only teach one night a week	4/27/2015 2:31 PM

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

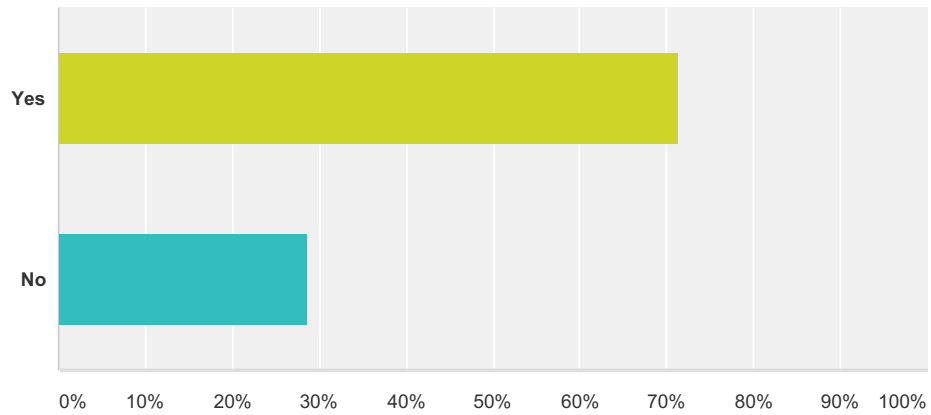
Answered: 84 Skipped: 10



Answer Choices	Responses	
Yes	34.52%	29
No	65.48%	55
<b>Total</b>		<b>84</b>

**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: 28 Skipped: 66



Answer Choices	Responses	
Yes	71.43%	20
No	28.57%	8
<b>Total</b>		<b>28</b>

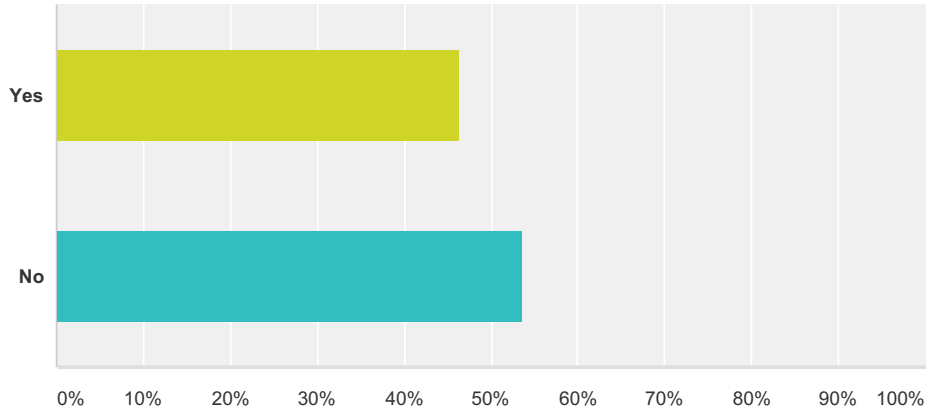
### Q34 Please make any comments you would like regarding after hours service.

Answered: 15 Skipped: 79

#	Responses	Date
1	Service is typically good but sometimes my issues are pushed to the weekday when resolution cannot be reached.	5/6/2015 9:29 PM
2	The after-hours guys are very good, but they simply cannot do all the things the day-shifters do. This is not a criticism and may not be something IT can fix, but I note it here for your consideration.	5/4/2015 5:19 PM
3	Much longer wait times. Much longer time required to resolve simple issues. Often looking up how to do things while I wait.	5/4/2015 2:22 PM
4	I've had to use the after hours service a few times and was very impressed by their work and speed	5/1/2015 9:18 AM
5	I always receive prompt, courteous service.	5/1/2015 9:10 AM
6	great	4/29/2015 4:19 PM
7	Some platforms are only available through Sungard which is usually not available after hours	4/29/2015 1:27 AM
8	For the most part. There was one issue ( and I don't remember now what it was) that had to wait for regular office hours.	4/28/2015 11:35 AM
9	Please do not outsource the helpdesk.	4/27/2015 3:09 PM
10	You guys take too long to fix things and half the time I have to call you to come back to fix the same problem that was supposed to be resolved the first time.	4/27/2015 1:33 PM
11	It wasn't worth the effort. I don't bother any longer.	4/27/2015 1:20 PM
12	I hesitate to use it. The folks staffing the helpdesk after hours are not "local people". They often are distant, disconnected and seem only mildly ineterested in offerring meaningful and worthwhile resolutions. I prefer unless i have no other choice to speak with our campus based group. They are superior - in terms of customer service and truly concerned by comparison to these folks located who knows where, who seem to know they are not really expected to "help us very much" in the end.	4/27/2015 12:35 PM
13	The few times I have need assistance, I was referred to regular business hours.	4/27/2015 12:19 PM
14	All the IT support folks were wonderful!!!	4/27/2015 12:14 PM
15	No...the call center seems like it's located in a different state. It's really just an answering service there's no technical advice at all...basically it's a wast of time and money.	4/27/2015 12:00 PM

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

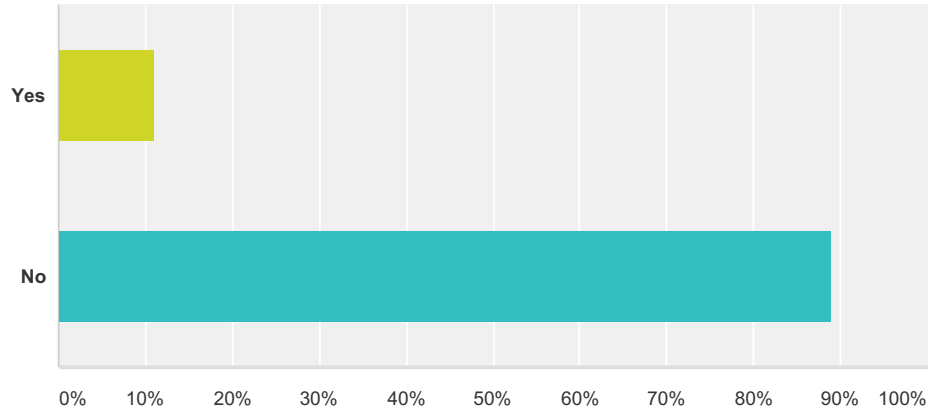
Answered: 54 Skipped: 40



Answer Choices	Responses
Yes	46.30% 25
No	53.70% 29
<b>Total</b>	<b>54</b>

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

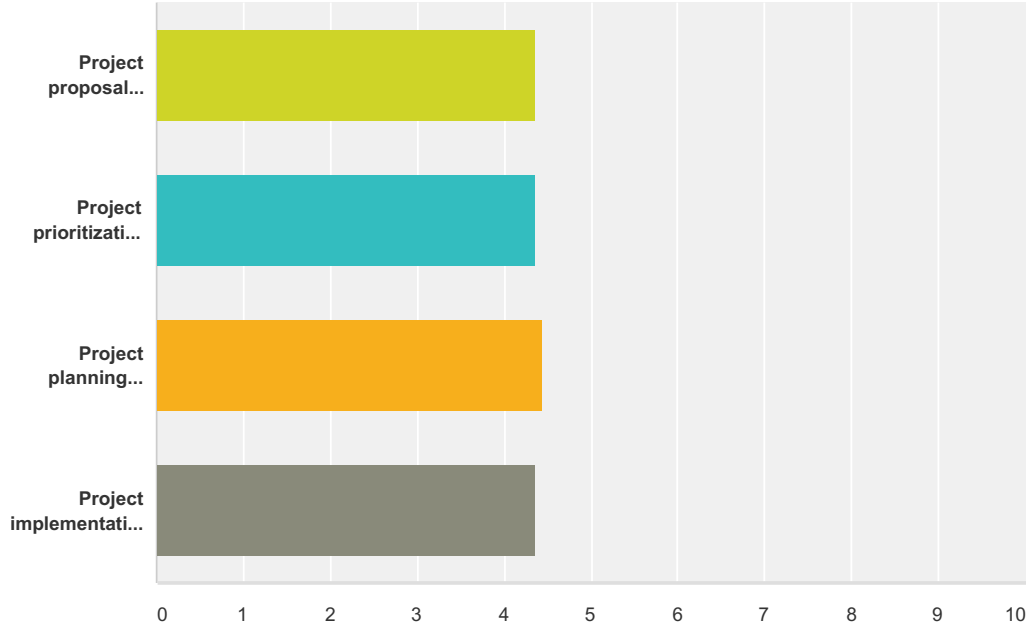
Answered: 90 Skipped: 4



Answer Choices	Responses	
Yes	11.11%	10
No	88.89%	80
<b>Total</b>		<b>90</b>

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

Answered: 11 Skipped: 83

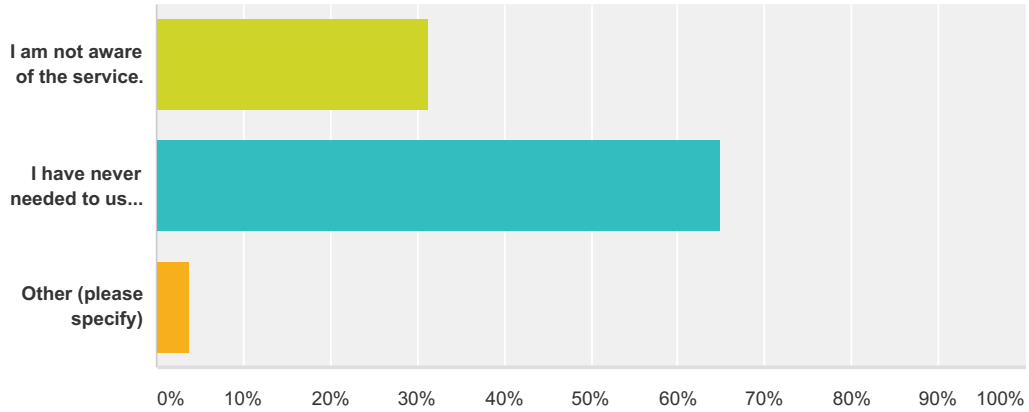


	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Project proposal submission process	0.00% 0	9.09% 1	9.09% 1	18.18% 2	63.64% 7	0.00% 0	11	4.36
Project prioritization process	0.00% 0	9.09% 1	9.09% 1	18.18% 2	63.64% 7	0.00% 0	11	4.36
Project planning process	0.00% 0	0.00% 0	18.18% 2	18.18% 2	63.64% 7	0.00% 0	11	4.45
Project implementation process	0.00% 0	0.00% 0	27.27% 3	9.09% 1	63.64% 7	0.00% 0	11	4.36



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

Answered: 80 Skipped: 14

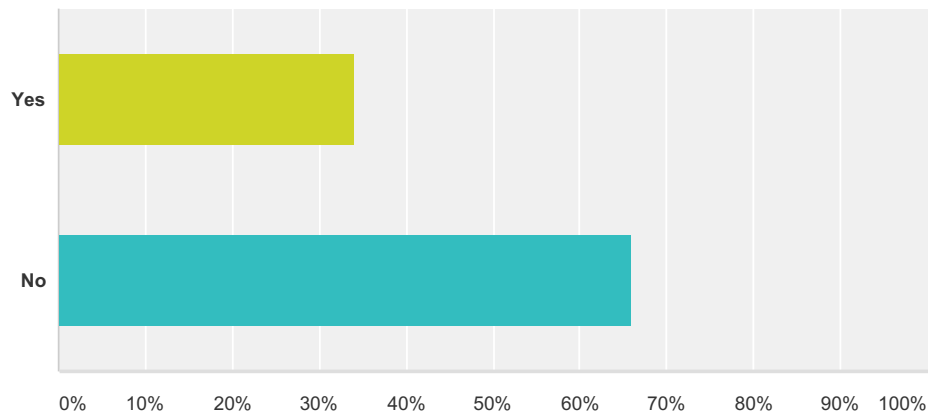


Answer Choices	Responses
I am not aware of the service.	31.25% 25
I have never needed to use the service.	65.00% 52
Other (please specify)	3.75% 3
<b>Total</b>	<b>80</b>

#	Other (please specify)	Date
1	off campus, teach online	5/7/2015 8:39 AM
2	I use this service once every 10 years or so	4/27/2015 3:48 PM
3	What are you talking about?	4/27/2015 12:01 PM

### Q39 Do you use the ASU IT Training Services?

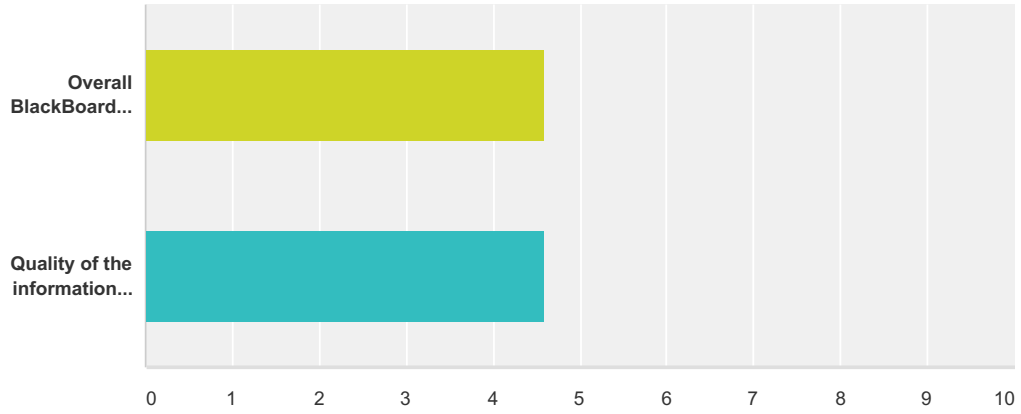
Answered: 91 Skipped: 3



Answer Choices	Responses	
Yes	34.07%	31
No	65.93%	60
<b>Total</b>		<b>91</b>

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

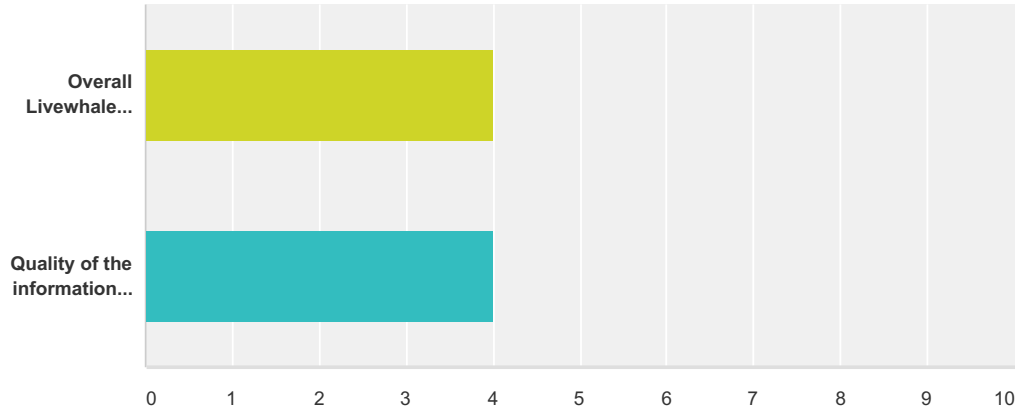
Answered: 31 Skipped: 63



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Overall BlackBoard training course curriculum meeting my needs	0.00% 0	3.23% 1	3.23% 1	22.58% 7	67.74% 21	3.23% 1	31	4.60
Quality of the information provided during BlackBoard training courses	0.00% 0	3.23% 1	3.23% 1	22.58% 7	67.74% 21	3.23% 1	31	4.60

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

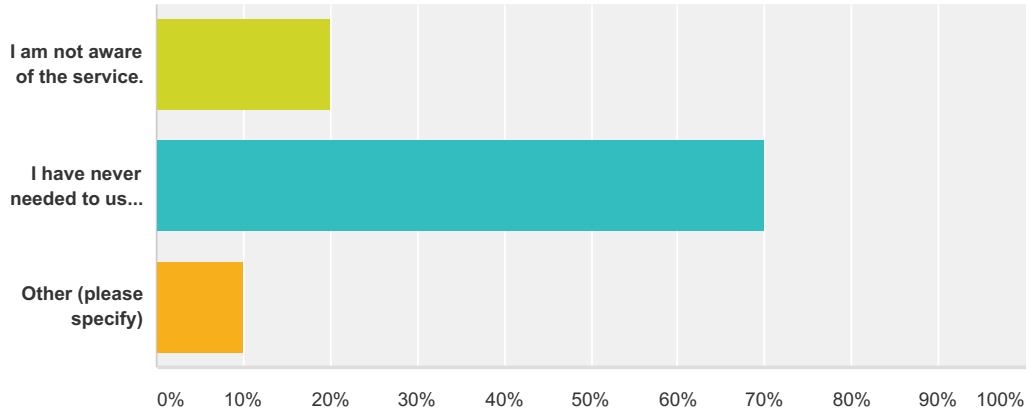
Answered: 31 Skipped: 63



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
Overall Livewhale training course curriculum meeting my needs	0.00% 0	0.00% 0	12.90% 4	12.90% 4	12.90% 4	61.29% 19	31	4.00
Quality of the information provided during Livewhale training courses	0.00% 0	0.00% 0	12.90% 4	12.90% 4	12.90% 4	61.29% 19	31	4.00

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

Answered: 60 Skipped: 34



Answer Choices	Responses
I am not aware of the service.	20.00% 12
I have never needed to use the service.	70.00% 42
Other (please specify)	10.00% 6
<b>Total</b>	<b>60</b>

#	Other (please specify)	Date
1	Off Campus	5/7/2015 8:40 AM
2	I go to scheduled trainings but do now schedule training	5/6/2015 9:31 PM
3	Times unusually conflict with course schedule.	5/1/2015 4:25 PM
4	sometimes it is not offered at a convenient time	5/1/2015 10:32 AM
5	I live 75 miles away and teach an online course as an adjunct professor so I am not on campus during training sessions.	4/27/2015 1:23 PM
6	Time	4/27/2015 12:59 PM

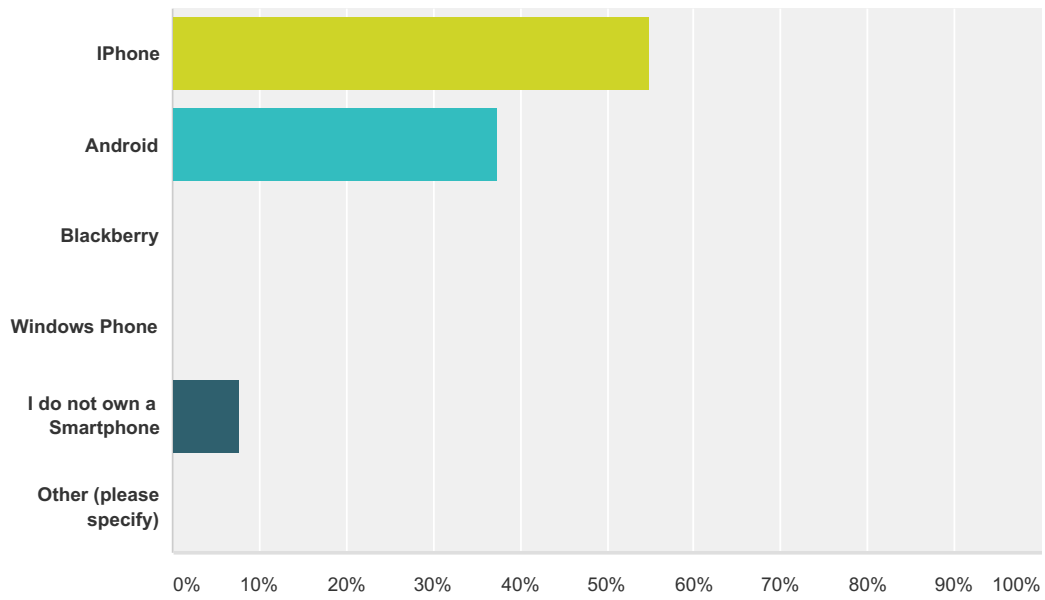
**Q43 Please include any additional comments you wish to share with us regarding IT Support Services.**

Answered: 10 Skipped: 84

#	Responses	Date
1	I worked very closely with Doug Fox and his team on the IT solutions for the CSS. His team was the most capable, focused, and customer-driven one I've seen at ASU. Very few in the Air Force compared either, for that matter.	5/4/2015 5:21 PM
2	What is Live Whale?	5/4/2015 2:23 PM
3	The services are excellent.	5/4/2015 12:33 PM
4	generally very helpful	5/1/2015 10:32 AM
5	too many surveys, I often don't call for assistance because I may just ask 1 question and I get a survey to do and if I opt to not complete I get friendly reminders. Would be nice to have IT assigned to college visit to check if we have any questions/needs and get to know who they are.	4/29/2015 8:32 AM
6	Prompt friendly and knowelgable	4/29/2015 1:29 AM
7	EVERYONE is ALWAYS helpful and friendly. I have nothing but great things to say about my experiences with IT. Thank you!!!	4/27/2015 7:53 PM
8	They are Root.	4/27/2015 3:35 PM
9	Occasionally students who come to my office to fix an issue reek of cigarette smoke. Don't know what can be done about this, but wanted to mention it. Would rather not have to fill out the survey after every call to the help desk. Seems like it could be eliminated for small things.	4/27/2015 3:25 PM
10	I have not had training on livewhale	4/27/2015 12:53 PM

### Q44 What type of Smartphone device do you use?

Answered: 91 Skipped: 3

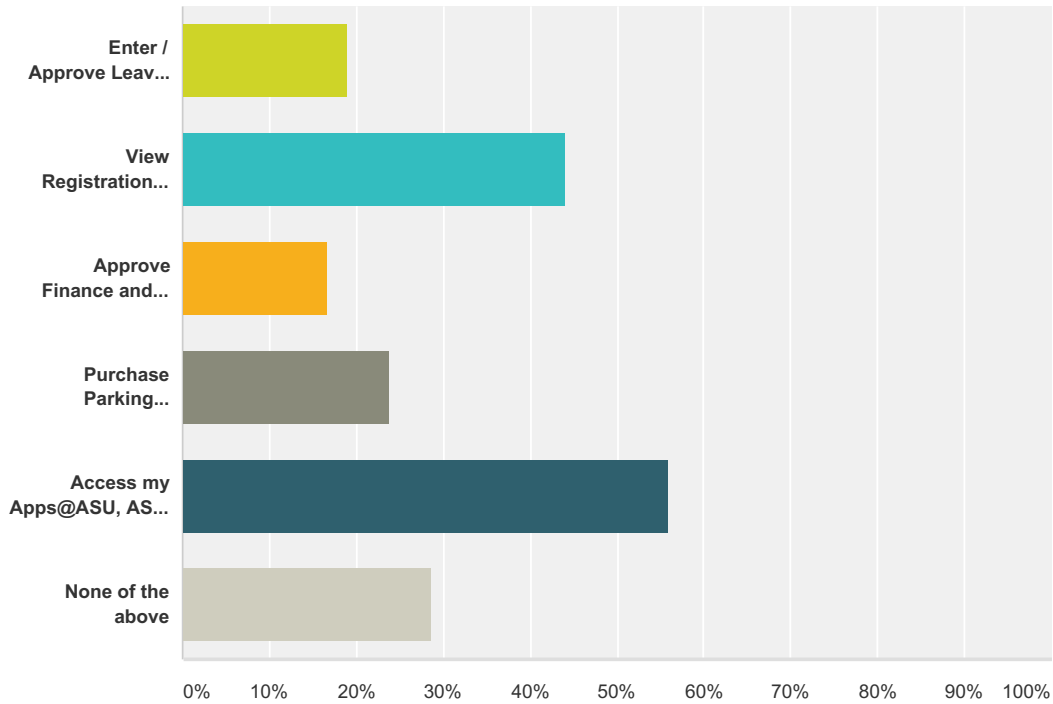


Answer Choices	Responses
iPhone	54.95% 50
Android	37.36% 34
Blackberry	0.00% 0
Windows Phone	0.00% 0
I do not own a Smartphone	7.69% 7
Other (please specify)	0.00% 0
<b>Total</b>	<b>91</b>

#	Other (please specify)	Date
	There are no responses.	

**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: 84 Skipped: 10

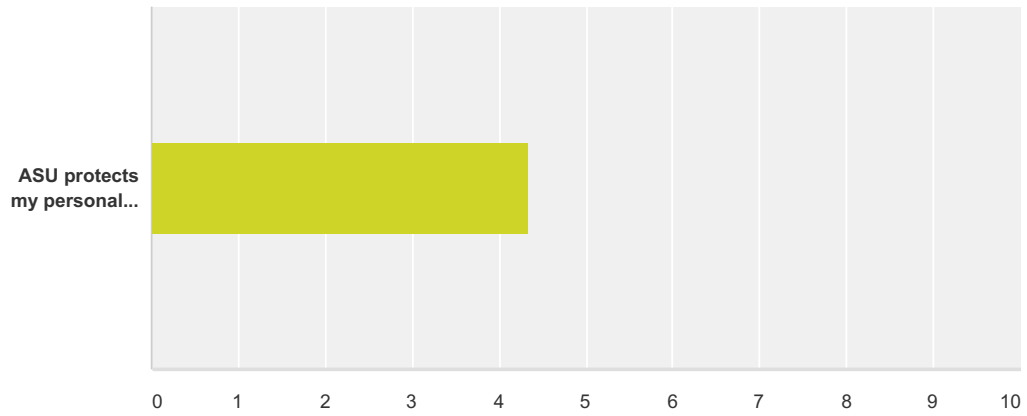


Answer Choices	Responses
Enter / Approve Leave Reporting, Time Sheets	19.05% 16
View Registration Holds, Class Schedules, and Final Grades	44.05% 37
Approve Finance and Administrative Documents (purchase requisitions, ePAFS, budge documents)	16.67% 14
Purchase Parking Permit/View Citations	23.81% 20
Access my Apps@ASU, ASU Google Drive, Calendar, and Google+	55.95% 47
None of the above	28.57% 24
<b>Total Respondents: 84</b>	



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

Answered: 92 Skipped: 2



	Low	(no label)	Neutral	(no label)	High	N/A	Total	Weighted Average
ASU protects my personal information from unauthorized access.	2.17% 2	1.09% 1	14.13% 13	21.74% 20	55.43% 51	5.43% 5	92	4.34

**Q47 Please tell us what the IT Department does well.**

Answered: 38 Skipped: 56

#	Responses	Date
1	The personal that work on help line. They have been fantastic to work with and willing to do whatever it takes to make blackboard work for professors.	5/7/2015 8:42 AM
2	Respond times are great. Resolution of issues are quick.	5/6/2015 9:32 PM
3	Very focused on helping the teaching staff with whatever their needs are in order to improve the student's classroom learning experience.	5/6/2015 3:32 PM
4	Quick response.	5/6/2015 2:56 PM
5	Everything.	5/4/2015 5:22 PM
6	Reasonably fast response to issues.	5/4/2015 2:25 PM
7	Always provide prompt and effective repairs to my PC problems	5/4/2015 2:23 PM
8	Helping with malfunctioning equipment.	5/4/2015 12:35 PM
9	Everything.	5/4/2015 11:51 AM
10	Professional and prompt.	5/4/2015 11:50 AM
11	Timely response to my service requests.	5/4/2015 10:48 AM
12	Customer Service	5/4/2015 9:10 AM
13	Technicians are all very courteous. Friendly. Most know what they are talking about.	5/4/2015 9:08 AM
14	Support and security	5/3/2015 12:08 PM
15	Customer service and response time.	5/1/2015 4:26 PM
16	Friendly staff. Usually able to solve problems over the phone. Offers a good variety of software with knowledge of how to work with it.	5/1/2015 10:34 AM
17	They are always prompt for any problem I have.....I really appreciate that!	5/1/2015 10:26 AM
18	IT support has always been helpful when I called with problems with classroom computers or the desktop in my office. They always got the issue resolved quickly, including one time when my office desktop had a bad (and hard-to-remove) virus. Keep up the good work!	5/1/2015 10:25 AM
19	Quick response time	5/1/2015 9:12 AM
20	Pleasant service	5/1/2015 9:04 AM
21	Prompt responses to queries.	5/1/2015 8:42 AM
22	very friendly, very courteous, very knowledgeable about what they are doing.	4/29/2015 8:34 AM
23	They are prompt, friendly, knowledgeable and easy to work with	4/29/2015 1:31 AM
24	Responding to issues quickly for the most part.	4/28/2015 11:38 AM
25	You do all things well. Everything I have called IT to help me with has been done well: refreshing computers, fixing user problems, helping with software purchases...the list goes on and on. Thank you for your good work and customer service.	4/28/2015 10:05 AM
26	Solve all of my problems in a friendly and timely manner.	4/27/2015 7:54 PM
27	Service is pretty good. Everything on campus works well.	4/27/2015 7:26 PM
28	Create long surveys	4/27/2015 3:49 PM
29	Very humble considering they could destroy all of us with a couple of clicks on the keyboard.	4/27/2015 3:37 PM
30	For a university this size the IT Department is really on top of things.	4/27/2015 3:26 PM

## ASU Faculty - IT Dept.Satisfaction Survey

31	excellent customer service; excellent training from Web Services	4/27/2015 1:42 PM
32	Almost everything. I've never had a problem with anyone related to IT.	4/27/2015 1:40 PM
33	I think the ITDepartment has a great attitude toward customer service. Even when I can't explain my problem efficiently they're patient and friendly. They don't let any obstacle discourage them. They're willing to try different things until the problem is resolved. I really like dealing with them.	4/27/2015 1:25 PM
34	Fixes my computer in my office when it receives a virus.	4/27/2015 12:54 PM
35	The helpdesk is terrific and indispensable. With all the technology literacy required to do my job, even at a basic level I know I can get assistance from the campus based group quickly and knowledgeably, just about anytime I need it, and quickly.	4/27/2015 12:44 PM
36	The IT department is courteous and helpful. Many times by the time I discuss the problem, I have figured it out. Having the ability to share my screen with IT has been helpful on numerous occasions.	4/27/2015 12:23 PM
37	IT has been very responsive to all my requests to the best of their ability.	4/27/2015 12:16 PM
38	8-5 service is fantastic...everyone is helpful, creative, and even nice!	4/27/2015 12:02 PM

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

Answered: 29 Skipped: 65

#	Responses	Date
1	Make blackboard more user friendly.	5/7/2015 8:42 AM
2	Not sure--	5/6/2015 9:32 PM
3	Nothing	5/6/2015 3:32 PM
4	Nothing.	5/4/2015 5:22 PM
5	limits purchases to more expensive computers.	5/4/2015 2:25 PM
6	N/A	5/4/2015 12:35 PM
7	Nothing.	5/4/2015 11:51 AM
8	Nothing	5/4/2015 11:50 AM
9	sometimes it requires multiple Student workers to resolve a problem - and at times it is only a temporary fix. My computer shows a low space warning at least once every two weeks. An IT rep comes and finds data to delete and even though I do not save anything to my hard drive directly it still fills up again. It would be great if we could find the root of the problem, instead of just deleting small bits of data at a time to give a temporary solution.	5/4/2015 10:48 AM
10	Update software releases more often	5/4/2015 9:10 AM
11	Make sure your technicians know MAC's	5/4/2015 9:08 AM
12	update classroom equipment more often.	5/1/2015 10:34 AM
13	Nothing, I have had no problems with them	5/1/2015 9:12 AM
14	Nothing for now.	5/1/2015 9:04 AM
15	Nothing at present.	5/1/2015 8:42 AM
16	Keep us informed when changes are made, more interaction/engagement with faculty	4/29/2015 8:34 AM
17	If they knew how to work Sungard issues then they would be perfect They also need to be more familiar with Mac computers for the students =0)	4/29/2015 1:31 AM
18	Training IT support specialists to TEST fixes to issues and make sure everything works when they refresh a computer. I know this takes extra time, but this would really help.	4/28/2015 11:38 AM
19	I'd give you a bigger budget to serve the campus, as you had earlier in my work here, say 5-10 years ago. More labs were open and able to have lab assistants, we have more frequent lab refreshes, and you were able to handle the cost of some software upgrades for the campus. I miss those days.	4/28/2015 10:05 AM
20	Can't think of anything that needs to change.	4/27/2015 7:54 PM
21	I'd like to be able to access more from off campus, such as Banner. There are details about Ramport that could be changed to make it easier to use.	4/27/2015 7:26 PM
22	Implement holographic text message printing services	4/27/2015 3:49 PM
23	Cool ranch doritos and Mountain dew should be piped in through a crevice in their bat cave.	4/27/2015 3:37 PM
24	Nothing at this time.	4/27/2015 3:26 PM
25	I don't have the expertise to answer this question. Stuff just gets resolved when I have an issue.	4/27/2015 1:40 PM

## ASU Faculty - IT Dept.Satisfaction Survey

26	<p>Please see previous comments RE: Technology upgrades, maintenance and communications/notifications. Spread the funding available for support to academic departments out a bit more equitably among those who are truly making the effort to use them and innovate usage in academics. Take a hard look at how the money is spent and offer faculty a few more perks - such as software upgrades for computers they use to work at home after hours, rather than making us buy our own computers and internet access to do the university business on our "off-time" AND purchase the software too. We aren't paid anywhere near what our colleagues at other schools are for the same work - so why not help us out this way? At the very least there should be a mechanism in place to help us get good discounts on these items if the university cannot afford to provide them.</p>	4/27/2015 12:44 PM
27	<p>I would like to be able to discuss Word and Excel solutions with an expert. Most of the assistance I get with this is from the tech reading the Help menu.</p>	4/27/2015 12:23 PM
28	<p>Nothing at this time.</p>	4/27/2015 12:16 PM
29	<p>Increase Wi-Fi speed. Increase support for Mac users.</p>	4/27/2015 12:02 PM