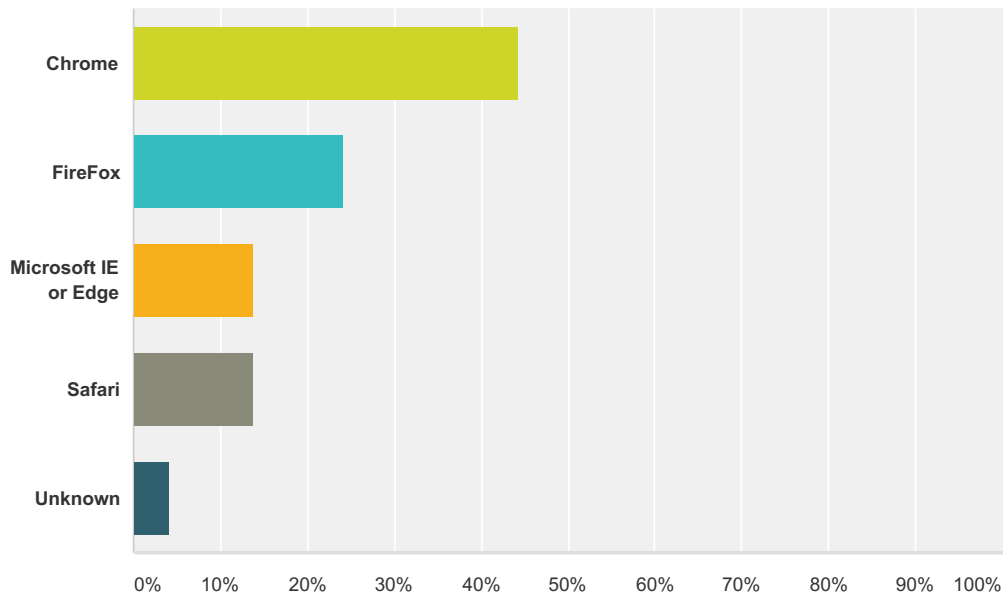


Q1 What browser do you typically use to complete your ASU job tasks?

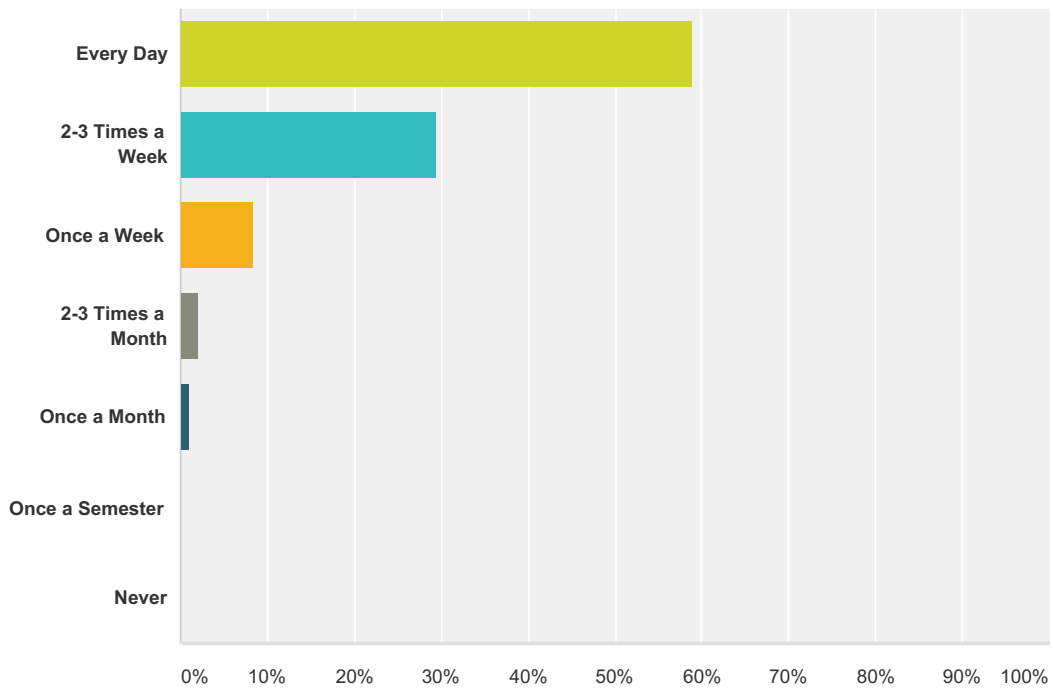
Answered: 95 Skipped: 0



Answer Choices	Responses
Chrome	44.21% 42
FireFox	24.21% 23
Microsoft IE or Edge	13.68% 13
Safari	13.68% 13
Unknown	4.21% 4
Total	95

Q2 During the long semesters, how often do you typically use RamPort?

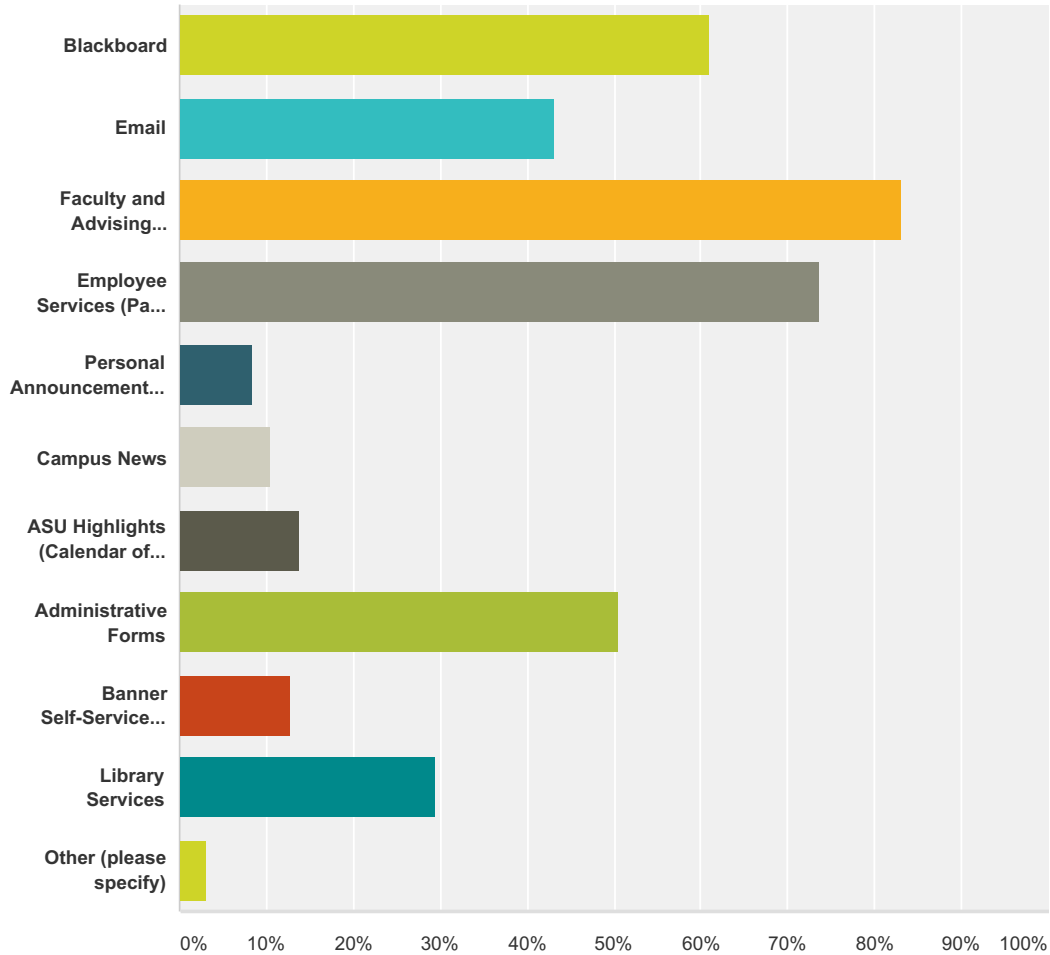
Answered: 95 Skipped: 0



Answer Choices	Responses	Count
Every Day	58.95%	56
2-3 Times a Week	29.47%	28
Once a Week	8.42%	8
2-3 Times a Month	2.11%	2
Once a Month	1.05%	1
Once a Semester	0.00%	0
Never	0.00%	0
Total		95

Q3 When you are in RamPort, which of items below do you access? (please check all that apply)

Answered: 95 Skipped: 0



Answer Choices	Responses
Blackboard	61.05% 58
Email	43.16% 41
Faculty and Advising Services (Advising Information)	83.16% 79
Employee Services (Pay Stubs, W2 Forms, etc.)	73.68% 70
Personal Announcements / Campus Announcements	8.42% 8
Campus News	10.53% 10
ASU Highlights (Calendar of Events)	13.68% 13
Administrative Forms	50.53% 48
Banner Self-Service (i.e., Leave Reporting, View/Approve Documents, Advising Services)	12.63% 12
Library Services	29.47% 28

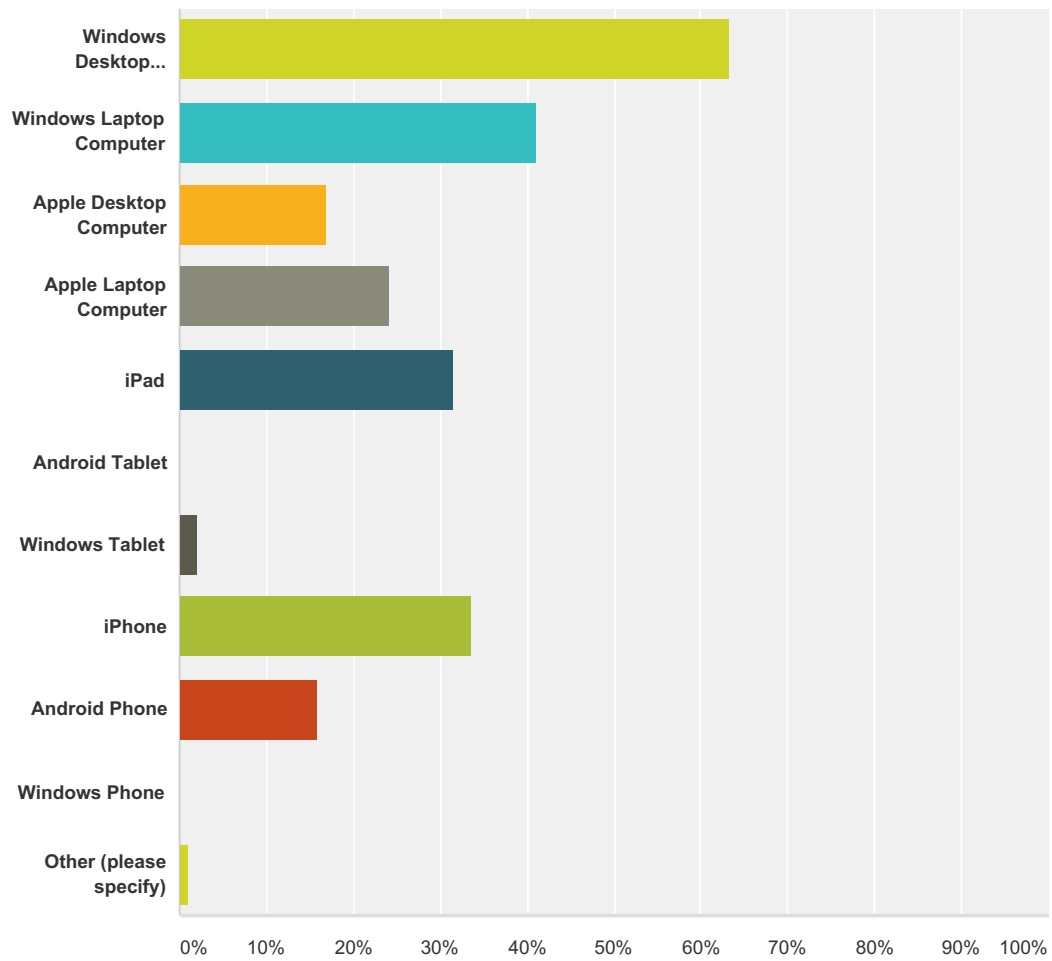
ASU Faculty - IT Dept.Satisfaction Survey 2016

Other (please specify)	3.16%	3
Total Respondents: 95		

#	Other (please specify)	Date
1	rosters and schedules	4/27/2016 2:04 PM
2	IT work orders,	4/25/2016 11:10 AM
3	Work Life Tab, never any of the other tabs	4/15/2016 10:19 AM

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

Answered: 95 Skipped: 0



Answer Choices	Responses	Count
Windows Desktop Computer	63.16%	60
Windows Laptop Computer	41.05%	39
Apple Desktop Computer	16.84%	16
Apple Laptop Computer	24.21%	23
iPad	31.58%	30
Android Tablet	0.00%	0
Windows Tablet	2.11%	2
iPhone	33.68%	32
Android Phone	15.79%	15
Windows Phone	0.00%	0

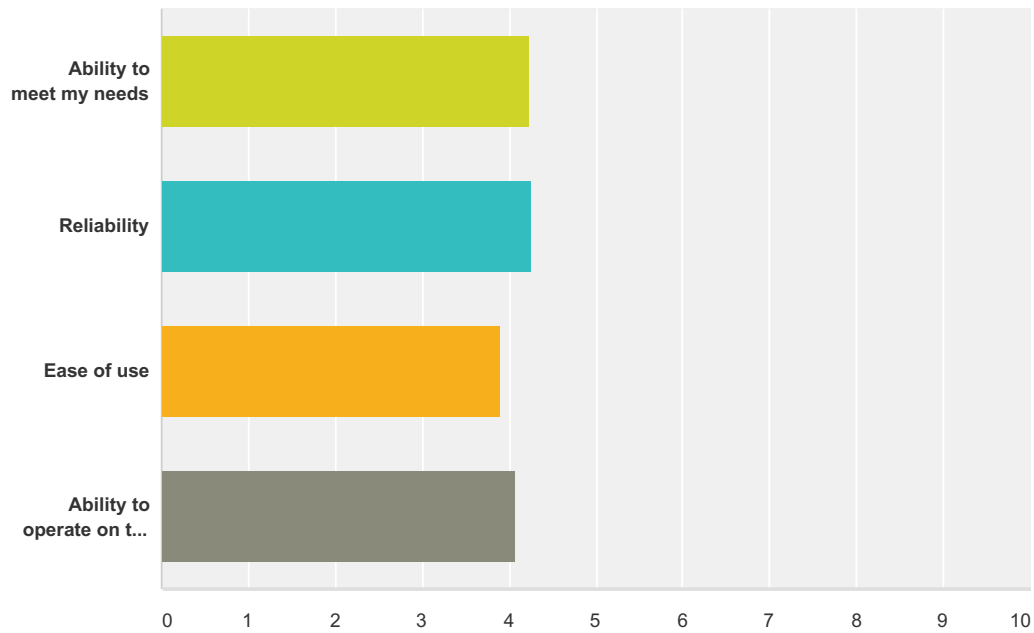
ASU Faculty - IT Dept.Satisfaction Survey 2016

Other (please specify)	1.05%	1
Total Respondents: 95		

#	Other (please specify)	Date
1	Linux dekstop	4/25/2016 1:12 PM

Q5 Please indicate your level of satisfaction for the following items regarding Ramport.

Answered: 95 Skipped: 0



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Ability to meet my needs	3.19% 3	1.06% 1	7.45% 7	44.68% 42	43.62% 41	94	4.24
Reliability	4.21% 4	0.00% 0	6.32% 6	45.26% 43	44.21% 42	95	4.25
Ease of use	4.26% 4	8.51% 8	19.15% 18	27.66% 26	40.43% 38	94	3.91
Ability to operate on the platform of my choice (Windows, Apple, Smartphone, etc.)	4.21% 4	4.21% 4	14.74% 14	33.68% 32	43.16% 41	95	4.07

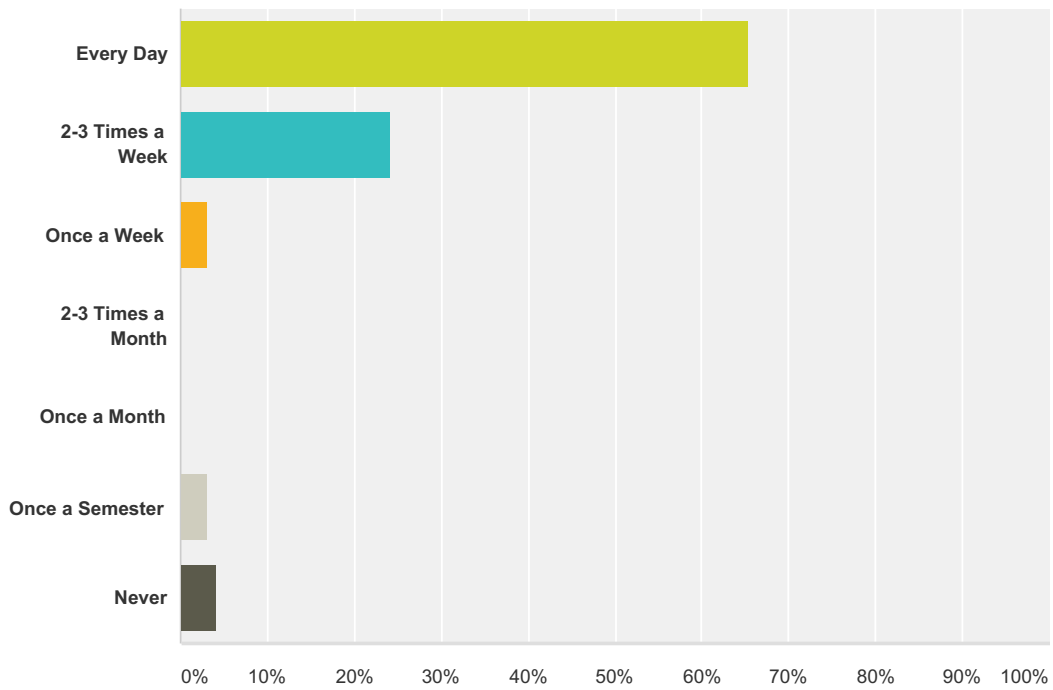
Q6 Why don't you use RamPort?

Answered: 0 Skipped: 95

#	Responses	Date
	There are no responses.	

Q7 During the long semesters, how often do you typically use Blackboard?

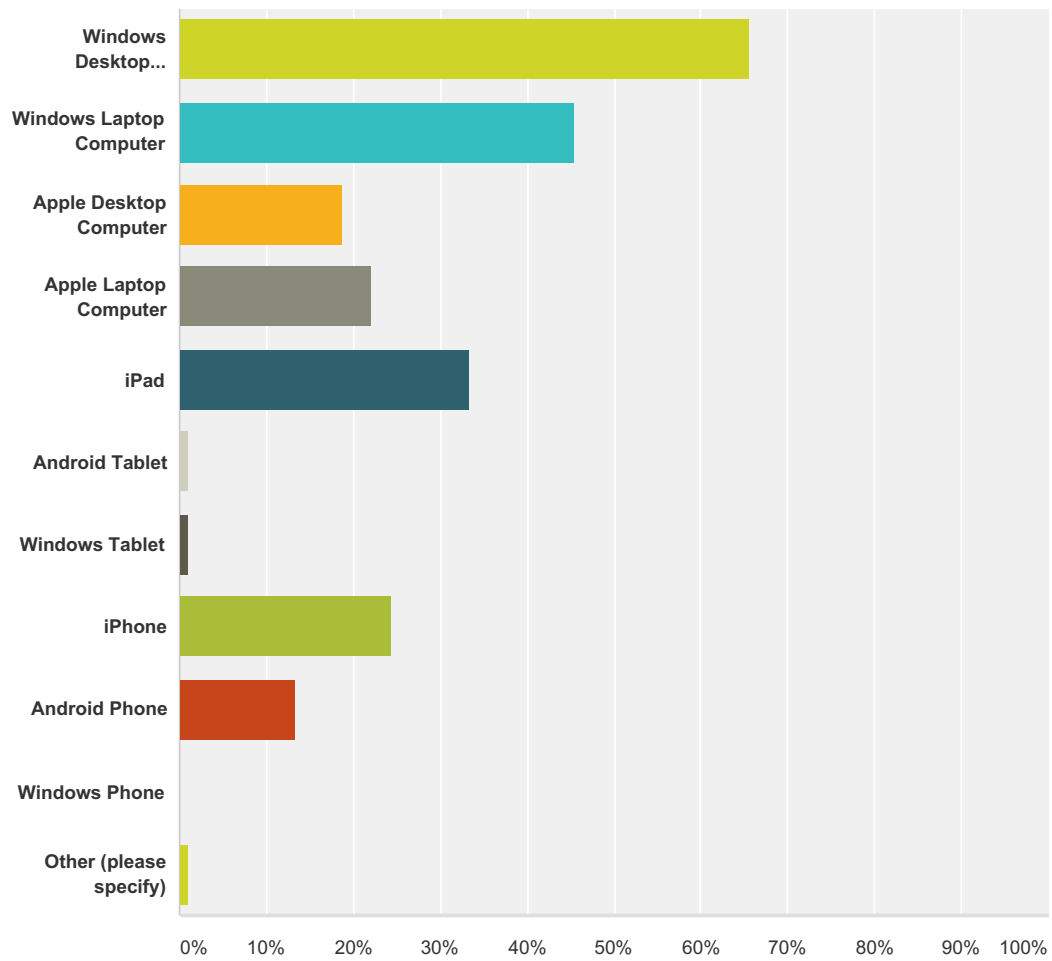
Answered: 95 Skipped: 0



Answer Choices	Responses	Count
Every Day	65.26%	62
2-3 Times a Week	24.21%	23
Once a Week	3.16%	3
2-3 Times a Month	0.00%	0
Once a Month	0.00%	0
Once a Semester	3.16%	3
Never	4.21%	4
Total		95

Q8 How do you access Blackboard? (please check all that apply)

Answered: 90 Skipped: 5



Answer Choices	Responses	Count
Windows Desktop Computer	65.56%	59
Windows Laptop Computer	45.56%	41
Apple Desktop Computer	18.89%	17
Apple Laptop Computer	22.22%	20
iPad	33.33%	30
Android Tablet	1.11%	1
Windows Tablet	1.11%	1
iPhone	24.44%	22
Android Phone	13.33%	12
Windows Phone	0.00%	0

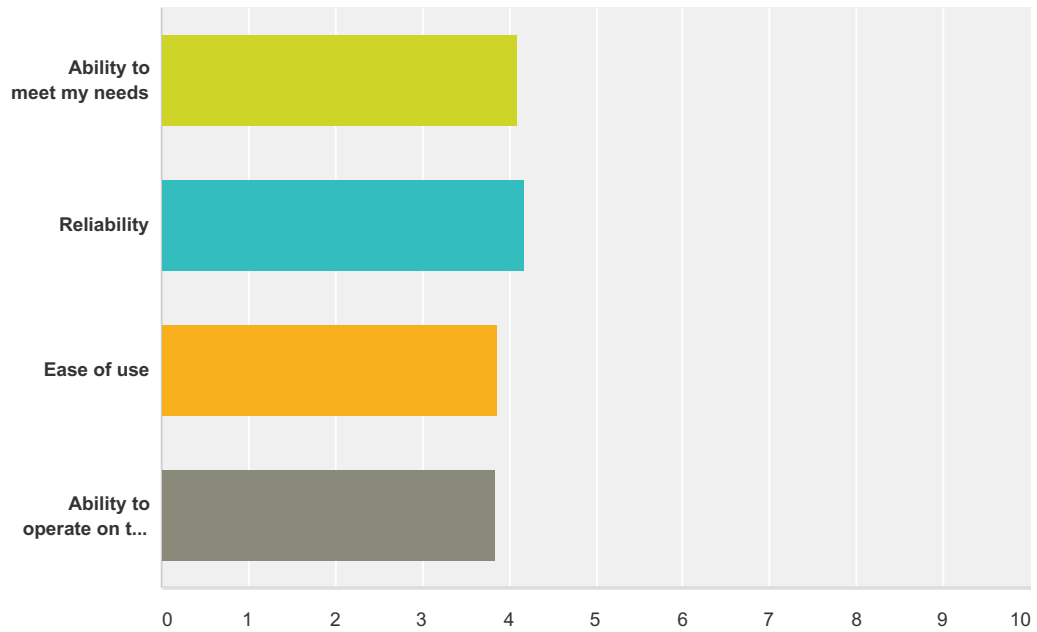
ASU Faculty - IT Dept.Satisfaction Survey 2016

Other (please specify)	1.11%	1
Total Respondents: 90		

#	Other (please specify)	Date
1	Linux desktop	4/25/2016 1:13 PM

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

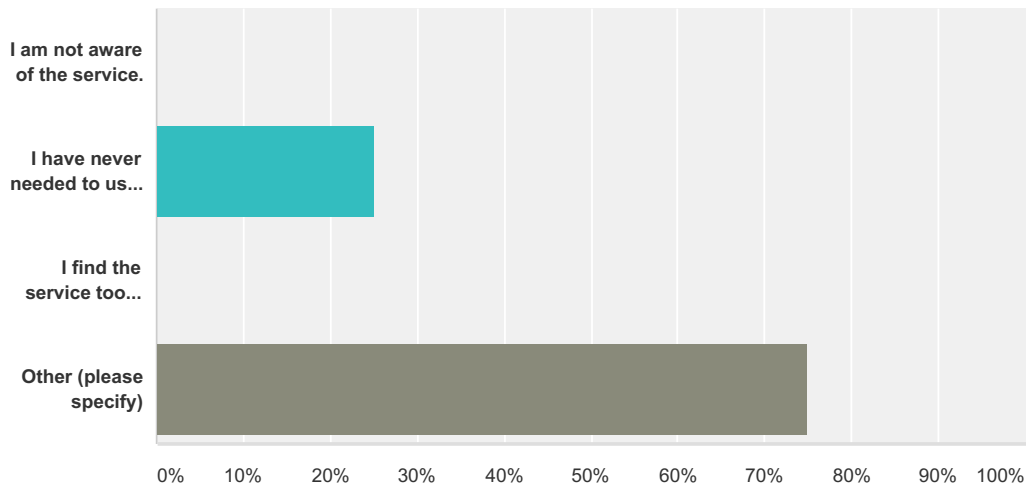
Answered: 90 Skipped: 5



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Ability to meet my needs	3.33% 3	3.33% 3	11.11% 10	44.44% 40	37.78% 34	90	4.10
Reliability	3.33% 3	4.44% 4	5.56% 5	45.56% 41	41.11% 37	90	4.17
Ease of use	5.56% 5	5.56% 5	20.00% 18	35.56% 32	33.33% 30	90	3.86
Ability to operate on the platform of my choice (Windows, Apple, Smart phone, etc.)	4.49% 4	10.11% 9	17.98% 16	31.46% 28	35.96% 32	89	3.84

Q10 Please indicate the reason that best describes why you do NOT use Blackboard.

Answered: 4 Skipped: 91

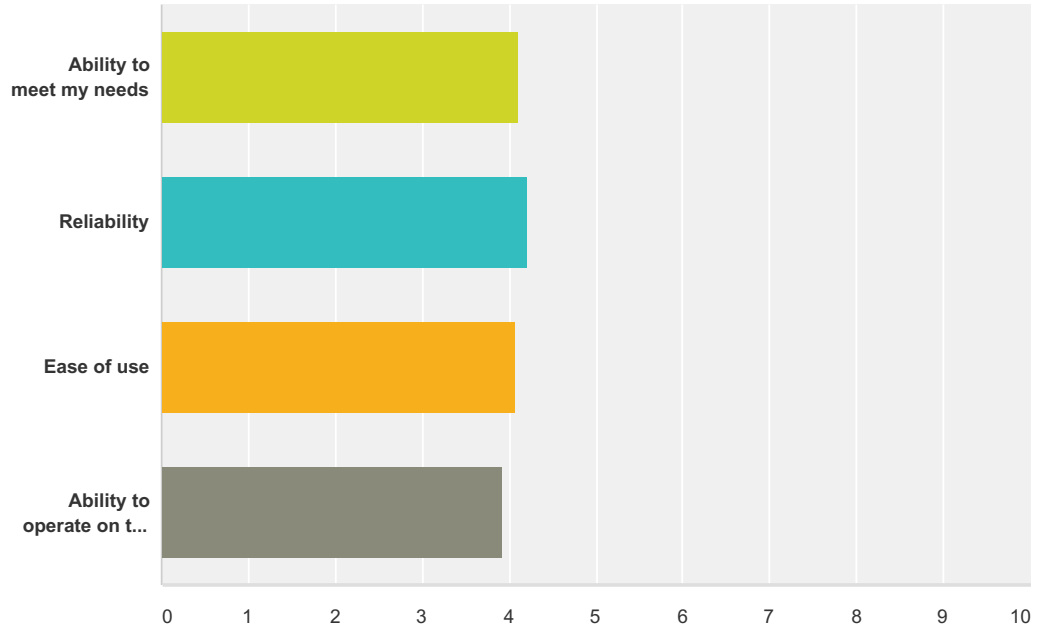


Answer Choices	Responses
I am not aware of the service.	0.00% 0
I have never needed to use the service	25.00% 1
I find the service too difficult to use.	0.00% 0
Other (please specify)	75.00% 3
Total	4

#	Other (please specify)	Date
1	not applicable to my teaching. only for univ. use	4/19/2016 8:40 AM
2	There are much easier and cheaper ways to communicate with students.	4/19/2016 7:42 AM
3	No need	4/15/2016 1:45 PM

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

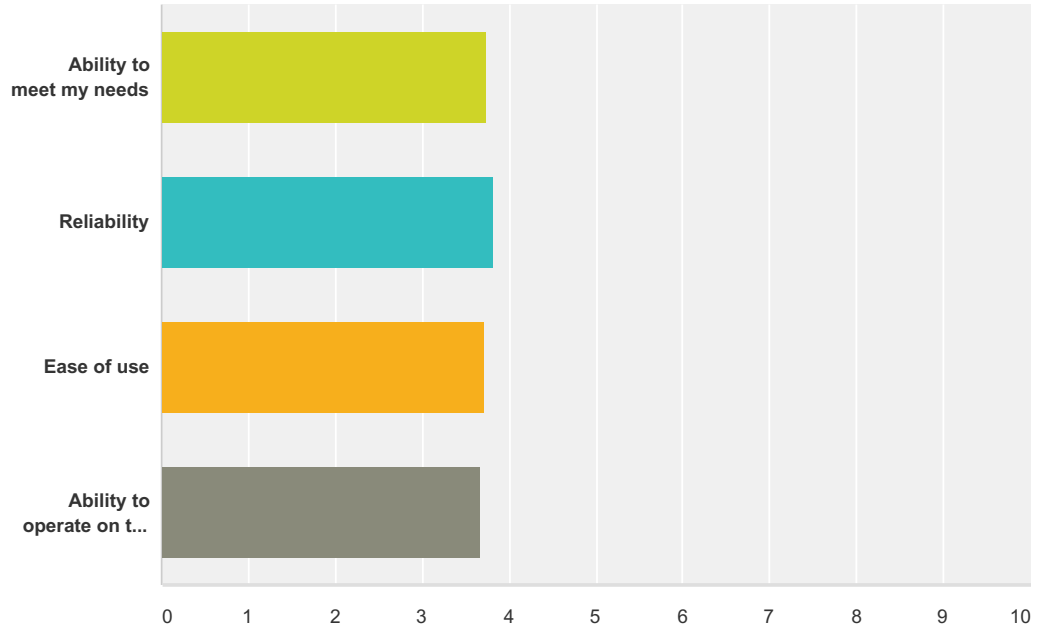
Answered: 91 Skipped: 4



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Ability to meet my needs	3.33% 3	2.22% 2	11.11% 10	46.67% 42	36.67% 33	90	4.11
Reliability	3.30% 3	2.20% 2	6.59% 6	46.15% 42	41.76% 38	91	4.21
Ease of use	3.30% 3	4.40% 4	12.09% 11	42.86% 39	37.36% 34	91	4.07
Ability to operate on the platform of my choice (Windows, Apple, Smart phone, etc.)	3.33% 3	7.78% 7	15.56% 14	40.00% 36	33.33% 30	90	3.92

Q12 Please indicate your level of satisfaction for the following items regarding Microsoft Outlook Calendaring.

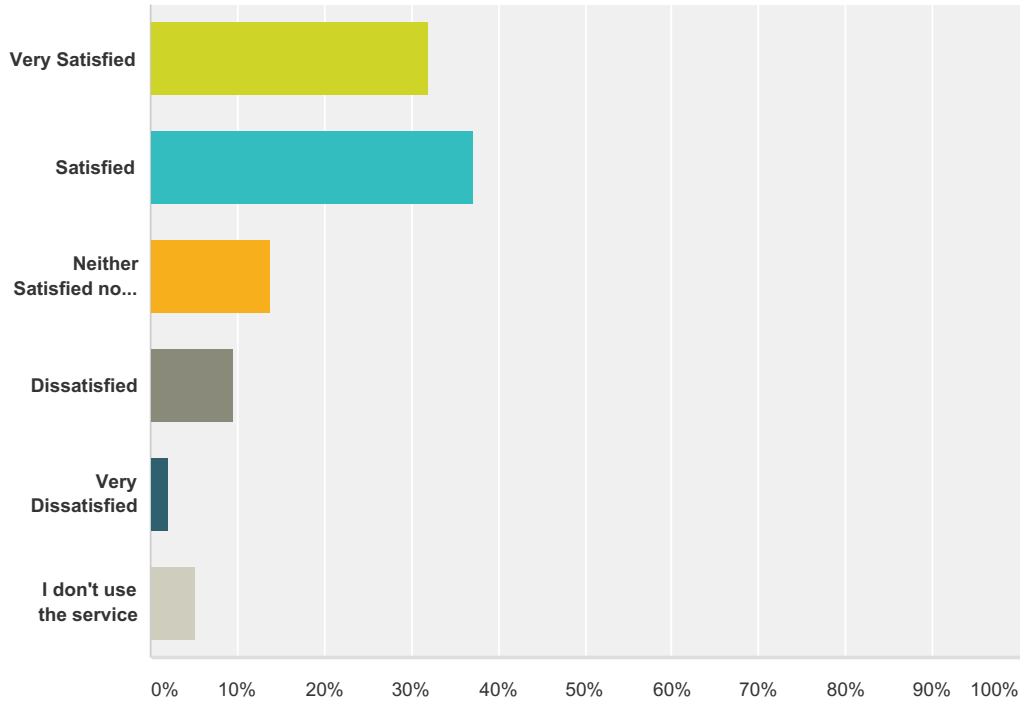
Answered: 91 Skipped: 4



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Ability to meet my needs	4.40% 4	6.59% 6	27.47% 25	34.07% 31	27.47% 25	91	3.74
Reliability	4.40% 4	3.30% 3	28.57% 26	32.97% 30	30.77% 28	91	3.82
Ease of use	4.40% 4	6.59% 6	29.67% 27	31.87% 29	27.47% 25	91	3.71
Ability to operate on the platform of my choice (Windows, Apple, Smart phone, etc.)	4.40% 4	8.79% 8	28.57% 26	30.77% 28	27.47% 25	91	3.68

Q13 How satisfied are you with Outlook Web Access (owa.angelo.edu, web-based email)?

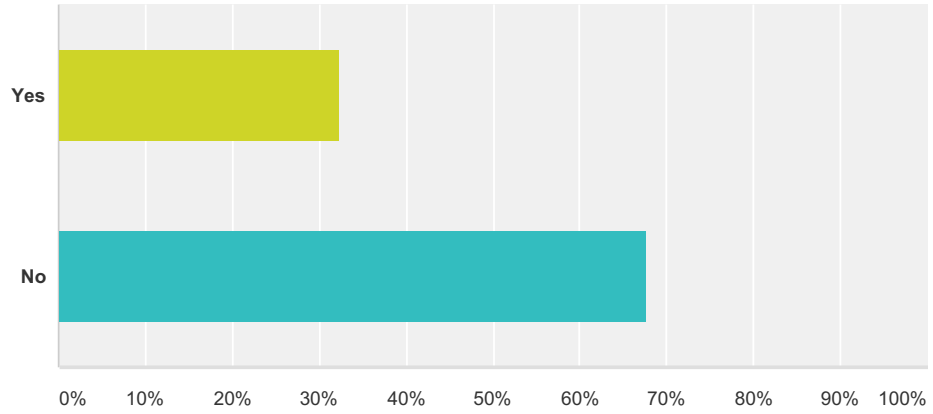
Answered: 94 Skipped: 1



Answer Choices	Responses
Very Satisfied	31.91% 30
Satisfied	37.23% 35
Neither Satisfied nor Dissatisfied	13.83% 13
Dissatisfied	9.57% 9
Very Dissatisfied	2.13% 2
I don't use the service	5.32% 5
Total	94

Q14 Do you use Banner Self-Service (i.e., Leave Reporting, View/Approve Documents, Advising Services, etc.)?

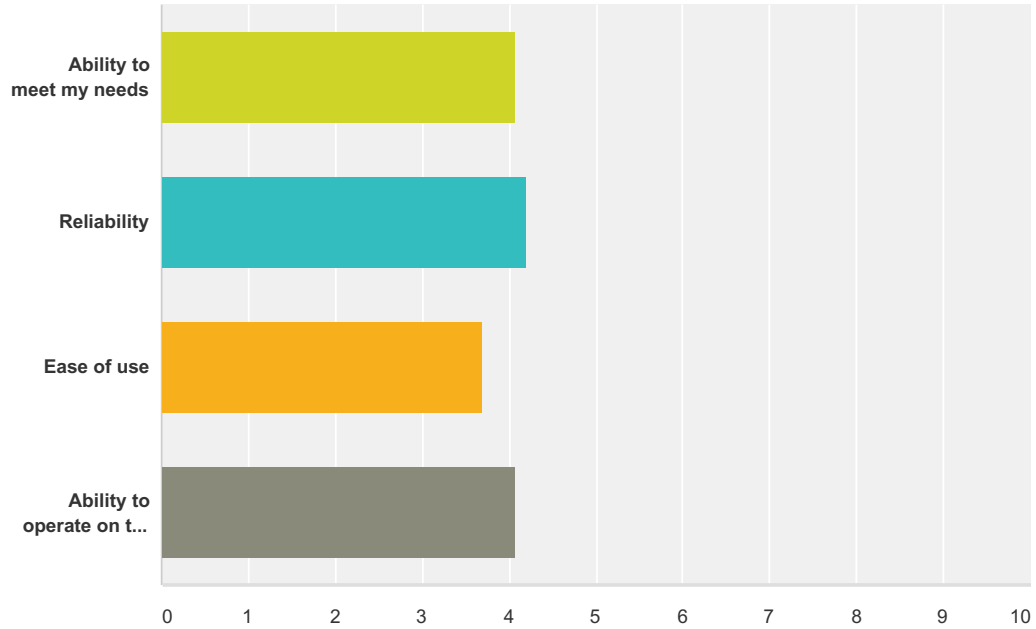
Answered: 93 Skipped: 2



Answer Choices	Responses	
Yes	32.26%	30
No	67.74%	63
Total		93

Q15 Please indicate your level of satisfaction for the following items regarding Banner Self-Service.

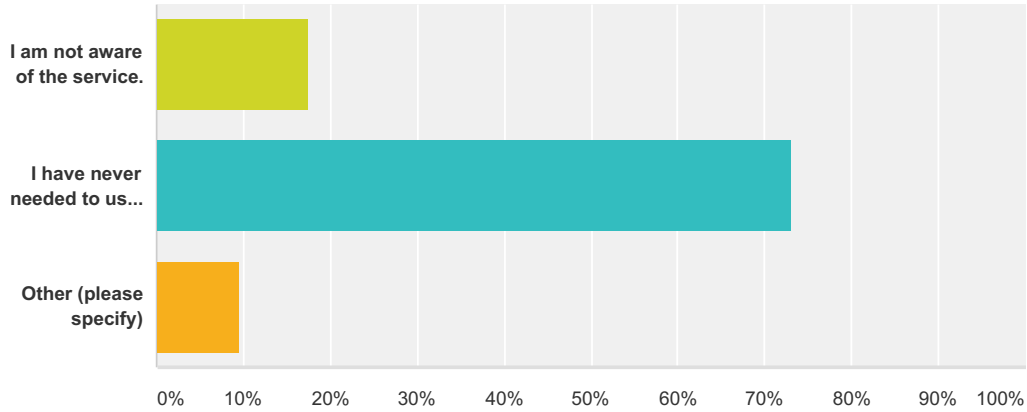
Answered: 30 Skipped: 65



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Ability to meet my needs	0.00% 0	0.00% 0	16.67% 5	60.00% 18	23.33% 7	30	4.07
Reliability	0.00% 0	0.00% 0	13.33% 4	53.33% 16	33.33% 10	30	4.20
Ease of use	6.67% 2	10.00% 3	16.67% 5	40.00% 12	26.67% 8	30	3.70
Ability to operate on the platform of my choice (Windows, Apple, Smart phone, etc.)	3.33% 1	3.33% 1	10.00% 3	50.00% 15	33.33% 10	30	4.07

Q16 Please indicate the reason that best describes why you have NOT used Banner Self-Service.

Answered: 63 Skipped: 32



Answer Choices	Responses
I am not aware of the service.	17.46% 11
I have never needed to use the service.	73.02% 46
Other (please specify)	9.52% 6
Total	63

#	Other (please specify)	Date
1	Don't actually know what you use it for.	4/25/2016 1:14 PM
2	No longer ned the service	4/25/2016 10:44 AM
3	Very rarely have I needed it.	4/19/2016 2:42 PM
4	When I needed to use it, it was difficult and frustrating	4/19/2016 7:26 AM
5	not really sure what it is...unless it is the tabs under work life?	4/16/2016 5:49 PM
6	No one has showed me how	4/15/2016 10:42 AM

Q17 Please include any additional comments you would like to share with us regarding computer software/applications used by Angelo State University.

Answered: 27 Skipped: 68

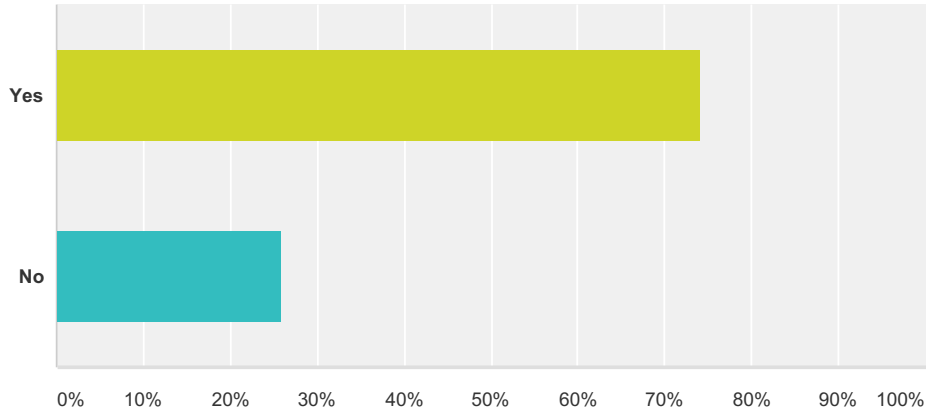
#	Responses	Date
1	Too many steps involved in Faculty advising process and access to student degree evaluations.	4/27/2016 2:42 PM
2	The best would be if all the campus resources played better together. For instance, we should be able to import grades from Blackboard to Rampport to submit final grades.	4/27/2016 2:06 PM
3	Excellent service	4/27/2016 7:38 AM
4	On the Blackboard app for android you can't enter grades. Any alternatives?	4/25/2016 1:15 PM
5	The Blackboard gradebook is glitchy. Sometimes numbers that are typed don't get entered. When I do a sort, the sorted student names are not always in alphabetical order.	4/25/2016 12:17 PM
6	Thank you for the excellent support offered through IT.	4/25/2016 11:06 AM
7	None	4/25/2016 10:26 AM
8	I am not able to post grades in Blackboard on the IPad; however, I do not know if that is out of the realm of your capabilities to address the matter.	4/21/2016 11:48 AM
9	It is difficult and frustrating how some software is not available on different platforms.	4/20/2016 12:44 PM
10	BB still has some issues, I have lost data and it should be more user friendly in the threads. It would be nice to be able to copy and time release the threads (without changing the forum settings) the grade center sometimes does not load the object to be graded and it may have to be tried 2-3 times before it will load	4/19/2016 10:39 PM
11	Sometimes those upgrades really frustrate off-campus users. Eg. Upgrades that inadvertently take out off-campus email... Especially during the extended advising period. Our students/Dept. Head/Coordinator wonder why we're ignoring them. Eventually we realize something is wrong and go to the ASU Web Email...	4/19/2016 2:45 PM
12	I primarily use Opera, but I answered Chrome because Opera was not available as a choice and the two use similar layout engines.	4/19/2016 2:43 PM
13	Thank you for now showing the students' CID on all the screens in Rampport when looking at information for a student. This has been a great addition to the services in Rampport.	4/19/2016 11:06 AM
14	I'd like to see an e-mail platform that we use on off-campus computers (i.e. web based?) be more to what we use when we are in our offices. I do not care for the differences between the way it operates in our office sand how it operates - even on on campus computers when it must be accessed remotely via the owa.angelo.edu website. It loses functionality and seems to be a "stripped down" version that requires some getting used to in terms of what it is capable of doing AND how it is used. To novice users this may not always be clear AND I suspect that there are services it offers in this mode that I may be unaware of. There appear to be no user instructions or operating guidelines provided for either the full version or the web based versions for our personal "work" e-mail programs. I also fail to see how the current e-mail quarantine program is any improvement over the previous version. It would be nice to actually experience the functionality of it that the software implies is possible - but in reality is not.	4/19/2016 7:34 AM
15	I'm probably not taking full advantage of the tools available, but I certainly appreciate the ones I use.	4/19/2016 7:20 AM
16	I am a distance faculty member so I do not have the same accessibility in Outlook. I wish there was a way to access different fonts, italics, and calendar options.	4/16/2016 5:50 PM
17	My needs are met and the support is AWESOME! Thank you to everyone involved!	4/15/2016 3:13 PM
18	Best IT humans ever.	4/15/2016 1:46 PM
19	More training please	4/15/2016 10:42 AM
20	My low grade for OWA comes from my choice of Firefox as my browser. It works fine in Explorer, but a lot of features aren't available through the Firefox interface.	4/15/2016 10:25 AM

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21	Computer software/applications used by Angelo State University are wholly made possible by our outstanding, highly reliable, most knowledgeable, friendly, and always available IT Department :) Many thanks!	4/15/2016 10:22 AM
22	when I make an appointment on my calendar using my IPAD or android phone it is not communicated to my outlook calendar although I am making them on the outlook calendar on my IPAD/android phone	4/15/2016 9:37 AM
23	NA	4/15/2016 9:36 AM
24	Very pleased.....thank you.	4/15/2016 9:06 AM
25	when updating/upgrading classroom computers, please please please inform the faculty first. This last spring break, the iMacs upgrading in Carr caused massive issues for everyone who used the computers. I'm still dealing with issues from that upgrade.	4/15/2016 8:48 AM
26	Programs are downloaded to my computer that I have no need for and would prefer not to have, such as Cisco Jabber and exacqVision, and I cannot remove them. When updates come, these programs put their icons on my desktop. I find this annoying and time-consuming to remove them. Why can't I be the one to decide if I have need for a program. I have repeatedly uninstalled these, but they just come back.	4/15/2016 7:48 AM
27	I would love to be able to access grades through Blackboard using an android phone.	4/15/2016 7:48 AM

Q18 Do you connect wirelessly to the Angelo State University network while on campus?

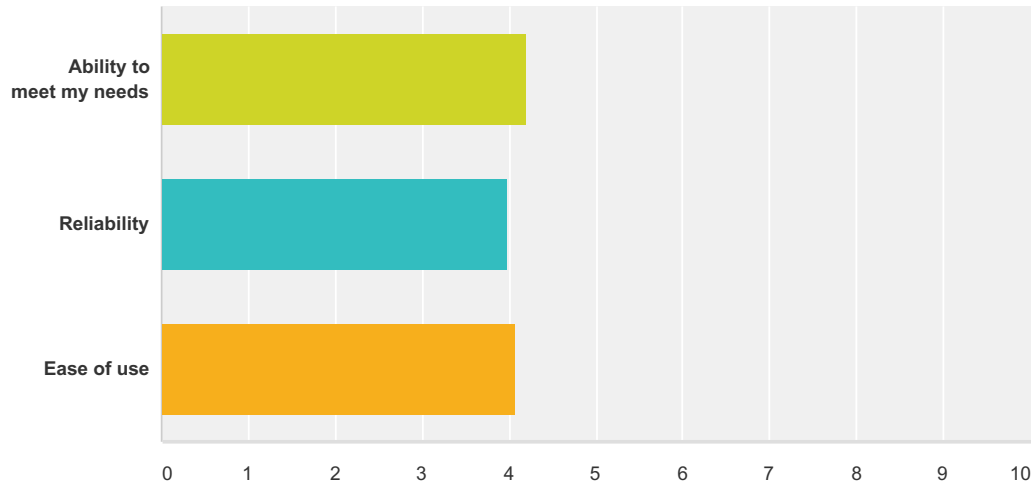
Answered: 93 Skipped: 2



Answer Choices	Responses	
Yes	74.19%	69
No	25.81%	24
Total		93

Q19 Please indicate your level of satisfaction for the following items regarding ASU WIRELESSnetwork connectivity.

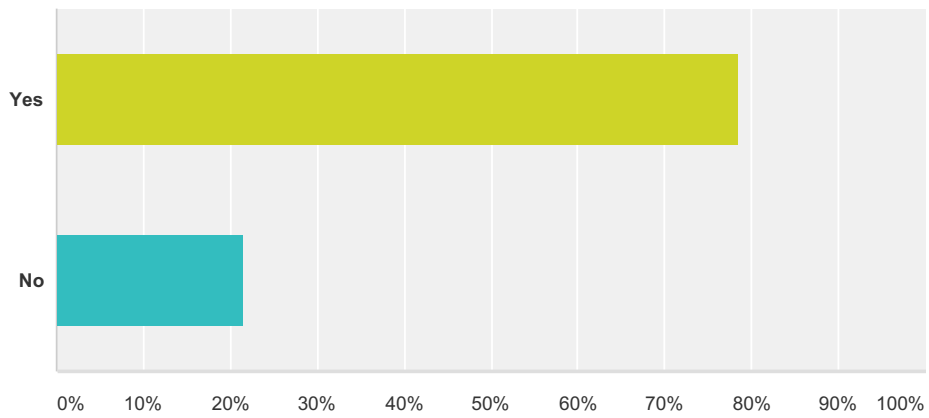
Answered: 70 Skipped: 25



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Ability to meet my needs	2.86% 2	1.43% 1	7.14% 5	50.00% 35	38.57% 27	70	4.20
Reliability	2.86% 2	7.14% 5	11.43% 8	45.71% 32	32.86% 23	70	3.99
Ease of use	4.35% 3	4.35% 3	11.59% 8	39.13% 27	40.58% 28	69	4.07

Q20 Do you connect to the ASU network using a WIRED connection?

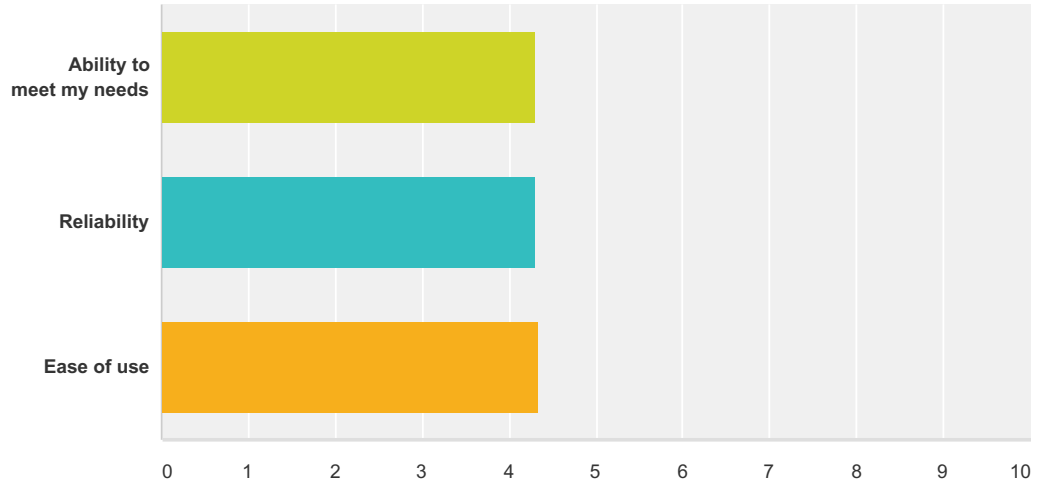
Answered: 93 Skipped: 2



Answer Choices	Responses	
Yes	78.49%	73
No	21.51%	20
Total		93

Q21 Please indicate your level of satisfaction for the following items regarding ASU WIRED network connectivity.

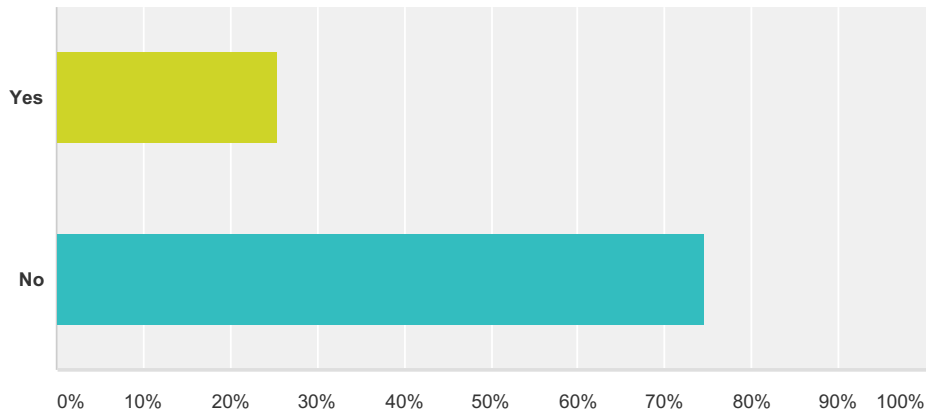
Answered: 74 Skipped: 21



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Ability to meet my needs	4.05% 3	2.70% 2	1.35% 1	41.89% 31	50.00% 37	74	4.31
Reliability	4.05% 3	2.70% 2	1.35% 1	43.24% 32	48.65% 36	74	4.30
Ease of use	4.05% 3	1.35% 1	2.70% 2	40.54% 30	51.35% 38	74	4.34

Q22 Have you enrolled in the My Password reset service?(The My Password reset service allows you to reset a forgotten password online without calling the Service Center. If you signed up for this online, you would have been asked to provide a mobile phone number and to answer 2 security questions.)

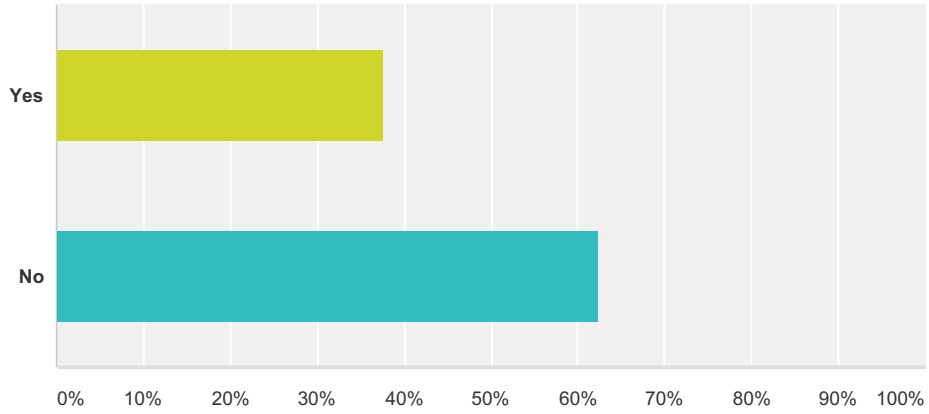
Answered: 94 Skipped: 1



Answer Choices	Responses	
Yes	25.53%	24
No	74.47%	70
Total		94

Q23 Have you used the My Password Service to change a forgotten password online?

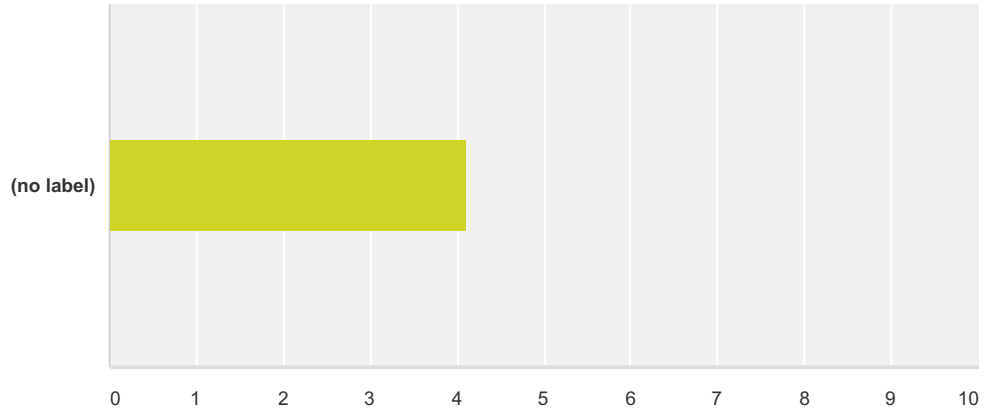
Answered: 24 Skipped: 71



Answer Choices	Responses	
Yes	37.50%	9
No	62.50%	15
Total		24

Q24 Please indicate your level of satisfaction for the My Password reset service.

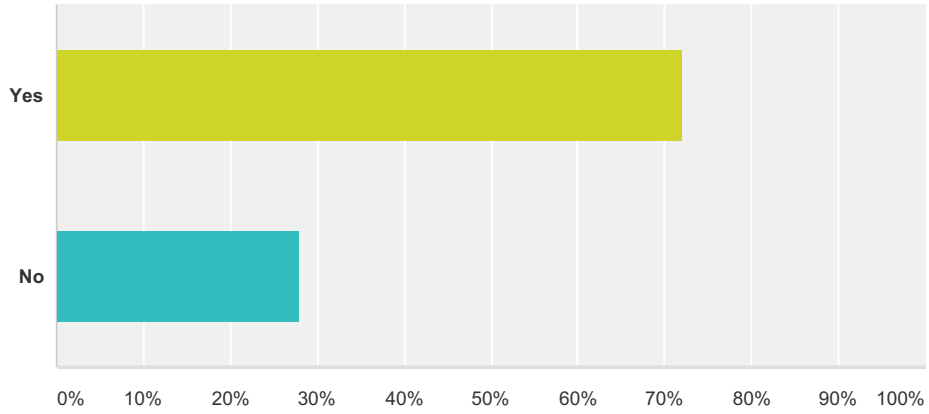
Answered: 9 Skipped: 86



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
(no label)	11.11% 1	0.00% 0	0.00% 0	44.44% 4	44.44% 4	9	4.11

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

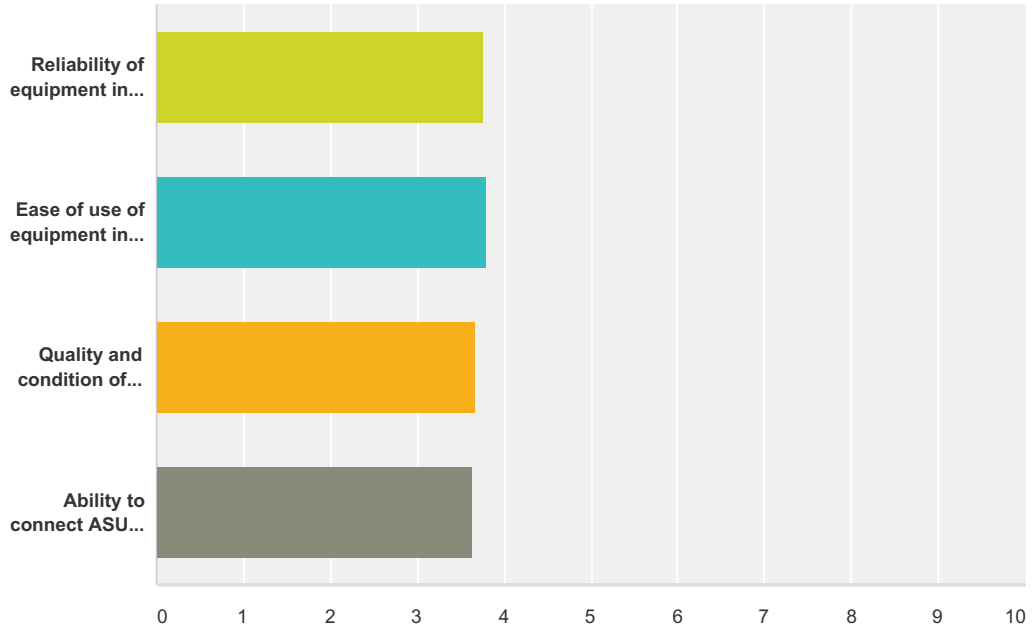
Answered: 93 Skipped: 2



Answer Choices	Responses	
Yes	72.04%	67
No	27.96%	26
Total		93

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

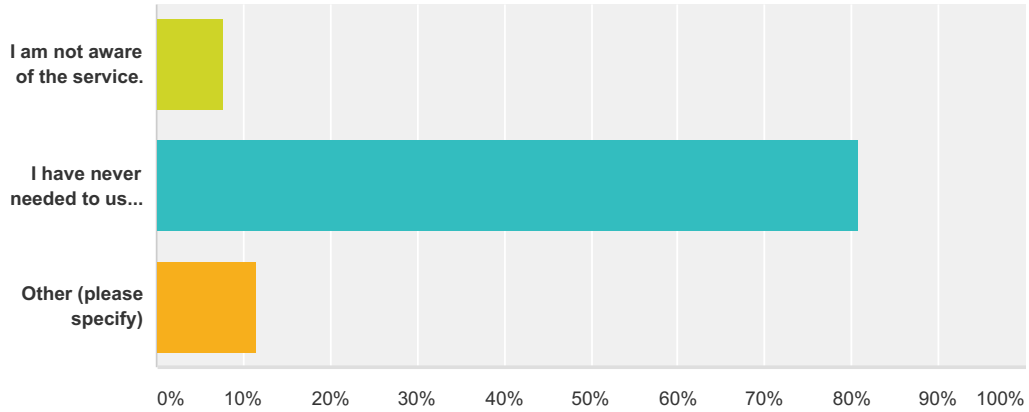
Answered: 67 Skipped: 28



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Reliability of equipment in classrooms and/or meeting spaces	8.96% 6	5.97% 4	11.94% 8	46.27% 31	26.87% 18	67	3.76
Ease of use of equipment in classrooms and/or meeting spaces	8.96% 6	1.49% 1	17.91% 12	44.78% 30	26.87% 18	67	3.79
Quality and condition of equipment in classrooms and/or meeting spaces	10.45% 7	4.48% 3	20.90% 14	35.82% 24	28.36% 19	67	3.67
Ability to connect ASU Equipment to multiple platforms (PC, MAC, Smartphone, Tablet, etc.)	7.58% 5	6.06% 4	28.79% 19	30.30% 20	27.27% 18	66	3.64

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

Answered: 26 Skipped: 69



Answer Choices	Responses
I am not aware of the service.	7.69% 2
I have never needed to use the service.	80.77% 21
Other (please specify)	11.54% 3
Total	26

#	Other (please specify)	Date
1	Teach primarily on line	4/25/2016 11:07 AM
2	I am distance faculty and am primarily online	4/19/2016 10:41 PM
3	I am a long distance instructor- in Louisiana	4/19/2016 8:09 AM

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

Answered: 20 Skipped: 75

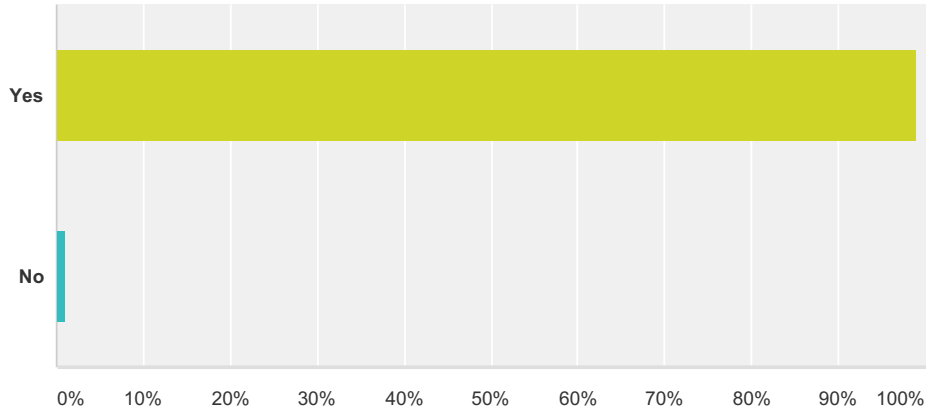
#	Responses	Date
1	A recurring problem is never correctly fixed. Absolutely need Macintosh servers AND skilled/knowledgable technicians. BIG problem.	4/27/2016 2:48 PM
2	There needs to be someone in house that knows how to fix smartboard issues. We have had the same issues come back again and again after it has supposedly been fixed. I've given up on using the smartboard completely, which means we wasted very valuable money on buying this resource.	4/25/2016 1:17 PM
3	I have had major problems with the way updates are performed in the classrooms. They are, almost without exception, done without giving me or any of the professors who teach in those rooms, any notice at all that they have been updated. This translates into lost teaching hours, cancelled classes, inability to access specific files (or having files erased altogether) and/or applications, and in general, creates a poor working environment. IT has tried to pass this off as "miscommunication", when in fact, there has been NO communication about these updates when they happen. We simply walk into class, ready to start teaching, and find that we cannot because everything we need to do so has been altered with or removed. This is simply unacceptable, and I sincerely hope that IT works to let the faculty know when they plan on making these upgrades in the future, even to the point of waiting until a semester is over before attempting such upgrades. I have wasted more class time because of IT "improvements" than for any other reason.	4/25/2016 10:46 AM
4	None	4/25/2016 10:27 AM
5	When it is not functioning, we just contact IT, and the matter is resolved.	4/21/2016 11:51 AM
6	They are quick to respond and resolve the problem.	4/20/2016 12:45 PM
7	The projector (doc cam) in Academic 107 doesn't let in the greatest amount of light; I sometimes have to press (and, later, press again, the lamp button).	4/19/2016 8:20 AM
8	When maintenance or upgrade service is performed techs MUST actually test the equipment for complete functionality when work is completed. They also need to let faculty know IN ADVANCE when this is to be done , WHY, WHERE and WHAT is to be DONE, FAR IN ADVANCE OF THE ACTIONS TO BE TAKEN. This has been a recurring problem and will continue to be until this happens. There is nothing worse than having aplan to use equipment for aclass presentation only to come into the room and not be able to effectively use equipment because we did not know anything was done nor have an opportunity to test and report needed corrections in advance. I would also like to suggest that something be done to reduce or eliminate the issues that occur as instrcutors begin a class using a computer in a classroom only to have to wait an inordinant amount of time for "System Software Updates" to download and install. Surely this can be better managed such that time is not wasted during a class session while waiting for this to happen. This is a recurring and serious problem that I would think can be better addressed. I feel I would be remiss if I didn't communicate my high degree of gratitude for the countless times when U have called upon the IT Support Center for help with a wide array of problems for a solution and assistance. The person I have spoken with has always been friendly patient and truly interested in helping. I hate to think of the state of technology fluency, albeit very limited, I would have with the support of the IT support center and it'd skilled staff. I am very grateful to have their support and service to call upon at practically anytime - day or night.	4/19/2016 7:46 AM
9	I appreciate the IT service very much.	4/19/2016 7:22 AM
10	Sometimes the software in the classrooms' computers are not as up to date as the software and programs in the ASU library, so presentations my students create are sometimes not compatible when they have to present them in the classrooms (PowerPoint).	4/18/2016 9:24 AM
11	Always have good experiences when I am on-campus using technology services.	4/16/2016 5:52 PM
12	I pity the IT dept.	4/15/2016 1:47 PM
13	I don't know what you did in the College of Education but having to answer so many questions and practically give out our SSN just to log in while in the classrooms is ridiculous and takes too much time. Change it back!!!	4/15/2016 1:07 PM
14	Updating or refreshing during the semester is not a good idea. We also need to be notified if things change considerably. SMART Boards are not supported.	4/15/2016 10:44 AM
15	Thank god for our IT Department who always (always!) saves the day!	4/15/2016 10:23 AM

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16	Classroom computers in Carr are not set to be user friendly. They do not remember personal settings such as browser choice or bookmarks.	4/15/2016 9:56 AM
17	NA	4/15/2016 9:37 AM
18	Laptops in the Univ. Center are not reliable in showing DVDs and sometimes won't even log you on.	4/15/2016 9:07 AM
19	No two smart classrooms are alike. Training is passed down faculty member to faculty member. I am tired of bringing batteries for wireless microphones, of debugging software and hardware problems, and of loosing class time to get a smart classroom ready.	4/15/2016 8:40 AM
20	Most equipment is outdated and in need of updates for hardware and software. It is slow and unreliable.	4/15/2016 7:51 AM

Q29 Have you used the Angelo State University IT Service Support Center (phone, e-mail, web, walk-in, or and/or "help desk" support)?

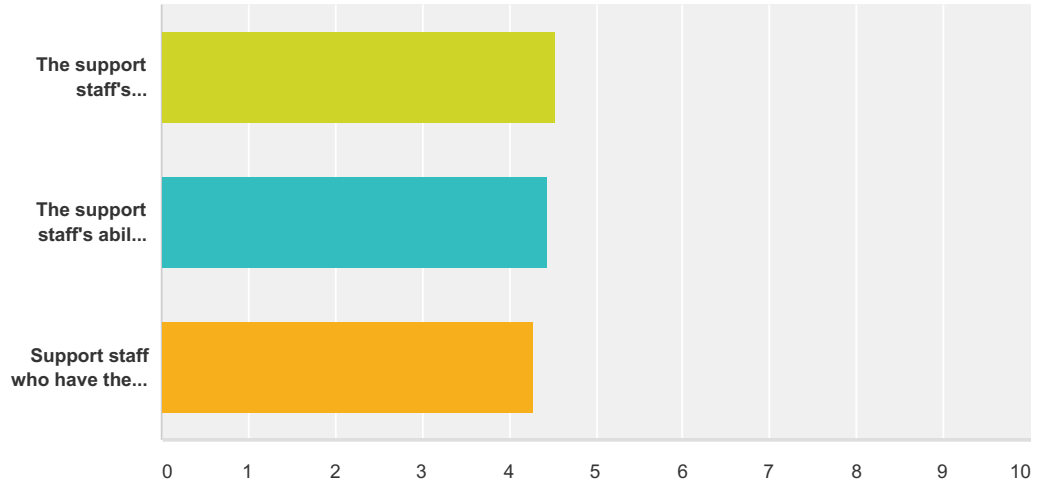
Answered: 93 Skipped: 2



Answer Choices	Responses	
Yes	98.92%	92
No	1.08%	1
Total		93

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

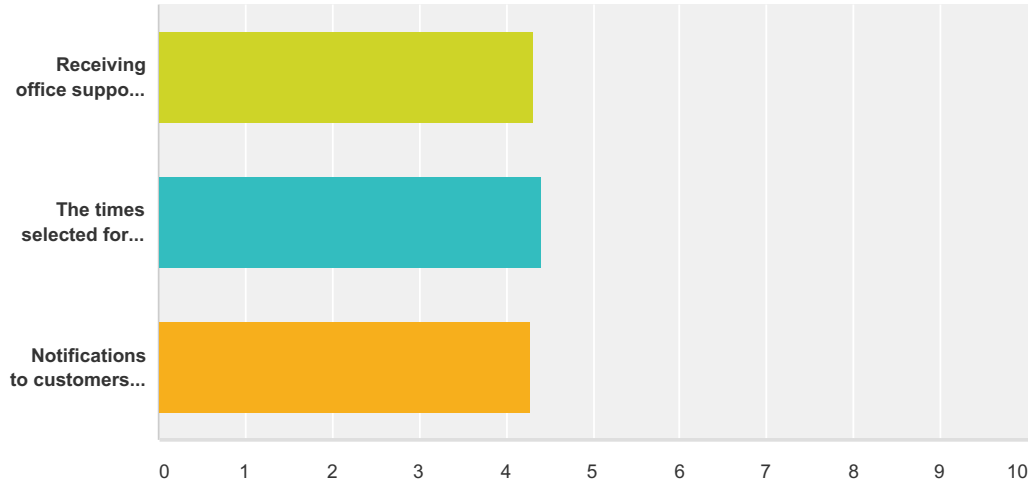
Answered: 93 Skipped: 2



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
The support staff's willingness to help me	3.23% 3	0.00% 0	3.23% 3	26.88% 25	66.67% 62	93	4.54
The support staff's ability to resolve a problem over the phone	3.23% 3	0.00% 0	6.45% 6	30.11% 28	60.22% 56	93	4.44
Support staff who have the knowledge to answer my questions about hardware and software	3.26% 3	5.43% 5	6.52% 6	28.26% 26	56.52% 52	92	4.29

Q31 Please indicate your level of satisfaction for the following items regarding the IT Support Services Center.

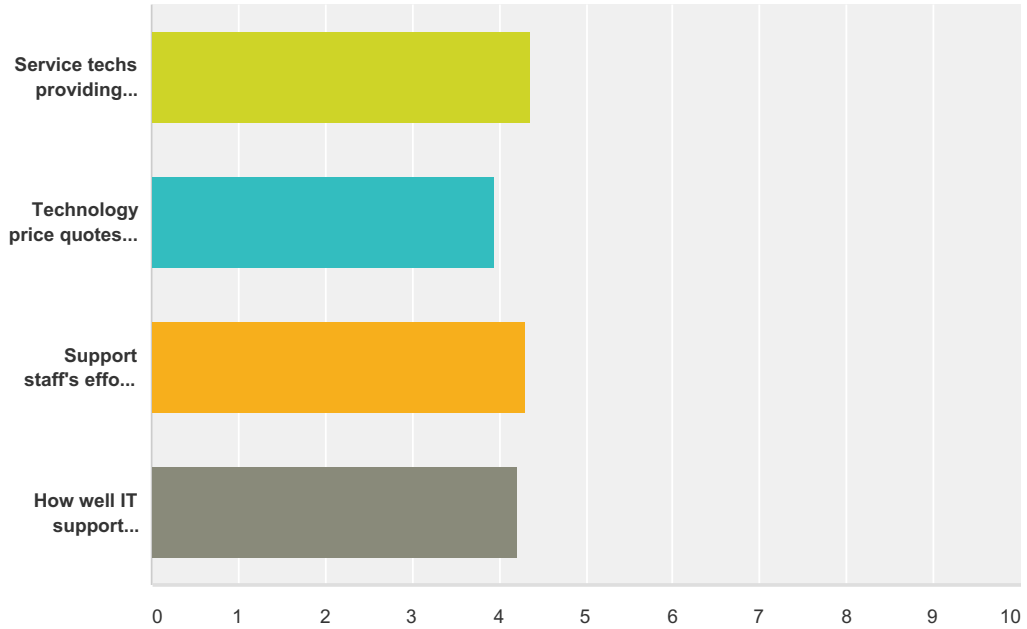
Answered: 93 Skipped: 2



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Receiving office support in a timely manner once a request for service is made to the service center	4.35% 4	2.17% 2	5.43% 5	33.70% 31	54.35% 50	92	4.32
The times selected for scheduling network, service, and system maintenance are accommodating to my schedule	3.23% 3	3.23% 3	5.38% 5	25.81% 24	62.37% 58	93	4.41
Notifications to customers of scheduled system maintenance times are sufficient	6.45% 6	1.08% 1	7.53% 7	27.96% 26	56.99% 53	93	4.28

Q32 Please indicate your level of satisfaction for the following items regarding the IT Support Services Center.

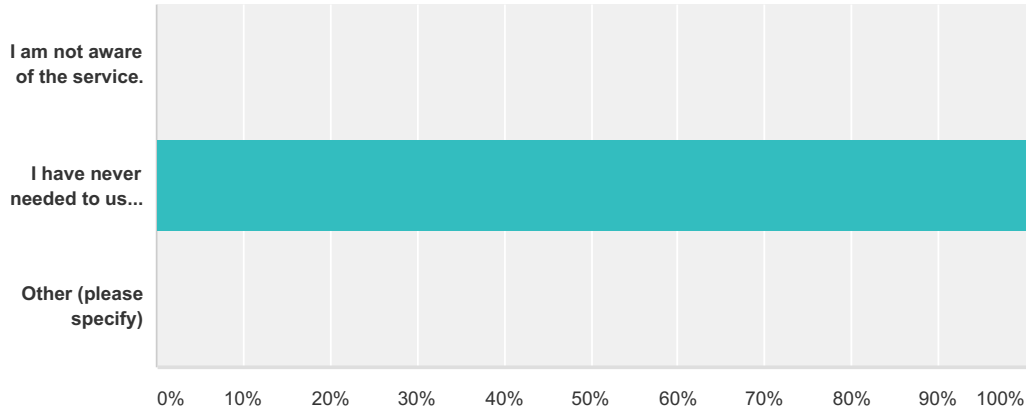
Answered: 93 Skipped: 2



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Service techs providing prompt responses to my request	4.30% 4	1.08% 1	6.45% 6	30.11% 28	58.06% 54	93	4.37
Technology price quotes are created in a timely manner	3.41% 3	0.00% 0	36.36% 32	19.32% 17	40.91% 36	88	3.94
Support staff's efforts to resolve my issues with as little disruption to my work as possible	5.38% 5	1.08% 1	6.45% 6	31.18% 29	55.91% 52	93	4.31
How well IT support services protects my information	5.49% 5	0.00% 0	12.09% 11	32.97% 30	49.45% 45	91	4.21

Q33 Please indicate the reason that best describes why you have NOT used the ASU IT Service Support Center.

Answered: 1 Skipped: 94

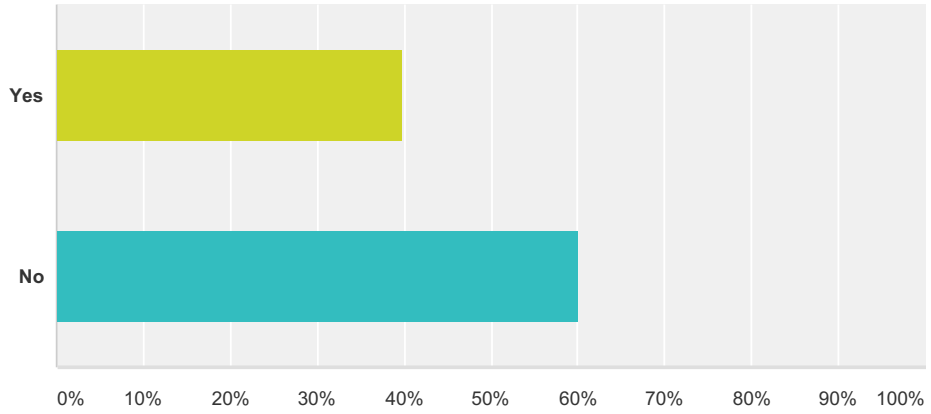


Answer Choices	Responses
I am not aware of the service.	0.00% 0
I have never needed to use the service.	100.00% 1
Other (please specify)	0.00% 0
Total	1

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

Q34 Have you ever used the IT Service Support Center (help desk) in the evenings or on weekends?

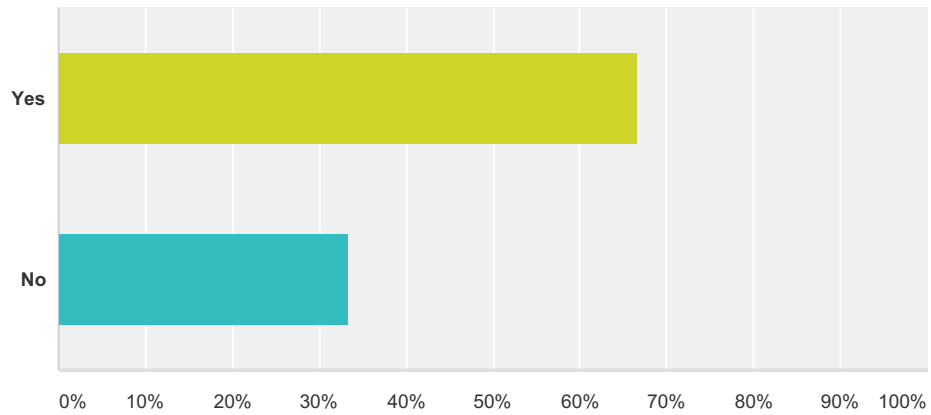
Answered: 93 Skipped: 2



Answer Choices	Responses
Yes	39.78% 37
No	60.22% 56
Total	93

Q35 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: 36 Skipped: 59



Answer Choices	Responses	
Yes	66.67%	24
No	33.33%	12
Total		36

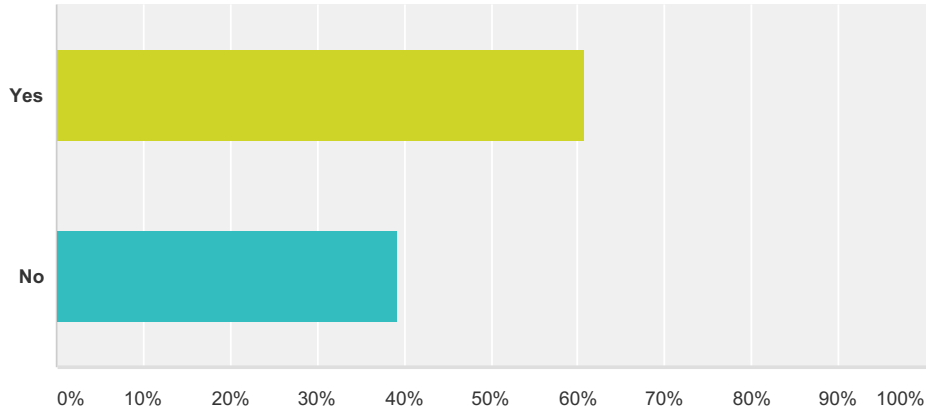
Q36 Please make any comments you would like regarding after hours service.

Answered: 12 Skipped: 83

#	Responses	Date
1	This is difficult to answer. I do not call in the evening because of my experience with off campus support which was not satisfactory; however, when calling about 5:30, I am able to talk to ASU support and they are excellent.	4/25/2016 11:11 AM
2	It is equally poor on the weekends.	4/25/2016 10:47 AM
3	I know the day staff, and I prefer to speak to a person I know, as they know the level of knowledge I have about technology, and they can take care of my technological needs.	4/21/2016 11:57 AM
4	IT is very responsive and helpful. They don't always have access to the various platforms such as Kaltura (at least in the past) but they are well trained and reliable =0)	4/19/2016 10:53 PM
5	Superb!	4/19/2016 8:10 AM
6	The locally based support staff is much more personable and invested in service, probably because they sense the spirit of community we have and an implied accountability - because we very well could know them personally. I prefer not to contact the Elucian folks unless the requires an urgent solution. They seem less well connected and less well motivated to help than our local folks do. Our folks are more patient and also seem to have a more localized knowledge and perception of our localized assets and capabilities.	4/19/2016 7:51 AM
7	Students have done a great job when I or my own students contact them in the after hours/weekends.	4/15/2016 3:15 PM
8	I have been told I would have to call back on Monday when I had a Blackboard problem	4/15/2016 10:46 AM
9	The people at the service center are universally great. I rely on them and they respond.	4/15/2016 10:28 AM
10	It'd be great if IT were there for the 5-8 pm classes.	4/15/2016 10:24 AM
11	I've had to use the after hours a few times to handle emergencies on our end. They've always come thru like champs, some times even calling in a technician to help on a weekend.	4/15/2016 8:50 AM
12	These techs are incompetent. They keep me waiting while they read manuals or ask someone else. I have yet to have a question answered or problem resolved with them. They usually refer me to the daytime techs. This service is a waste of my time and ASU's money. The ASU staff who were on campus at night could always resolve problems and were familiar with the faculty and the computers and programs in use. The night techs now are useless. I refuse to call at night and weekends. I wait until the daytime crew is available. Please use our local techs on campus again. To use this other service was a big mistake.	4/15/2016 7:59 AM

Q37 Before reading the question above, were you aware that the IT Department offers help desk hours on nights and weekends?

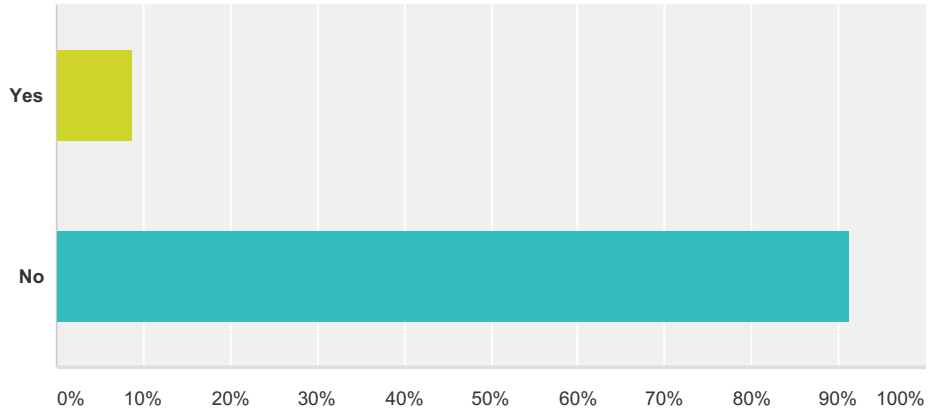
Answered: 56 Skipped: 39



Answer Choices	Responses	
Yes	60.71%	34
No	39.29%	22
Total		56

Q38 Have you used the ASU IT Project Office for assistance with planning or delivery of technology related initiatives?

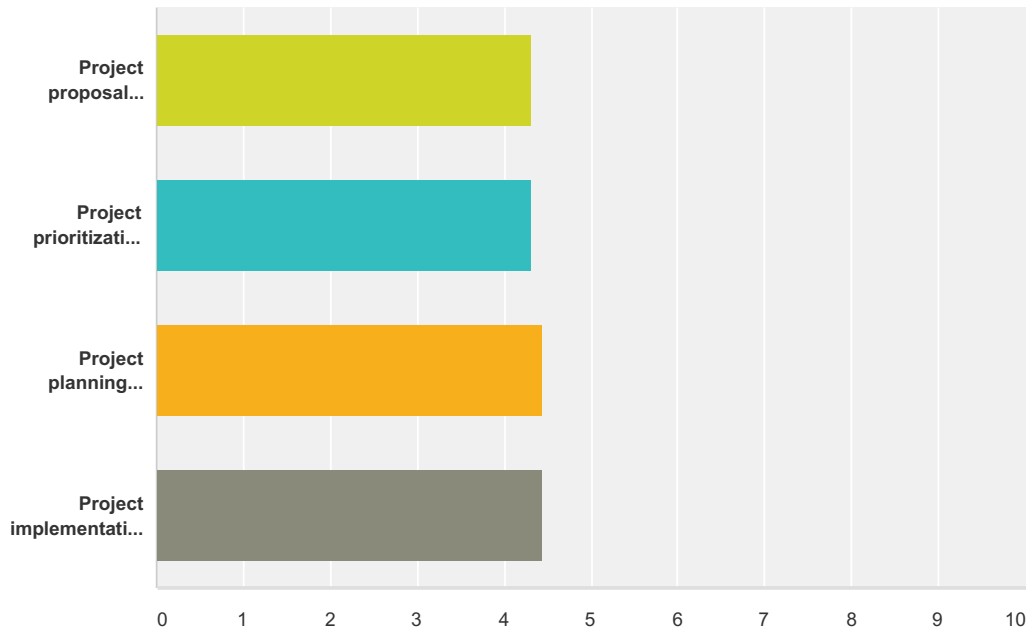
Answered: 92 Skipped: 3



Answer Choices	Responses
Yes	8.70% 8
No	91.30% 84
Total	92

Q39 Please indicate your level of satisfaction for the following items regarding the ASU Project Office.

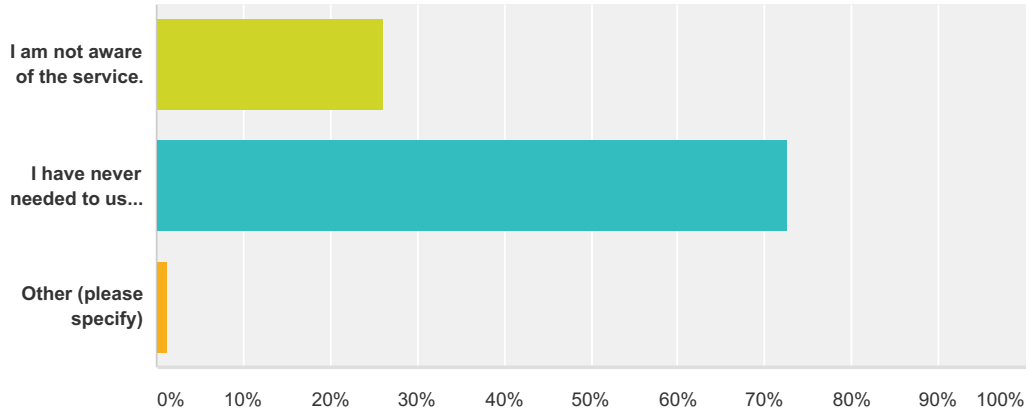
Answered: 9 Skipped: 86



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Project proposal submission process	0.00% 0	0.00% 0	22.22% 2	22.22% 2	55.56% 5	9	4.33
Project prioritization process	0.00% 0	0.00% 0	22.22% 2	22.22% 2	55.56% 5	9	4.33
Project planning process	0.00% 0	0.00% 0	11.11% 1	33.33% 3	55.56% 5	9	4.44
Project implementation process	0.00% 0	0.00% 0	11.11% 1	33.33% 3	55.56% 5	9	4.44

Q40 Please indicate the reason that best describes why you have NOT used the ASU IT Project Office.

Answered: 84 Skipped: 11

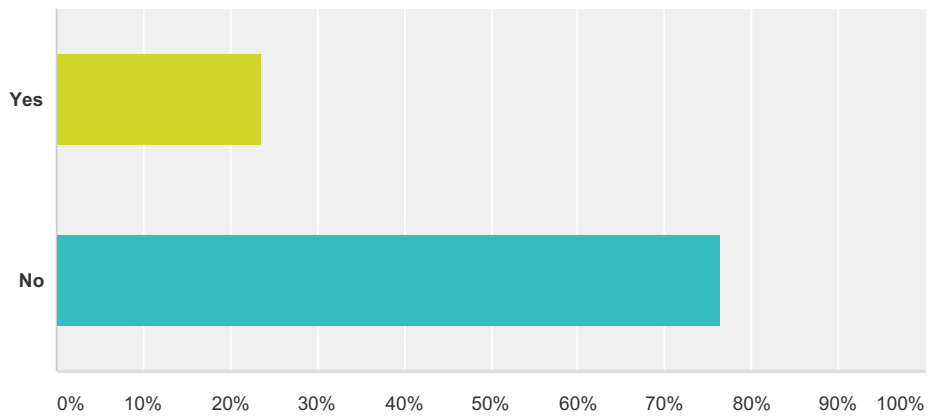


Answer Choices	Responses
I am not aware of the service.	26.19% 22
I have never needed to use the service.	72.62% 61
Other (please specify)	1.19% 1
Total	84

#	Other (please specify)	Date
1	I have no use for the ASU IT Project Office.	4/15/2016 8:41 AM

Q41 Do you use the ASU IT Training Services?

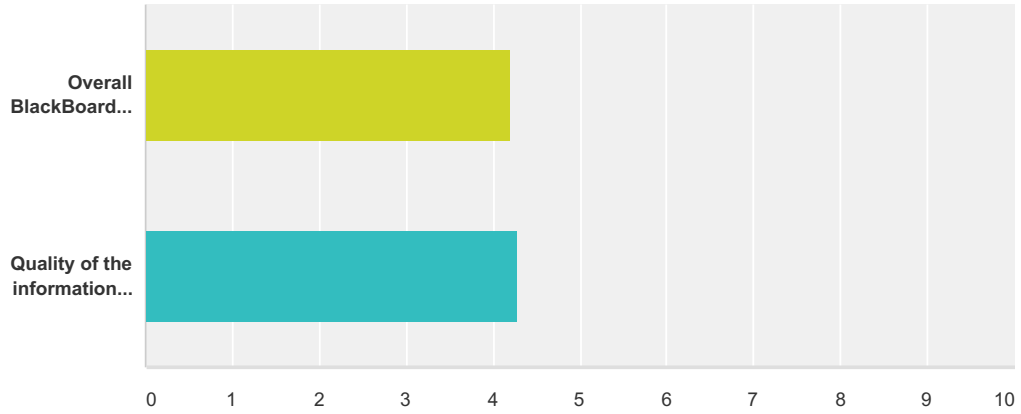
Answered: 93 Skipped: 2



Answer Choices	Responses	
Yes	23.66%	22
No	76.34%	71
Total		93

Q42 Please indicate your level of satisfaction for the following Training Services Item: BlackBoard.

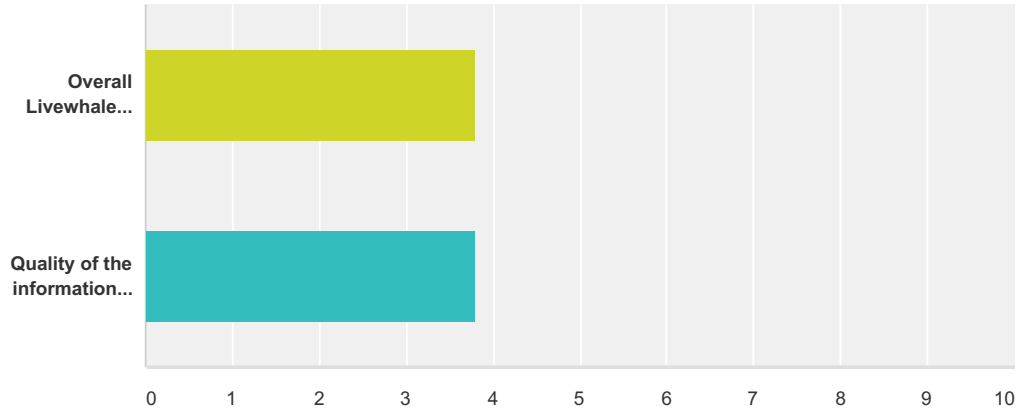
Answered: 21 Skipped: 74



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Overall BlackBoard training course curriculum meeting my needs	4.76% 1	4.76% 1	4.76% 1	38.10% 8	47.62% 10	21	4.19
Quality of the information provided during BlackBoard training courses	4.76% 1	4.76% 1	0.00% 0	38.10% 8	52.38% 11	21	4.29

Q43 Please indicate your level of satisfaction for the following Training Services Item: Livewhale - Web Content Management System.

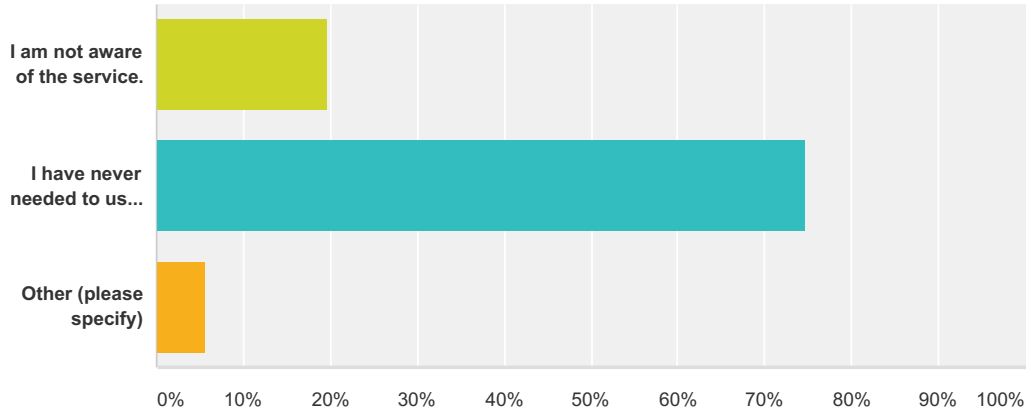
Answered: 14 Skipped: 81



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Overall Livewhale training course curriculum meeting my needs	0.00% 0	0.00% 0	50.00% 7	21.43% 3	28.57% 4	14	3.79
Quality of the information provided during Livewhale training courses	0.00% 0	0.00% 0	50.00% 7	21.43% 3	28.57% 4	14	3.79

Q44 Please indicate the reason that best describes why you have NOT used the ASU IT Training Services.

Answered: 71 Skipped: 24



Answer Choices	Responses
I am not aware of the service.	19.72% 14
I have never needed to use the service.	74.65% 53
Other (please specify)	5.63% 4
Total	71

#	Other (please specify)	Date
1	I have used them - but mopre recently their scheduled sessiosn have confliicted with my teaching/wprk schedules. I think they are valuable and would attend more if they could be offered at times when i could attend them. I never cease to be amazed at the number of task based options our local based software has to offer - but that I simply don;t know about. I think faculty & Staff education on our locally avaable software and technology assets shoudl be better advertised and promoted. We all seem to be very busy - but I simply don't also have the tiem to independent explore these for myslef and quite frankly am not sure how to go about it independently.	4/19/2016 7:56 AM
2	I usually try to teach myself and use the built-in Help tours.	4/15/2016 12:19 PM
3	I am not sure what you mean here. I have been to several Blackboard trainings and Livewhale.	4/15/2016 10:47 AM
4	It is easier to ask someone than attend a training session.	4/15/2016 8:42 AM

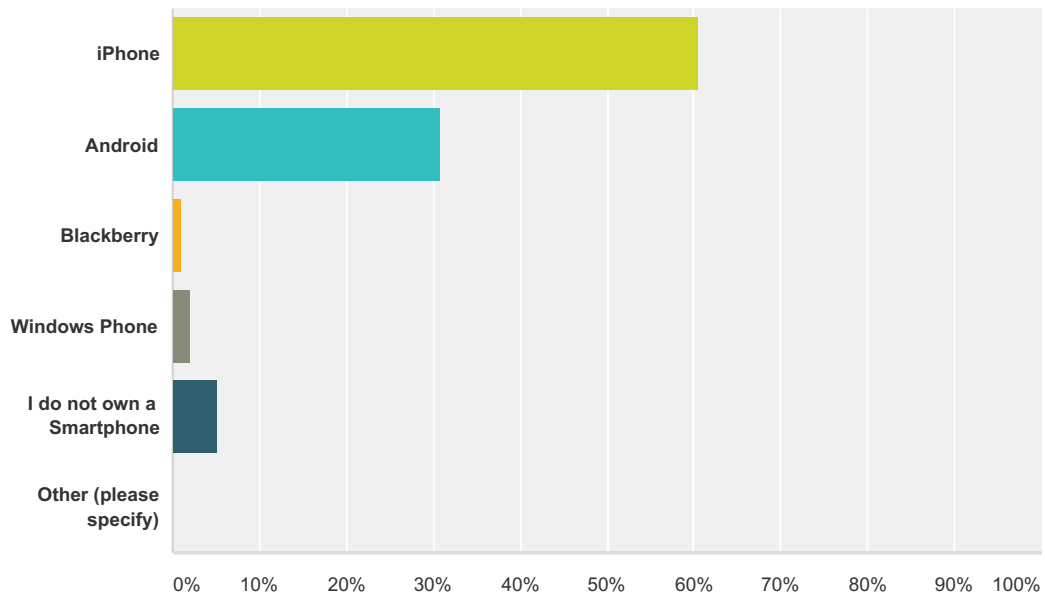
Q45 Please include any additional comments you wish to share with us regarding IT Support Services.

Answered: 15 Skipped: 80

#	Responses	Date
1	Overall, I find the individuals in support services very polite and helpful.	4/27/2016 9:46 AM
2	Excellent	4/27/2016 7:41 AM
3	I still have an unresolved issue because I didn't want my computer to be taken away from me. The adobe program won't print and the tech was unable to solve the problem. The ticket was closed, but my computer still won't print from Adobe. -Janet Maxwell	4/25/2016 12:21 PM
4	Thank you, thank you, thank you !!! We depend so much on your services to deliver our highly ranked program.	4/25/2016 11:13 AM
5	None	4/25/2016 10:28 AM
6	Some of these things do not apply to all of us; therefore, you need an option to select "Does not apply" or something along those lines.	4/21/2016 12:01 PM
7	n/a	4/20/2016 12:46 PM
8	Excellent	4/19/2016 8:11 AM
9	Excellent, friendly service!	4/19/2016 7:24 AM
10	Keep up the great work is all that I can say... and Thank You!	4/15/2016 3:16 PM
11	IT rocks.	4/15/2016 1:48 PM
12	Hurray to the IT team!	4/15/2016 10:25 AM
13	"Some" of the Tech seem to not have enough to do and are wasting time in offices shooting the breeze, or working as slow as possible. The techs do not seem to respond quickly to student calls for help even if they are working for a professor.	4/15/2016 9:59 AM
14	too many surveys, you are asked to do a survey even if you just called to ask a question, this makes me hesitate to call	4/15/2016 9:42 AM
15	none	4/15/2016 8:00 AM

Q46 What type of Smartphone device do you use?

Answered: 94 Skipped: 1

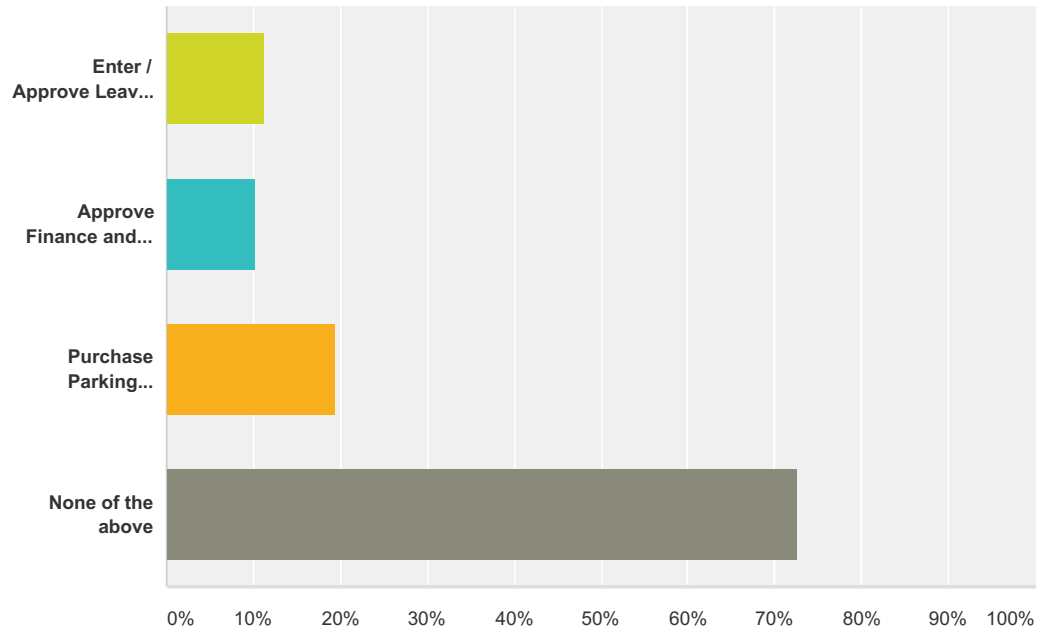


Answer Choices	Responses
iPhone	60.64% 57
Android	30.85% 29
Blackberry	1.06% 1
Windows Phone	2.13% 2
I do not own a Smartphone	5.32% 5
Other (please specify)	0.00% 0
Total	94

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

Q47 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.

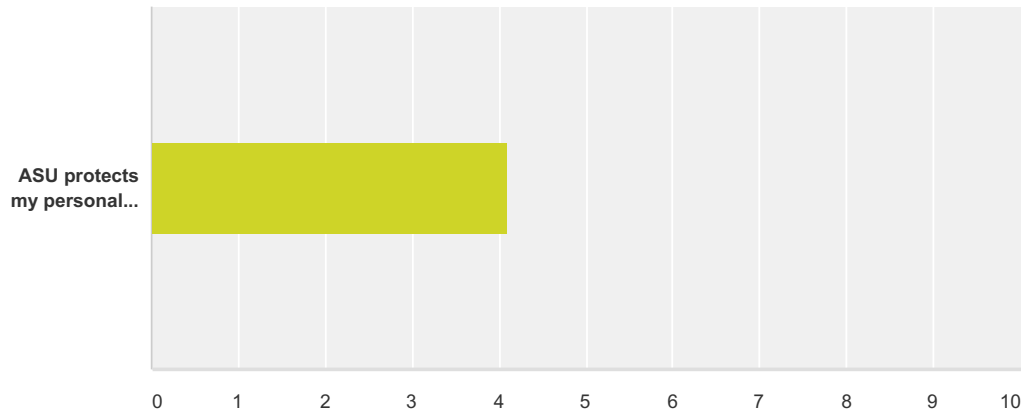
Answered: 88 Skipped: 7



Answer Choices	Responses
Enter / Approve Leave Reporting, Time Sheets	11.36% 10
Approve Finance and Administrative Documents (purchase requisitions, ePAFS, budget documents)	10.23% 9
Purchase Parking Permit/View Citations	19.32% 17
None of the above	72.73% 64
Total Respondents: 88	

Q48 Please indicate your level of confidence in the following area.

Answered: 94 Skipped: 1



	Very Unconfident	Unconfident	Neutral	Confident	Very Confident	Total	Weighted Average
ASU protects my personal information from unauthorized access.	2.13% 2	1.06% 1	15.96% 15	47.87% 45	32.98% 31	94	4.09

Q49 Please tell us what the IT Department does well.

Answered: 46 Skipped: 49

#	Responses	Date
1	Friendly and courteous staff	4/28/2016 12:08 PM
2	Solve problems involving equipment.	4/28/2016 11:22 AM
3	Getting techs to fix problems.	4/27/2016 2:53 PM
4	Answering questions via phone and assisting with technology problems in my office	4/27/2016 9:52 AM
5	Good service and faculty friendly	4/27/2016 7:43 AM
6	Does a good job overall, quick to fix problems.	4/26/2016 1:02 PM
7	Help desk	4/26/2016 10:25 AM
8	Prompt service. Keeps me informed of progress. Tons of stuff that I never see or have to deal with that keeps my info safe and functional.	4/25/2016 1:26 PM
9	It is difficult to separate--Each and every request is met by personal well qualified dedicated staff. From surveys to technical problems, you are the BEST!	4/25/2016 11:14 AM
10	Responds to service calls	4/25/2016 11:14 AM
11	Support, Service, availability	4/25/2016 10:49 AM
12	Answers trouble calls very professionally.	4/25/2016 10:30 AM
13	Responds to service requests promptly and resolves them quickly.	4/25/2016 10:19 AM
14	Answer my questions	4/21/2016 12:02 PM
15	Just about everything. The technology support at ASU is excellent compared to just about everywhere I have worked.	4/20/2016 1:35 PM
16	responds quickly	4/20/2016 12:47 PM
17	already stated previously	4/19/2016 10:55 PM
18	Excellent knowledge and customer service.	4/19/2016 2:47 PM
19	The IT Department is always willing to help no matter how frustrating the issue may be. They are always friendly and assist in a timely manner.	4/19/2016 2:44 PM
20	They are always friendly and understanding when not everyone speaks "their language". They are prompt to fix problems.	4/19/2016 11:11 AM
21	They are extremely accommodating helpful and friendly. Doesn't matter what time or day you call there is always someone there to help. I have worked with several university IT departments and this group of people are the best!	4/19/2016 11:05 AM
22	Customer service.	4/19/2016 10:33 AM
23	Collaboration with faculty to meet student needs	4/19/2016 10:17 AM
24	responds, helps	4/19/2016 8:25 AM
25	So far, everything i've seen	4/19/2016 8:12 AM
26	Almost everything!	4/19/2016 8:03 AM
27	See previous comments	4/19/2016 7:57 AM
28	Customer interaction. Timeliness.	4/19/2016 7:48 AM
29	Maintenance and upgrades. Friendly customer service.	4/19/2016 7:25 AM
30	Customer service. They have always been professional, polite, and rapid with their turnaround time.	4/18/2016 10:08 AM
31	Quick service and friendly customer service	4/18/2016 9:26 AM

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32	Everything. I don't think I have ever had a bad experience. They go above and beyond.	4/16/2016 5:55 PM
33	Everything!	4/15/2016 3:16 PM
34	Takes care of me.	4/15/2016 1:49 PM
35	Solve all my technical issues promptly and has a very kind folks working there.	4/15/2016 12:21 PM
36	Very courteous technicians	4/15/2016 10:48 AM
37	Personal interaction and diligence applied to problems.	4/15/2016 10:35 AM
38	see previous comments	4/15/2016 10:26 AM
39	Techs are 99% responsive and professional. There has just been one recent incident of a tech seeming to waste time hanging around. Also, while techs have generally been quick to respond to me, I have noticed they are not as responsive to students, which is frustrating.	4/15/2016 10:02 AM
40	promptness, knowledge/resolving problems, professional, courteous	4/15/2016 9:43 AM
41	All helpdesk related things are done well. You are always prompt and hard working when it come to questions and requests for the labs, my office, etc. Your employees are all knowledgeable and courteous. They work quickly. Everyone over there is friendly and supportive.	4/15/2016 9:11 AM
42	Very prompt replies and action regarding IT questions/needs.	4/15/2016 9:11 AM
43	always courteous and pretty prompt	4/15/2016 8:51 AM
44	Promote under performing personnel.	4/15/2016 8:46 AM
45	I have some sources (Jan Meyer, John Mathews, and Ty Walden) there that are knowledgeable and willing to help. They are great.	4/15/2016 8:06 AM
46	Resolve issues when needed.	4/15/2016 7:52 AM

Q50 Please tell us what you would change about the IT department.

Answered: 34 Skipped: 61

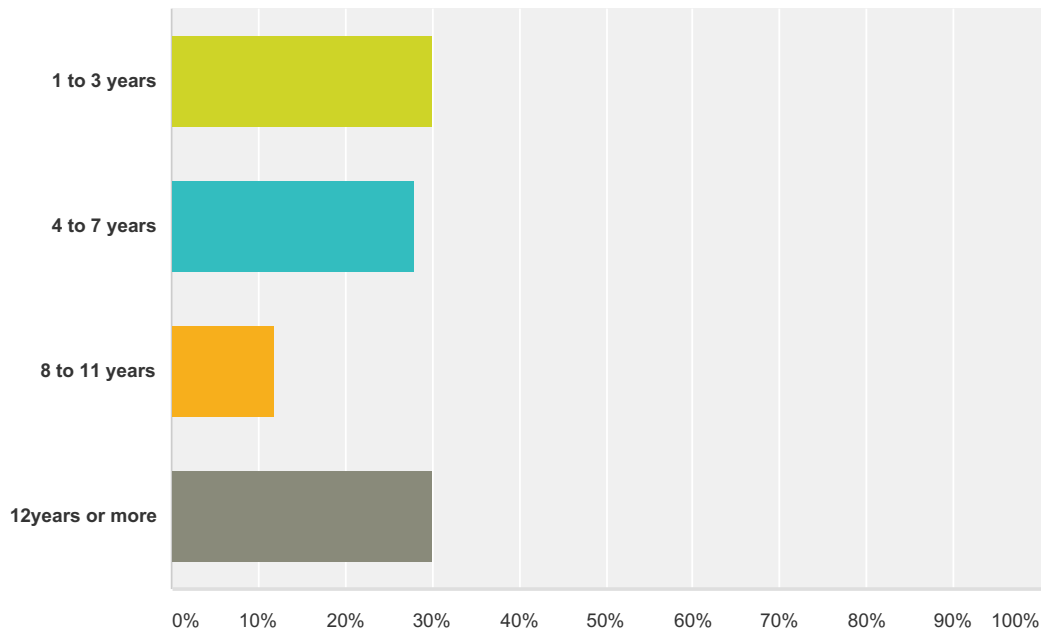
#	Responses	Date
1	Turn around time on a CP refresh. Also, I've had a computer removed without my permission from my lab at the end of last semester for servicing of some sort. The result was that I was unable to teach one of the most important components of this course.	4/28/2016 12:08 PM
2	Not anything at this point.	4/28/2016 11:22 AM
3	Get techs who understand Mac computers. Get Mac servers. Support Macintosh.	4/27/2016 2:53 PM
4	Better orientation/training of new techs - perhaps some mentoring Alerting faculty when changes have been made to the technology in our classrooms	4/27/2016 9:52 AM
5	Nothing	4/27/2016 7:43 AM
6	OWA, but I hear that is changing soon.	4/26/2016 1:02 PM
7	Have IT do windows updates on computers in the classrooms (at night) so that faculty don't need to be responsible for this and so that lectures aren't held back by updates during the day.	4/25/2016 1:26 PM
8	IT Administration, who seem to think that they do not need to notify faculty of changes made to the classrooms in which they teach, and have instructed the IT service techs to attempt to mollify us without actually addressing the issues.	4/25/2016 10:49 AM
9	General very satisfied	4/25/2016 10:49 AM
10	Nothing but make sure that your website has hours of business posted.	4/25/2016 10:30 AM
11	I have not been dissatisfied with IT in any of my dealings with the department.	4/25/2016 10:19 AM
12	Do not have a recording to respond to calls	4/21/2016 12:02 PM
13	The auto-logon feature for Android (WebConnect) for connecting to WiFi with a smart device is AWFUL.	4/20/2016 1:35 PM
14	nothing	4/20/2016 12:47 PM
15	I wouldn't change a thing.	4/19/2016 2:44 PM
16	N/A	4/19/2016 10:33 AM
17	IT couldn't tell me why a certain set of data was not available to me (it should have been).	4/19/2016 8:25 AM
18	Better oversight of student workers. Most are very good, but occasionally there are those that ar unresponsive . Also, ensuring that when classroom/ lab computers are refreshed, all of the software is back on & operational.	4/19/2016 8:03 AM
19	See previous comments	4/19/2016 7:57 AM
20	Nothing	4/19/2016 7:48 AM
21	Can't think of anything.	4/19/2016 7:25 AM
22	Can't think of anything.	4/18/2016 10:08 AM
23	Can't think of one suggestion.	4/15/2016 3:16 PM
24	Nothing.	4/15/2016 1:49 PM
25	They need to understand Mac's	4/15/2016 10:48 AM
26	Nothing	4/15/2016 10:35 AM
27	not a thing	4/15/2016 10:26 AM
28	too many surveys	4/15/2016 9:43 AM
29	I have no suggestions at this time.	4/15/2016 9:11 AM
30	nothing	4/15/2016 9:11 AM

ASU Faculty - IT Dept.Satisfaction Survey 2016

31	communication to the faculty when changing classroom computers	4/15/2016 8:51 AM
32	I would rebuild the department starting with the people.	4/15/2016 8:46 AM
33	The student workers for the most part are terrible. I do not trust them with my personal files, especially when they refresh a computer and take my tower, and I have had several in the last 18 months that are incompetent. Only qualified techs should be in my office working on my computer. I'm supposed to guard student info, but I do not get the same respect with the use of student techs. Change this.	4/15/2016 8:06 AM
34	None	4/15/2016 7:52 AM

Q51 How many years have you been on the faculty at Angelo State University?

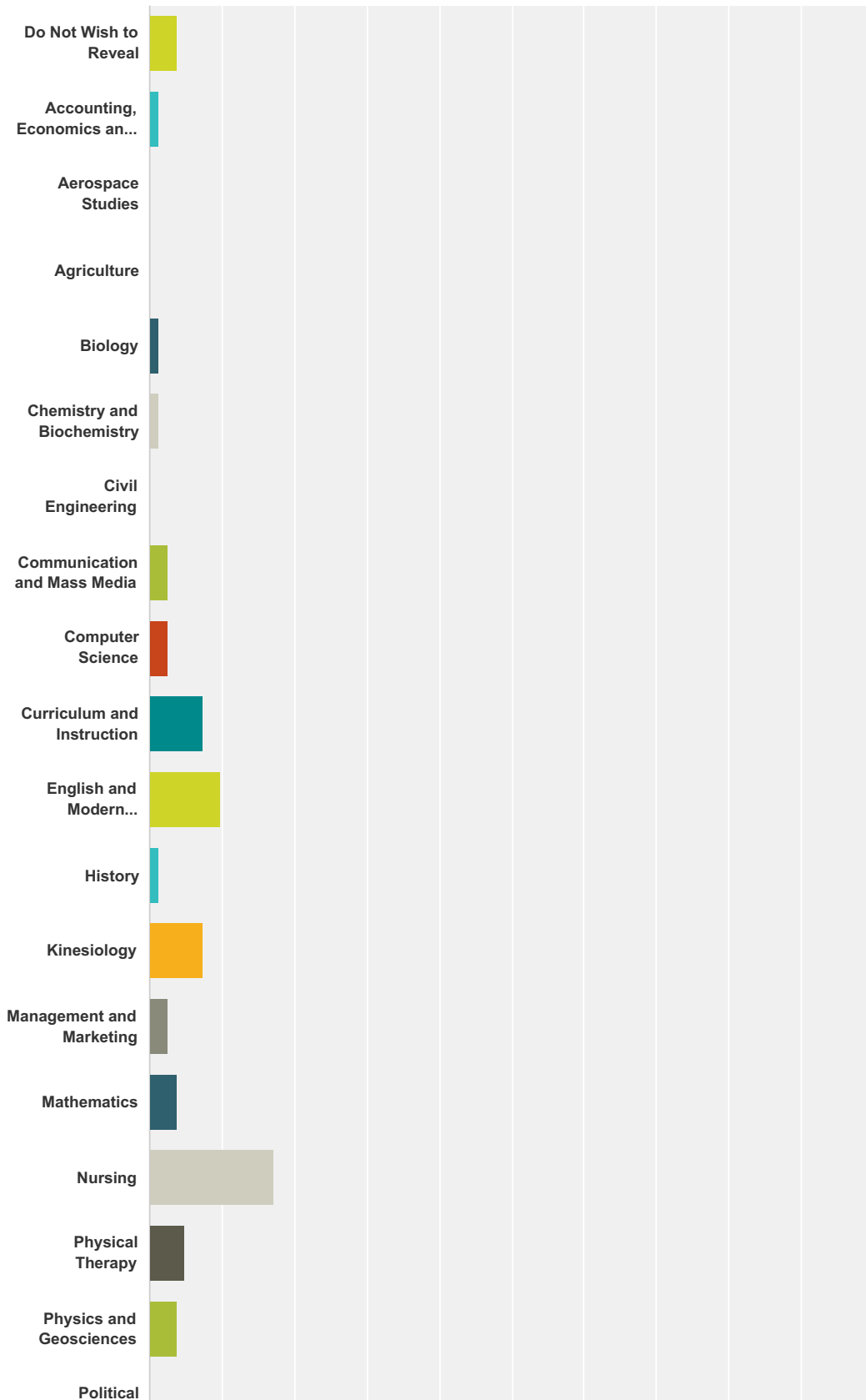
Answered: 93 Skipped: 2



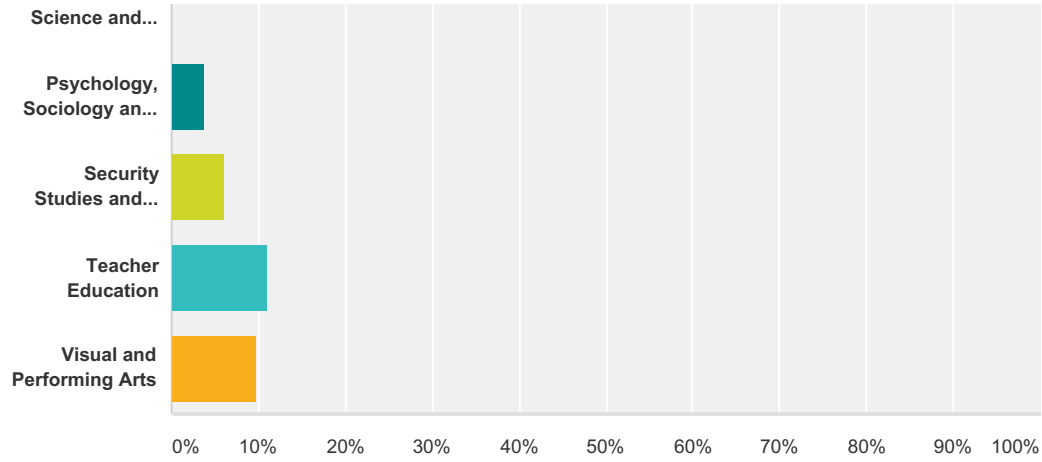
Answer Choices	Responses
1 to 3 years	30.11% 28
4 to 7 years	27.96% 26
8 to 11 years	11.83% 11
12 years or more	30.11% 28
Total	93

Q52 What academic department are you associated with at ASU?

Answered: 82 Skipped: 13



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Answer Choices	Responses	
Do Not Wish to Reveal	3.66%	3
Accounting, Economics and Finance	1.22%	1
Aerospace Studies	0.00%	0
Agriculture	0.00%	0
Biology	1.22%	1
Chemistry and Biochemistry	1.22%	1
Civil Engineering	0.00%	0
Communication and Mass Media	2.44%	2
Computer Science	2.44%	2
Curriculum and Instruction	7.32%	6
English and Modern Languages	9.76%	8
History	1.22%	1
Kinesiology	7.32%	6
Management and Marketing	2.44%	2
Mathematics	3.66%	3
Nursing	17.07%	14
Physical Therapy	4.88%	4
Physics and Geosciences	3.66%	3
Political Science and Philosophy	0.00%	0
Psychology, Sociology and Social Work	3.66%	3
Security Studies and Criminal Justice	6.10%	5
Teacher Education	10.98%	9
Visual and Performing Arts	9.76%	8

Total	82
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