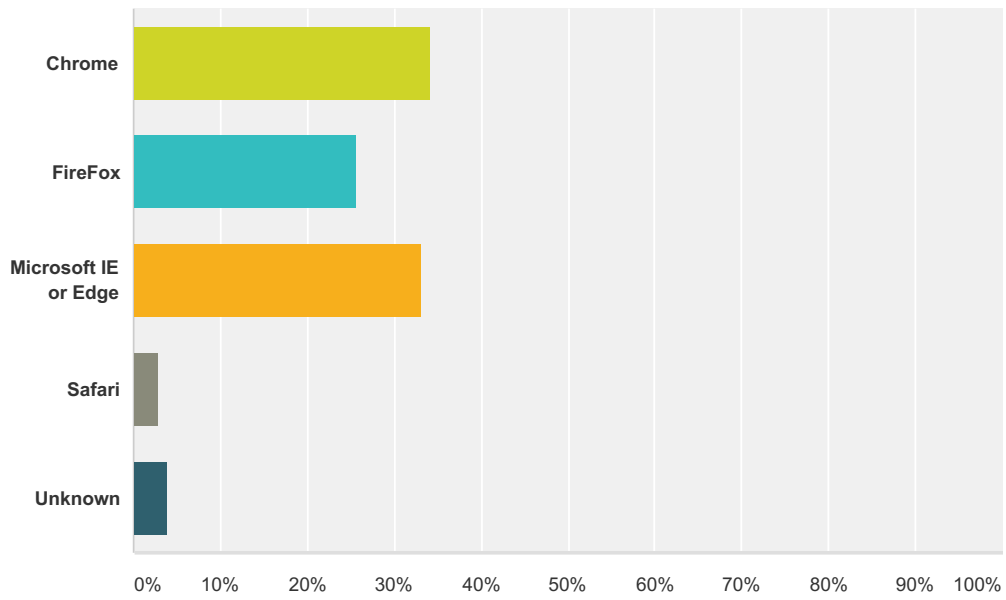


Q1 What browser do you typically use to complete your ASU job tasks?

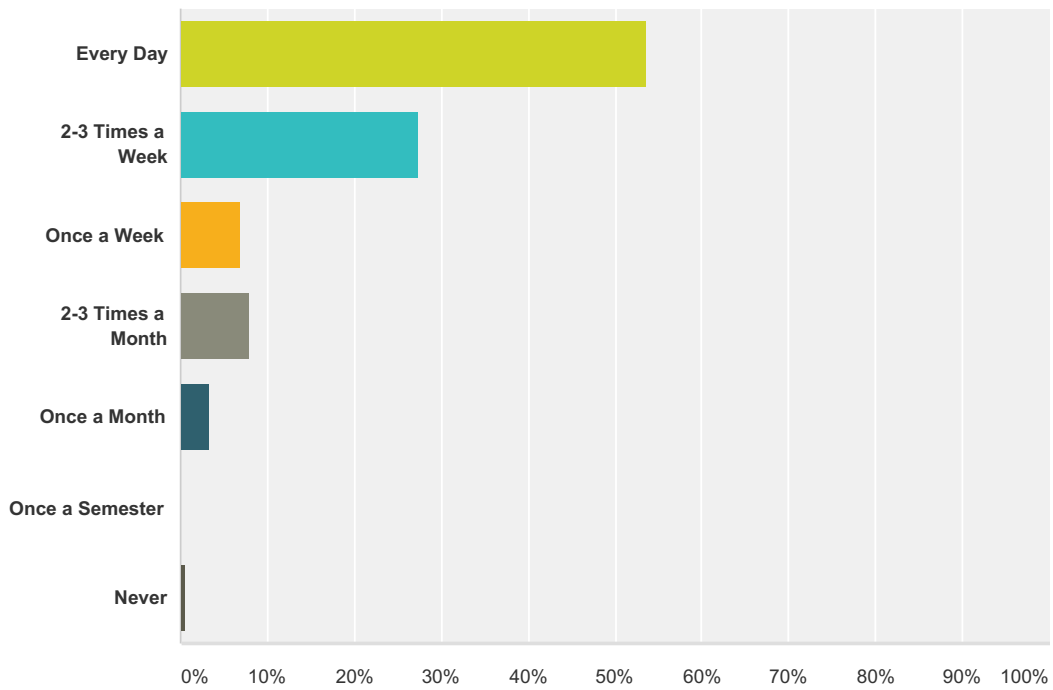
Answered: 175 Skipped: 0



Answer Choices	Responses	Count
Chrome	34.29%	60
FireFox	25.71%	45
Microsoft IE or Edge	33.14%	58
Safari	2.86%	5
Unknown	4.00%	7
Total		175

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

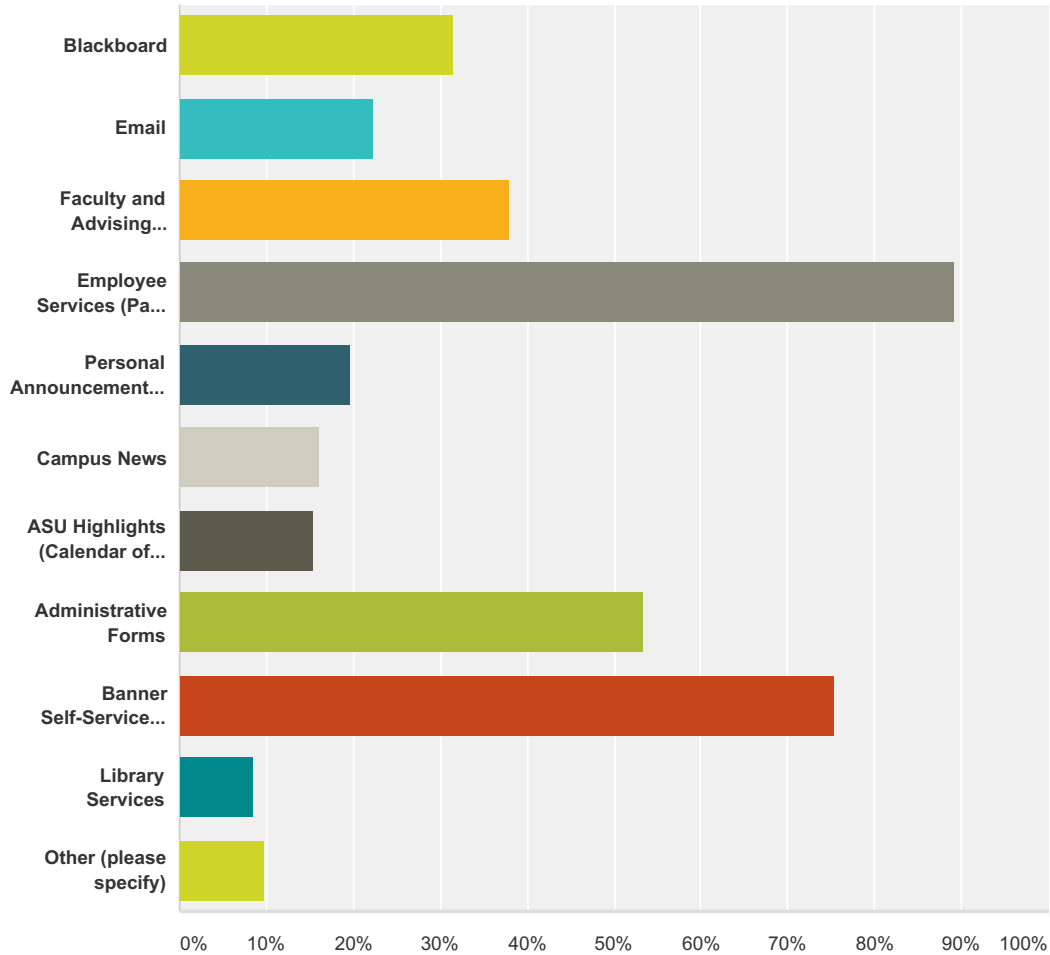
Answered: 175 Skipped: 0



Answer Choices	Responses
Every Day	53.71% 94
2-3 Times a Week	27.43% 48
Once a Week	6.86% 12
2-3 Times a Month	8.00% 14
Once a Month	3.43% 6
Once a Semester	0.00% 0
Never	0.57% 1
Total	175

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

Answered: 174 Skipped: 1



Answer Choices	Responses
Blackboard	31.61% 55
Email	22.41% 39
Faculty and Advising Services (Advising Information)	37.93% 66
Employee Services (Pay Stubs, W2 Forms, etc.)	89.08% 155
Personal Announcements / Campus Announcements	19.54% 34
Campus News	16.09% 28
ASU Highlights (Calendar of Events)	15.52% 27
Administrative Forms	53.45% 93
Banner Self-Service (i.e., Leave Reporting, View/Approve Documents, Advising Services)	75.29% 131
Library Services	8.62% 15

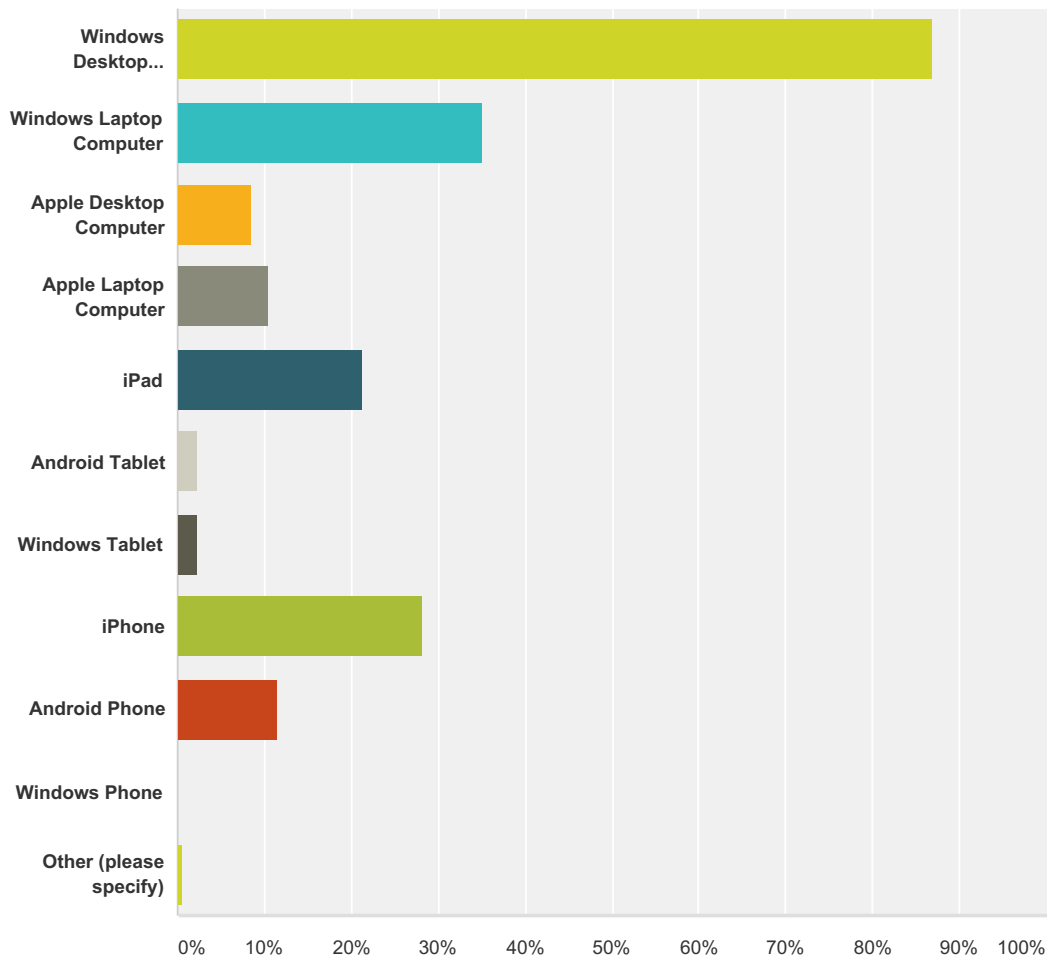
ASU Staff - IT Dept.Satisfaction Survey 2016

Other (please specify)	9.77%	17
Total Respondents: 174		

#	Other (please specify)	Date
1	work life	4/29/2016 11:49 AM
2	Travel and HR	4/27/2016 4:15 PM
3	IT workorders, controller's channel, Office of Human Resources,	4/26/2016 9:24 AM
4	Chart of Accounts, Monthly Operating Reports	4/25/2016 10:47 AM
5	Time sheets	4/22/2016 4:16 PM
6	Banner INB	4/19/2016 2:03 PM
7	Google Drive	4/19/2016 1:45 PM
8	troubleshooting	4/19/2016 9:12 AM
9	course schedule	4/19/2016 8:29 AM
10	Work Life - Times reporting & Bid Tabs	4/19/2016 7:44 AM
11	space utilization data; controller's tab	4/16/2016 12:37 PM
12	Finance and Administrative Services & Reservations	4/15/2016 12:47 PM
13	links to IT and Facilities	4/15/2016 10:50 AM
14	Operating Budget and Chart of Accounts (for planning/monitoring)	4/15/2016 10:12 AM
15	Technology downloads	4/15/2016 8:52 AM
16	account manager: checking accounts	4/15/2016 8:25 AM
17	Global Proxy	4/15/2016 8:17 AM

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

Answered: 174 Skipped: 1



Answer Choices	Responses	Count
Windows Desktop Computer	86.78%	151
Windows Laptop Computer	35.06%	61
Apple Desktop Computer	8.62%	15
Apple Laptop Computer	10.34%	18
iPad	21.26%	37
Android Tablet	2.30%	4
Windows Tablet	2.30%	4
iPhone	28.16%	49
Android Phone	11.49%	20
Windows Phone	0.00%	0

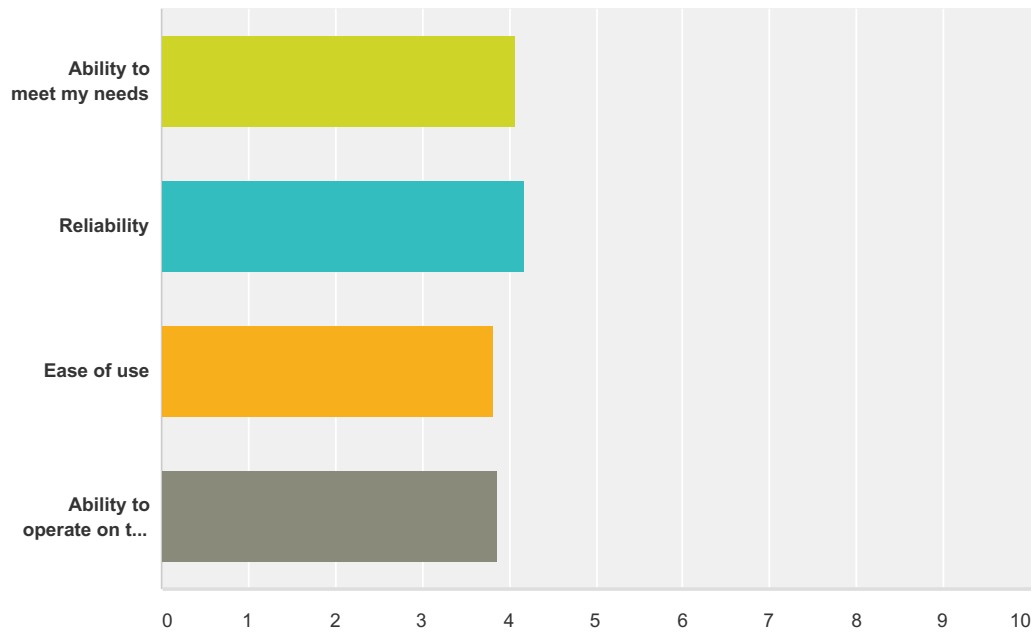
ASU Staff - IT Dept.Satisfaction Survey 2016

Other (please specify)	0.57%	1
Total Respondents: 174		

#	Other (please specify)	Date
1	Chromebook	4/19/2016 8:59 AM

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

Answered: 174 Skipped: 1



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Ability to meet my needs	2.87% 5	1.72% 3	10.34% 18	55.75% 97	29.31% 51	174	4.07
Reliability	1.74% 3	1.74% 3	6.98% 12	56.98% 98	32.56% 56	172	4.17
Ease of use	4.79% 8	7.78% 13	13.77% 23	47.31% 79	26.35% 44	167	3.83
Ability to operate on the platform of my choice (Windows, Apple, Smartphone, etc.)	4.09% 7	4.68% 8	18.71% 32	46.20% 79	26.32% 45	171	3.86

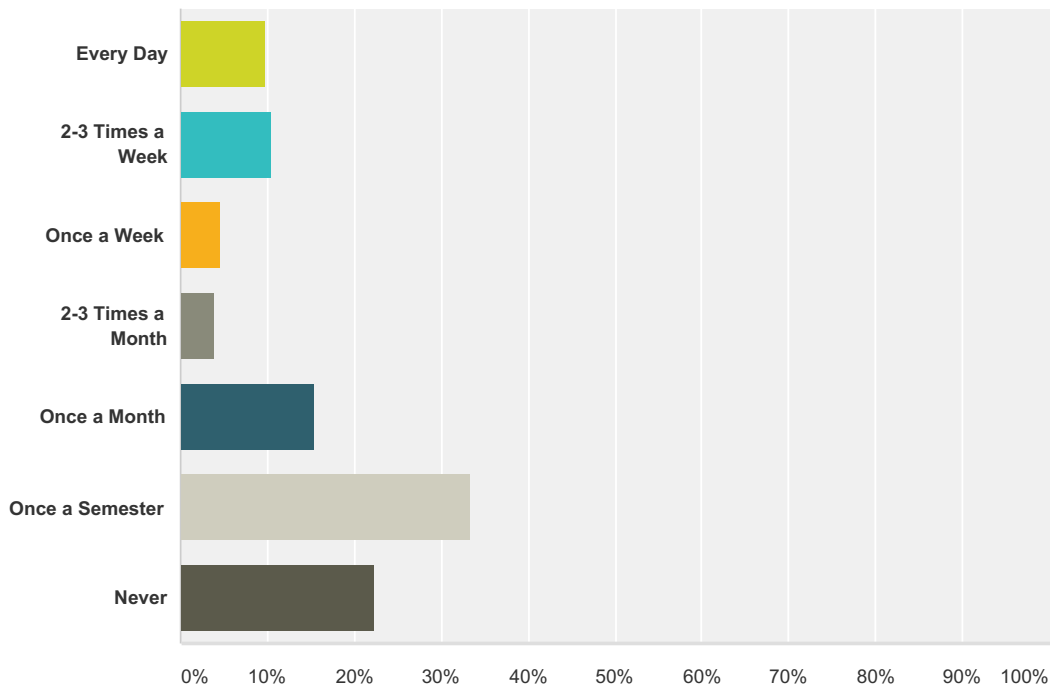
Q6 Why don't you use RamPort?

Answered: 0 Skipped: 175

#	Responses	Date
	There are no responses.	

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

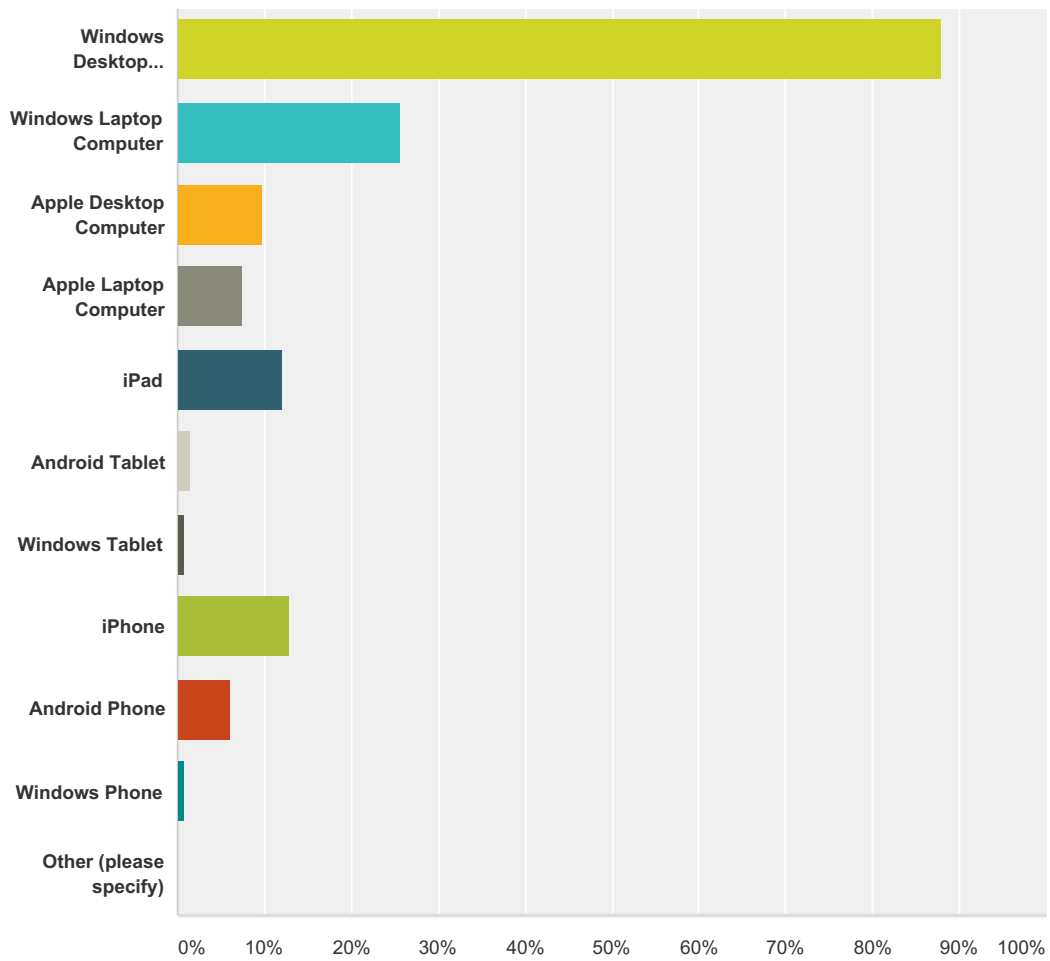
Answered: 174 Skipped: 1



Answer Choices	Responses	Count
Every Day	9.77%	17
2-3 Times a Week	10.34%	18
Once a Week	4.60%	8
2-3 Times a Month	4.02%	7
Once a Month	15.52%	27
Once a Semester	33.33%	58
Never	22.41%	39
Total		174

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

Answered: 132 Skipped: 43



Answer Choices	Responses	
Windows Desktop Computer	87.88%	116
Windows Laptop Computer	25.76%	34
Apple Desktop Computer	9.85%	13
Apple Laptop Computer	7.58%	10
iPad	12.12%	16
Android Tablet	1.52%	2
Windows Tablet	0.76%	1
iPhone	12.88%	17
Android Phone	6.06%	8
Windows Phone	0.76%	1

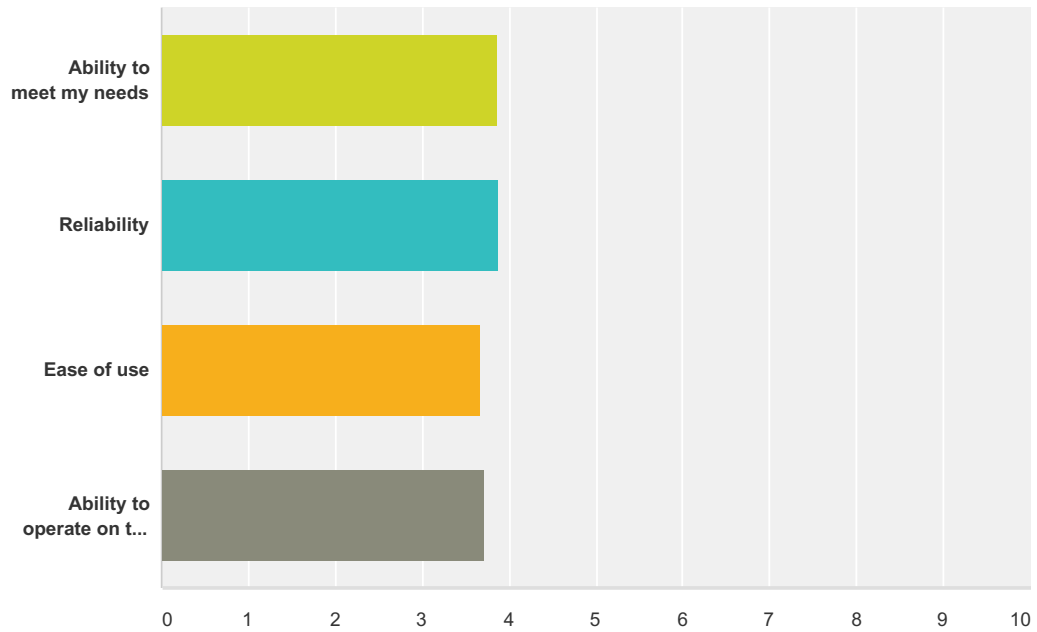
ASU Staff - IT Dept.Satisfaction Survey 2016

Other (please specify)	0.00%	0
Total Respondents: 132		

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

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

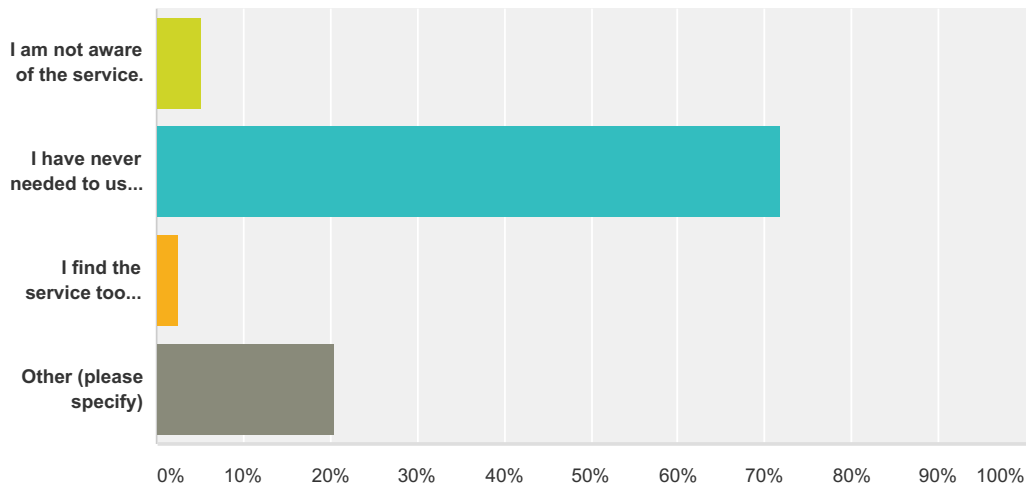
Answered: 132 Skipped: 43



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Ability to meet my needs	0.76% 1	1.52% 2	29.55% 39	46.21% 61	21.97% 29	132	3.87
Reliability	0.76% 1	1.52% 2	31.06% 41	41.67% 55	25.00% 33	132	3.89
Ease of use	1.52% 2	6.82% 9	36.36% 48	34.09% 45	21.21% 28	132	3.67
Ability to operate on the platform of my choice (Windows, Apple, Smart phone, etc.)	2.31% 3	4.62% 6	32.31% 42	40.00% 52	20.77% 27	130	3.72

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

Answered: 39 Skipped: 136

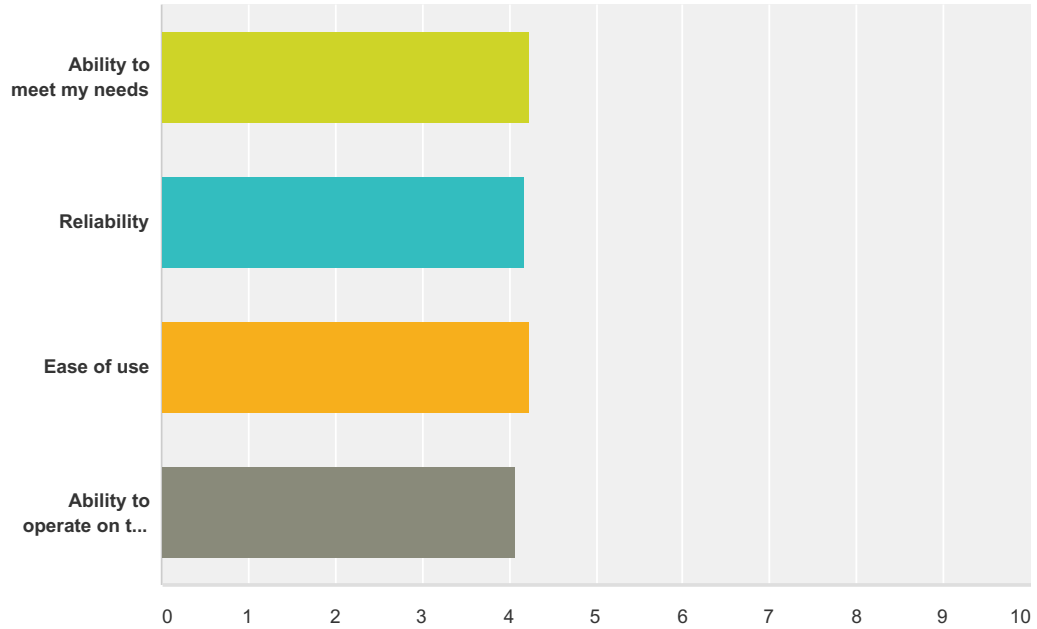


Answer Choices	Responses
I am not aware of the service.	5.13% 2
I have never needed to use the service	71.79% 28
I find the service too difficult to use.	2.56% 1
Other (please specify)	20.51% 8
Total	39

#	Other (please specify)	Date
1	Use only to take HR training	4/29/2016 11:50 AM
2	It has nothing to do with my job except using it for trainings that are required.	4/26/2016 9:21 AM
3	I do not need it for my job. I only use it when I have to do trainings	4/25/2016 10:08 AM
4	staff member	4/19/2016 8:29 AM
5	not required for my job	4/19/2016 8:24 AM
6	Not a student anymore	4/17/2016 12:00 PM
7	I only use it to take courses required by HR	4/15/2016 5:01 PM
8	No current training needed	4/15/2016 8:08 AM

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

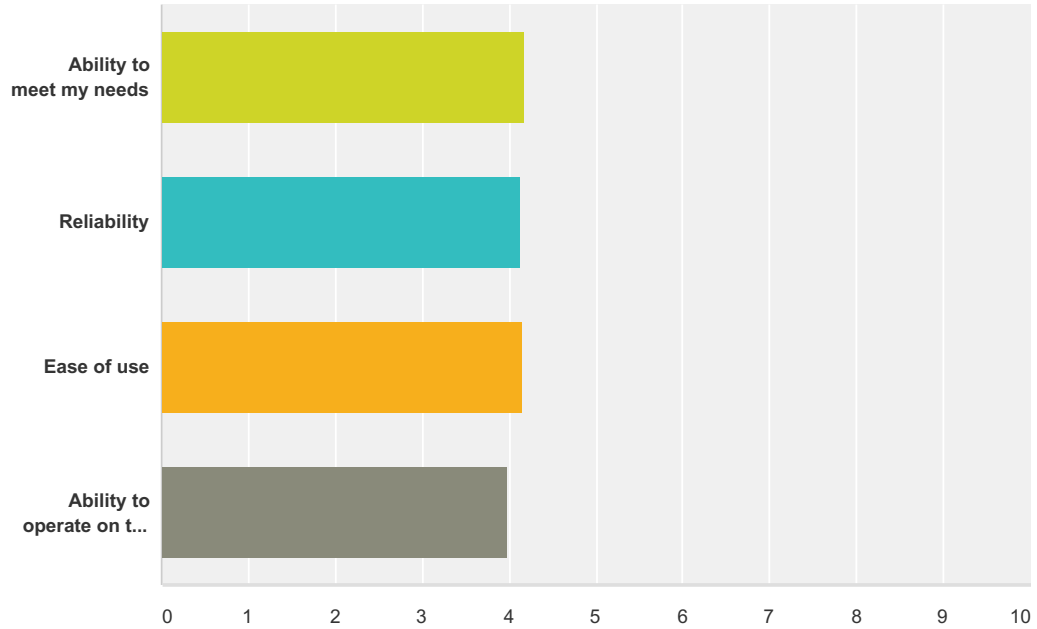
Answered: 169 Skipped: 6



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Ability to meet my needs	2.96% 5	1.18% 2	5.92% 10	49.70% 84	40.24% 68	169	4.23
Reliability	2.37% 4	2.37% 4	8.88% 15	49.11% 83	37.28% 63	169	4.17
Ease of use	2.98% 5	0.60% 1	7.14% 12	48.81% 82	40.48% 68	168	4.23
Ability to operate on the platform of my choice (Windows, Apple, Smart phone, etc.)	2.38% 4	2.38% 4	14.29% 24	47.02% 79	33.93% 57	168	4.08

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

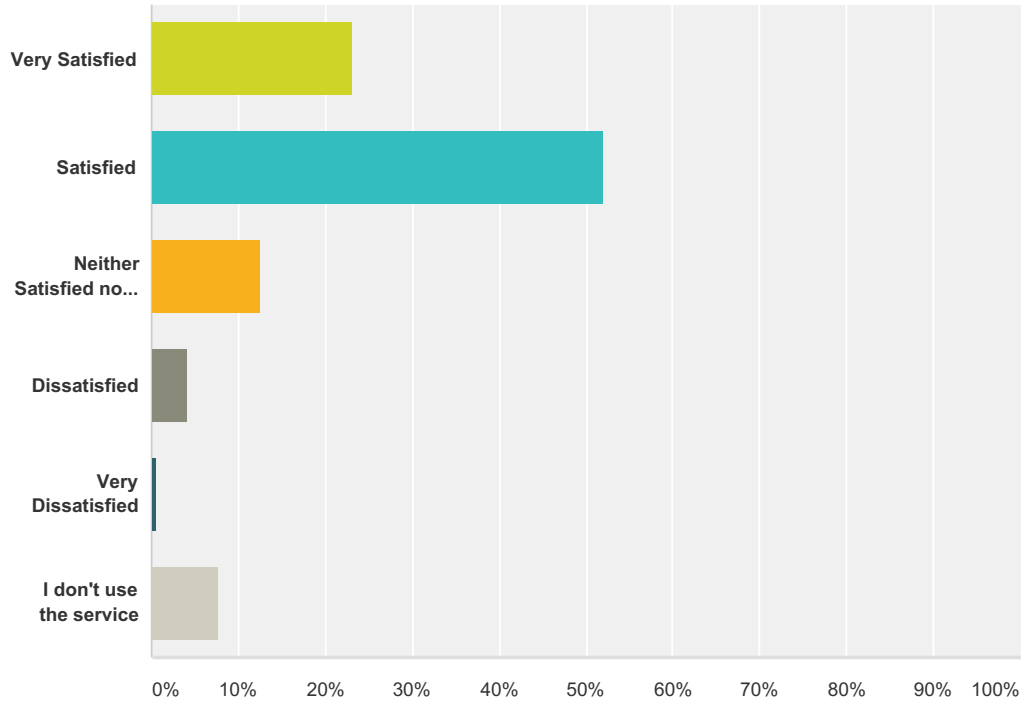
Answered: 169 Skipped: 6



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Ability to meet my needs	1.78% 3	1.18% 2	11.24% 19	49.11% 83	36.69% 62	169	4.18
Reliability	2.37% 4	1.78% 3	11.83% 20	48.52% 82	35.50% 60	169	4.13
Ease of use	2.38% 4	1.79% 3	11.90% 20	46.43% 78	37.50% 63	168	4.15
Ability to operate on the platform of my choice (Windows, Apple, Smart phone, etc.)	2.37% 4	2.37% 4	20.71% 35	44.38% 75	30.18% 51	169	3.98

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

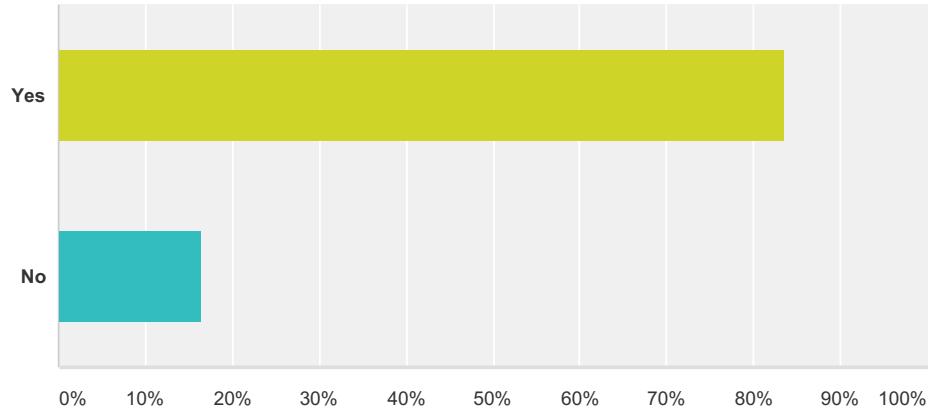
Answered: 169 Skipped: 6



Answer Choices	Responses	Count
Very Satisfied	23.08%	39
Satisfied	52.07%	88
Neither Satisfied nor Dissatisfied	12.43%	21
Dissatisfied	4.14%	7
Very Dissatisfied	0.59%	1
I don't use the service	7.69%	13
Total		169

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

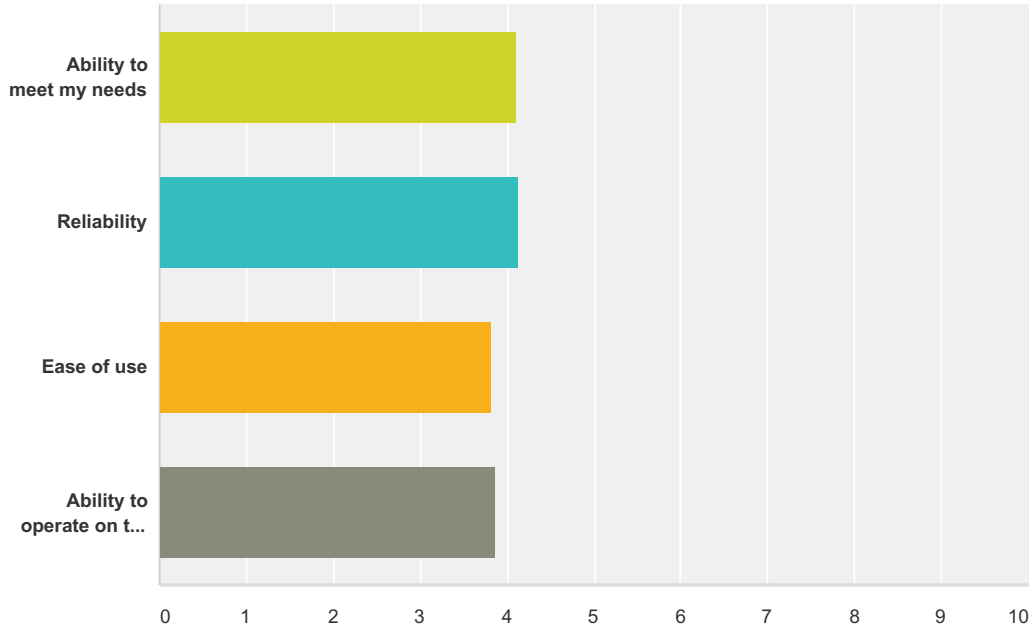
Answered: 169 Skipped: 6



Answer Choices	Responses	
Yes	83.43%	141
No	16.57%	28
Total		169

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

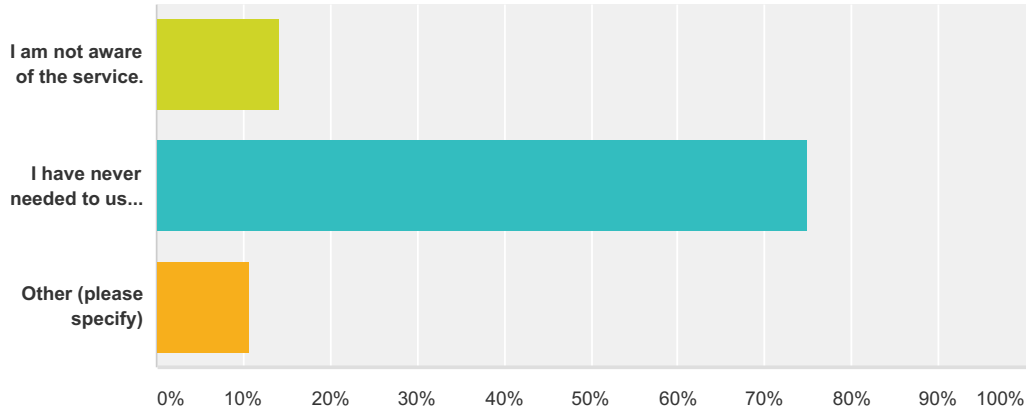
Answered: 141 Skipped: 34



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Ability to meet my needs	1.42% 2	1.42% 2	12.06% 17	54.61% 77	30.50% 43	141	4.11
Reliability	1.42% 2	2.13% 3	9.22% 13	56.03% 79	31.21% 44	141	4.13
Ease of use	3.57% 5	8.57% 12	15.71% 22	45.71% 64	26.43% 37	140	3.83
Ability to operate on the platform of my choice (Windows, Apple, Smart phone, etc.)	3.55% 5	3.55% 5	21.28% 30	45.39% 64	26.24% 37	141	3.87

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

Answered: 28 Skipped: 147



Answer Choices	Responses
I am not aware of the service.	14.29% 4
I have never needed to use the service.	75.00% 21
Other (please specify)	10.71% 3
Total	28

#	Other (please specify)	Date
1	Not used for my job	4/29/2016 11:51 AM
2	dont need to use it at this time	4/15/2016 8:15 AM
3	Just started working here	4/15/2016 8:12 AM

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

Answered: 25 Skipped: 150

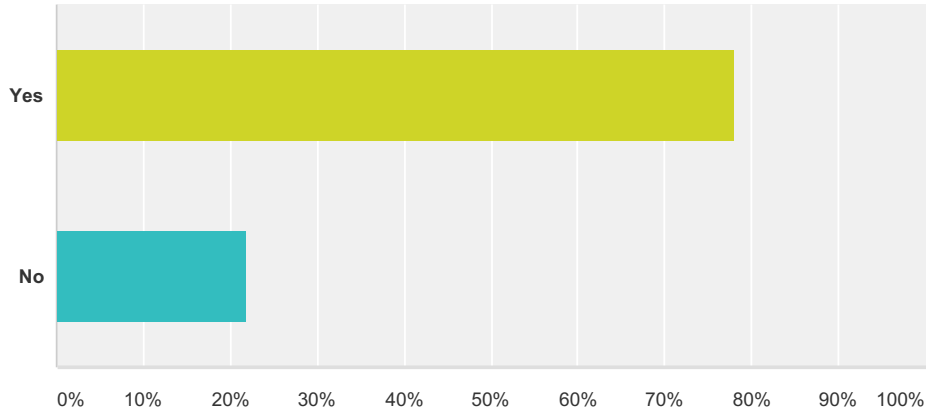
#	Responses	Date
1	none	4/27/2016 4:24 PM
2	The WTE could be a little more user friendly - having to adjust the screen every time you enter a daily hours (unless it's straight 8 hours all across).	4/27/2016 2:29 PM
3	I wish Banner would work in Chrome so I wouldn't have to use multiple browsers to perform everyday tasks.	4/27/2016 2:15 PM
4	I wish that Blackboard was easier to use on an iPad, but I have decided it doesn't play well with the iPad, and haven't tried to use it in that way in quite some time. I also would love for the Student Schedule Summary in Ramport to reflect when classes are dropped during the semester. It may be that it does not update on that screen for a reason I'm not aware of.	4/19/2016 1:53 PM
5	I am unable to use internet explorer at times, so I have had to use firefox.	4/19/2016 9:52 AM
6	Ramport used to be much faster. Meaning that when you click on an item, it takes several seconds for the next page to come up. It used to be almost instantaneous.	4/19/2016 9:16 AM
7	Blackboard is terrible to use on android phones. When I go to access my account and look at my students, I cannot scroll on the grade book up or down. I cannot access their assignments to grade either. This is frustrating when on the road and needing to get work done.	4/19/2016 9:09 AM
8	Leave Reporting is usable, but not very efficient. It looks very unprofessional and kludgy. Pretty much all self-service items need a face lift.	4/19/2016 8:45 AM
9	Schedule Planner is a nuisance for students and is not needed. Students function A LOT better simply with ramport services with regards to registering for courses.	4/19/2016 8:32 AM
10	I wish more people would update Outlook calendars with their schedules. It makes creating appointments for meetings easier when the true schedule is available.	4/19/2016 8:32 AM
11	All of the Platforms work well and are easy to use. It would be nice if they were more consistent on Android phones.	4/19/2016 8:25 AM
12	Key programs that I use (The Housing Director, FAMIS) "work best" or only on IE, but IE is unreliable.	4/15/2016 12:41 PM
13	It bothers me that the link to access the Facilities work request will not work and I have to open up three different browsers to figure out which one will (this has persisted for months). Secondly, it frustrates me that no one could make my MacMail operate - so your only solution was to force me into Outlook. I have asked how to sync my iCalendar with my Outlook calendar and no one seems to know. I have asked how to build and transfer large contact groups and no one seems to know. I have never worked anywhere before where the ability to problem solve Macs is so lacking. On the upside - the few who do know how to work on my computer are super friendly and patient (as is all of the staff), I couldn't live without them.	4/15/2016 11:03 AM
14	Overall satisfied...	4/15/2016 9:41 AM
15	N/A	4/15/2016 9:35 AM
16	I wish that everything operated on the same browser platform. There's some applications that only work with Chrome and some that only work with IE.	4/15/2016 9:33 AM
17	RamPort is very outdated and so cumbersome to use. There is way too much information posted into RamPort that you can't find what you need half of the time. Additionally, Microsoft Outlook seems to run slow, it crashes, and again seems somewhat out of date.	4/15/2016 9:20 AM
18	I occasionally have a problem with Outlook crashing on my computer. However, I prefer Outlook to other programs, so I would rather live with the crashing then move to something else.	4/15/2016 9:01 AM
19	Room Reservations software, EMS, Unity Client and Mozilla Firefox are hard to use, have little to no instructions or training, and we are not notified when something changes. I am not an explorer or random button pusher, so I find these hard to use.	4/15/2016 8:58 AM

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20	I really wish that Banner wasn't so terrible, Ramport didn't crash so much, and that I could use whatever browser I wanted. I also really don't like that I can't easily use everything on Macs and my calendars and things would match up regardless of the hardware I am using.	4/15/2016 8:50 AM
21	I'd like for IT to support Apple Mail.	4/15/2016 8:34 AM
22	Too much in RamPort to choose from. Too many channels with detail. Would be better if channels defaulted to a "+" option that could be expanded if wanted but left small so you could see all the options at once.	4/15/2016 8:19 AM
23	it works	4/15/2016 8:17 AM
24	Too new to know.	4/15/2016 8:14 AM
25	I would like to know what internet platform is best to open Ramport. I have been told by something different by everyone I ask about it. Currently I use Firefox but every time I try to open Banner closes Firefox.	4/15/2016 7:57 AM

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

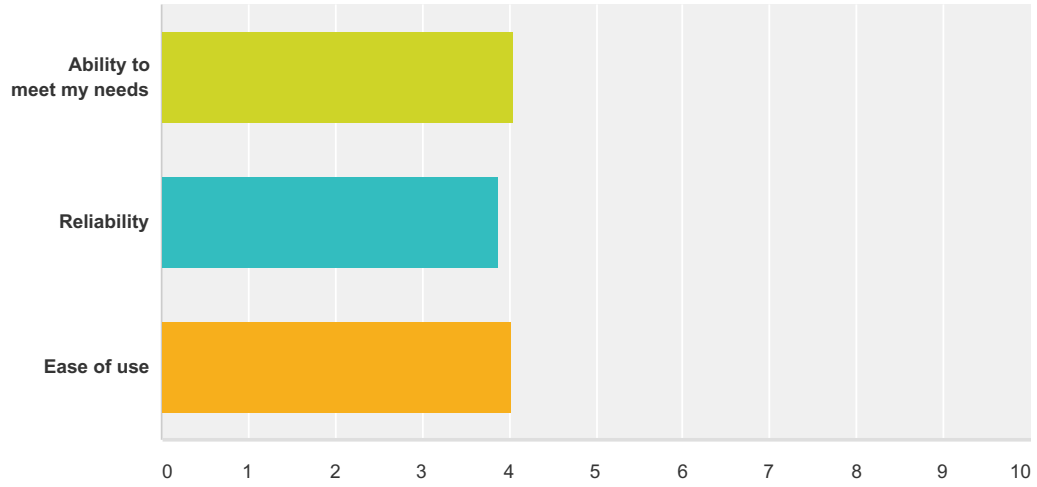
Answered: 168 Skipped: 7



Answer Choices	Responses	
Yes	77.98%	131
No	22.02%	37
Total		168

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

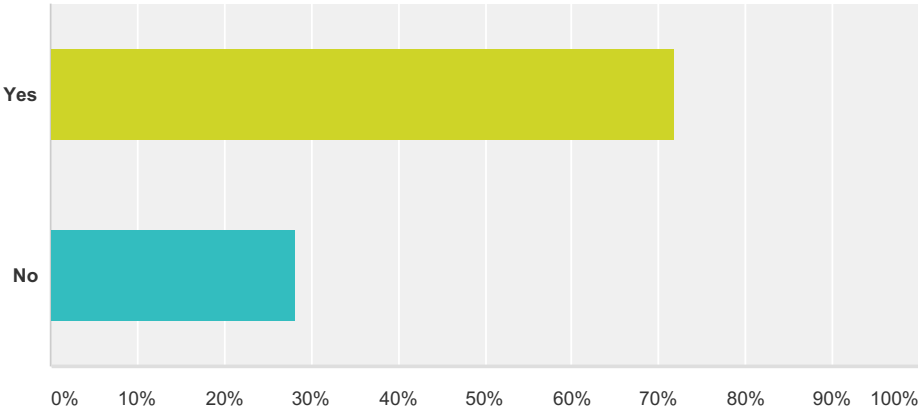
Answered: 131 Skipped: 44



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Ability to meet my needs	0.76% 1	6.11% 8	9.16% 12	55.73% 73	28.24% 37	131	4.05
Reliability	3.08% 4	7.69% 10	12.31% 16	50.77% 66	26.15% 34	130	3.89
Ease of use	0.76% 1	5.34% 7	15.27% 20	48.09% 63	30.53% 40	131	4.02

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

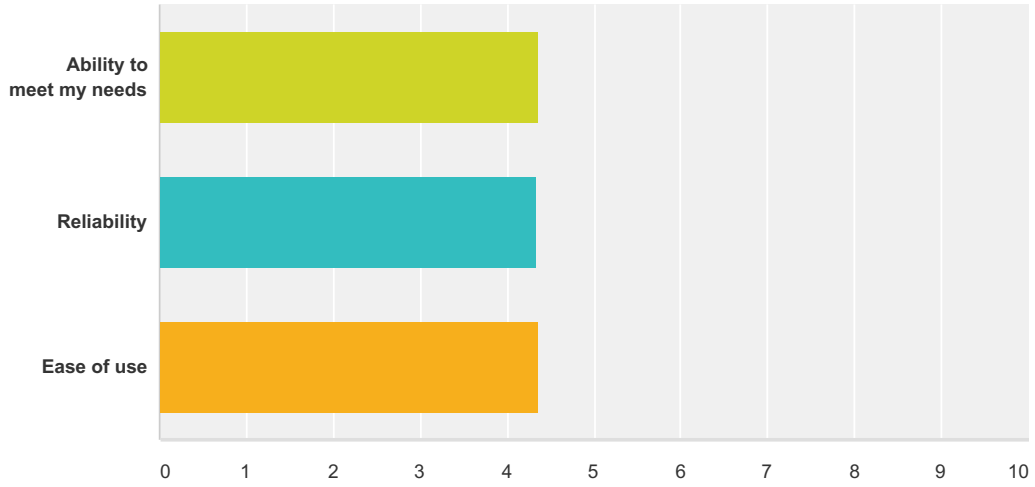
Answered: 167 Skipped: 8



Answer Choices	Responses	
Yes	71.86%	120
No	28.14%	47
Total		167

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

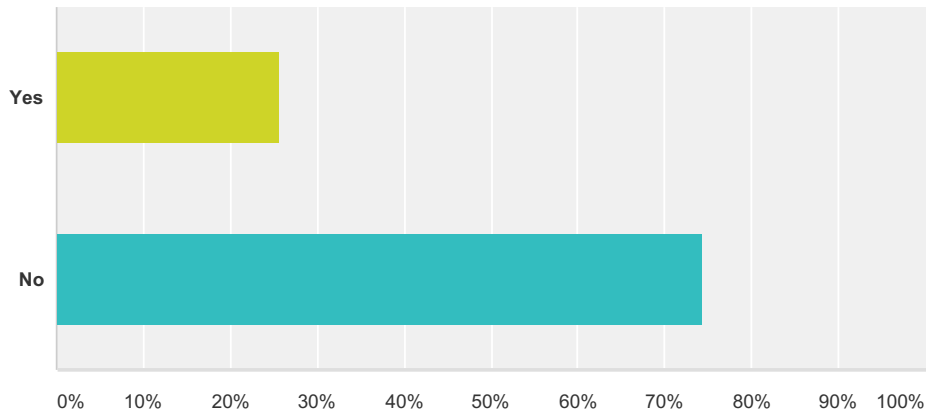
Answered: 121 Skipped: 54



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Ability to meet my needs	0.00% 0	0.00% 0	8.26% 10	47.11% 57	44.63% 54	121	4.36
Reliability	0.00% 0	0.83% 1	9.09% 11	45.45% 55	44.63% 54	121	4.34
Ease of use	0.00% 0	0.00% 0	8.26% 10	47.11% 57	44.63% 54	121	4.36

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.)

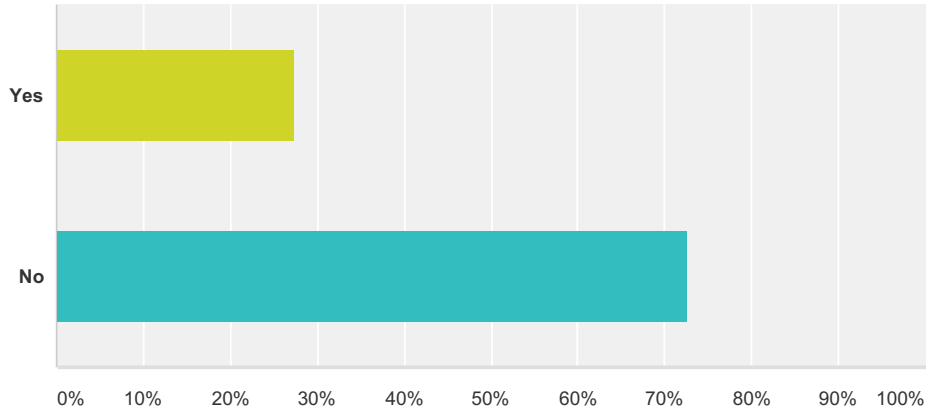
Answered: 167 Skipped: 8



Answer Choices	Responses	
Yes	25.75%	43
No	74.25%	124
Total		167

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

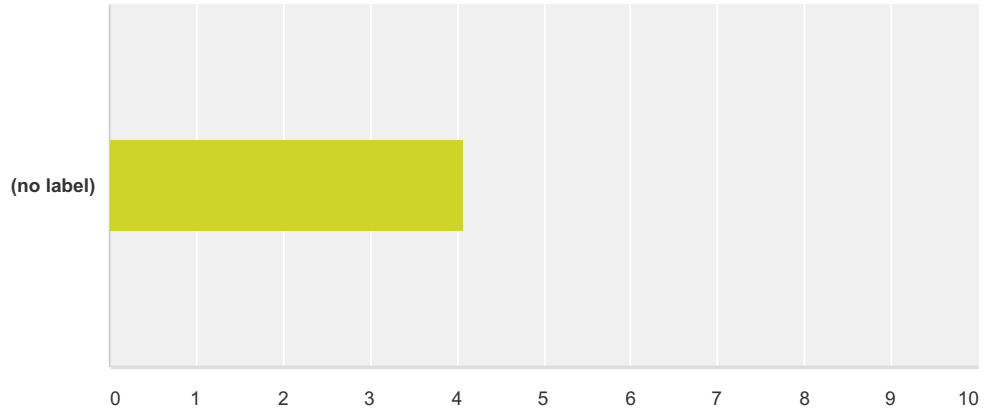
Answered: 44 Skipped: 131



Answer Choices	Responses	
Yes	27.27%	12
No	72.73%	32
Total		44

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

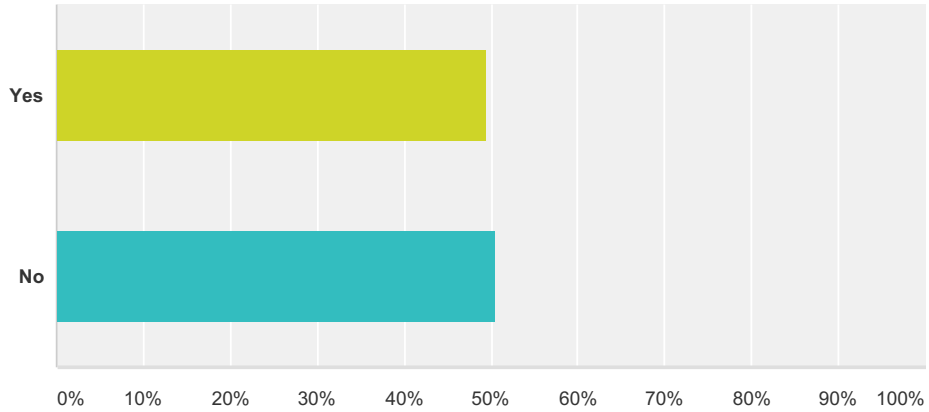
Answered: 12 Skipped: 163



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
(no label)	0.00% 0	8.33% 1	8.33% 1	50.00% 6	33.33% 4	12	4.08

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

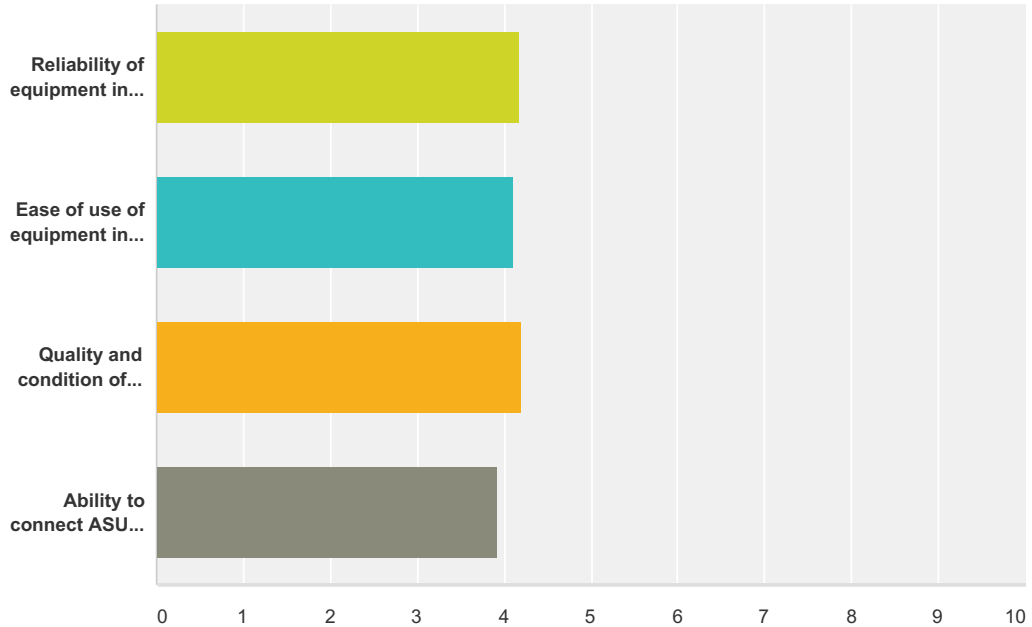
Answered: 168 Skipped: 7



Answer Choices	Responses	
Yes	49.40%	83
No	50.60%	85
Total		168

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

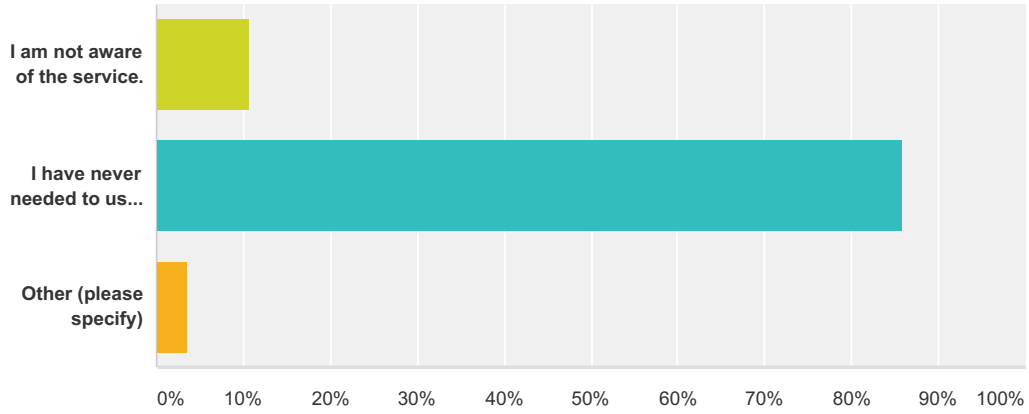
Answered: 83 Skipped: 92



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Reliability of equipment in classrooms and/or meeting spaces	1.20% 1	4.82% 4	7.23% 6	49.40% 41	37.35% 31	83	4.17
Ease of use of equipment in classrooms and/or meeting spaces	1.20% 1	3.61% 3	12.05% 10	49.40% 41	33.73% 28	83	4.11
Quality and condition of equipment in classrooms and/or meeting spaces	1.20% 1	1.20% 1	12.05% 10	46.99% 39	38.55% 32	83	4.20
Ability to connect ASU Equipment to multiple platforms (PC, MAC, Smartphone, Tablet, etc.)	2.41% 2	6.02% 5	21.69% 18	37.35% 31	32.53% 27	83	3.92

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

Answered: 84 Skipped: 91



Answer Choices	Responses
I am not aware of the service.	10.71% 9
I have never needed to use the service.	85.71% 72
Other (please specify)	3.57% 3
Total	84

#	Other (please specify)	Date
1	Use rarely and good	4/19/2016 3:41 PM
2	I am Staff	4/19/2016 7:46 AM
3	too new	4/15/2016 8:17 AM

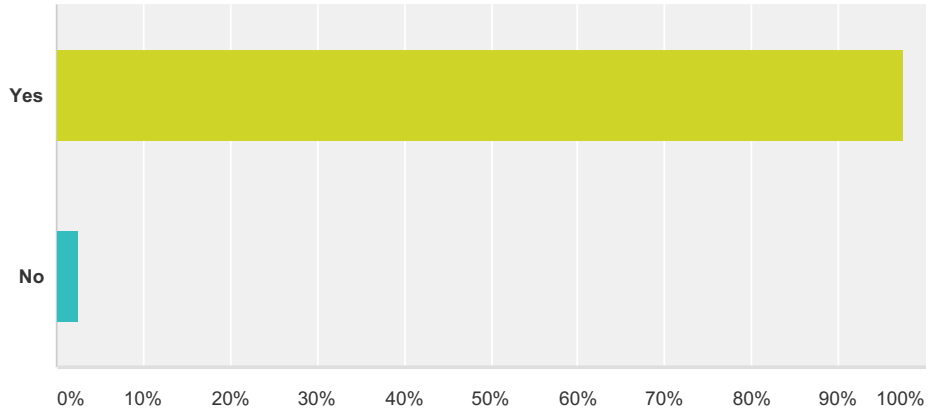
Q28 Please include any comments you would like to share with us regarding the ASU network or ASU IT equipment.

Answered: 20 Skipped: 155

#	Responses	Date
1	none	4/27/2016 4:25 PM
2	My Kindle Fire only works as a "Guest" on the wireless network. Express Connect does not work on it. I have a new Dell Venue which has not ever worked well with the wireless network but that is probably an issue with Window 8.1	4/27/2016 2:10 PM
3	Network bogs down everyday after lunch making tasks take twice as long to complete	4/20/2016 8:19 AM
4	Provide more services and workshops for new technology regarding network & equipment.	4/19/2016 3:45 PM
5	In meeting spaces in the University Center, it would be nice if someone would either turn the computers on and off regularly so the updates would get pushed regularly. I don't think that's an "IT thing," but just thought I would bring it up for discussion. :)	4/19/2016 2:04 PM
6	I have found it to be complicated and difficult to get a new cell phone connected to the service on a reliable basis.	4/19/2016 8:53 AM
7	In some of the rooms, the laptops need updating. So if you are beginning a meeting you have to get there really early for them to work. I have been bringing my own instead.	4/19/2016 8:27 AM
8	In Room 208 sometimes we cannot get our laptop to work, network out of service...? not sure	4/19/2016 8:08 AM
9	great	4/19/2016 7:47 AM
10	Projectors need updating in meeting rooms.	4/15/2016 1:54 PM
11	Laptops/computers in meeting spaces are often not updated frequently enough--both Windows updates and individual software applications often have to be updated, making the machines slower and far less reliable than they could be.	4/15/2016 10:16 AM
12	Reliable equipment	4/15/2016 9:43 AM
13	N/A	4/15/2016 9:37 AM
14	In general the network seems to run slow. I have the impression that it "bogs" down and slows the processes down on your computer. When I use the "guest" wireless it takes forever for things to load.	4/15/2016 9:21 AM
15	The project started July 2015 to get all COB faculty and staff networked to the 2 copy machines still has not been resolved. It sort of disappeared.....	4/15/2016 9:03 AM
16	I wish there were a few Macs available in for use when learning new programs.	4/15/2016 8:37 AM
17	Rotation for replacement of machines is not adequate. I have computers in my dept. that are 7-10 years old. I understand ASU Admin. holds the purse strings and I.T. does what it can. However, money needs to be allocated for machine replacement.	4/15/2016 8:28 AM
18	If space on the shared drives is not unlimited, there should be reminders to departments (at least at end of year/beginning of year) to clean-up junk files or purge files past retention date.	4/15/2016 8:22 AM
19	it works	4/15/2016 8:18 AM
20	Everything works fine. Any issues have been quickly resolved.	4/15/2016 8:17 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)?

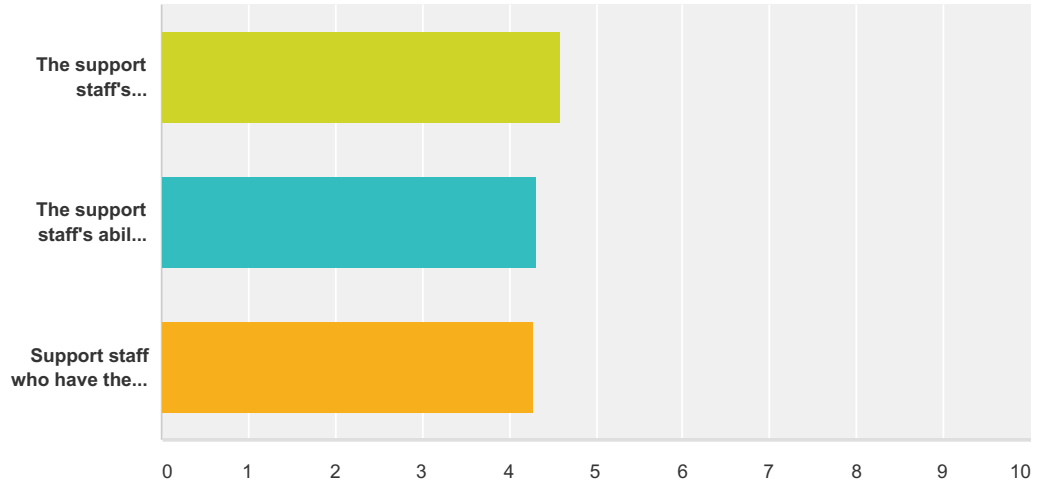
Answered: 166 Skipped: 9



Answer Choices	Responses	
Yes	97.59%	162
No	2.41%	4
Total		166

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

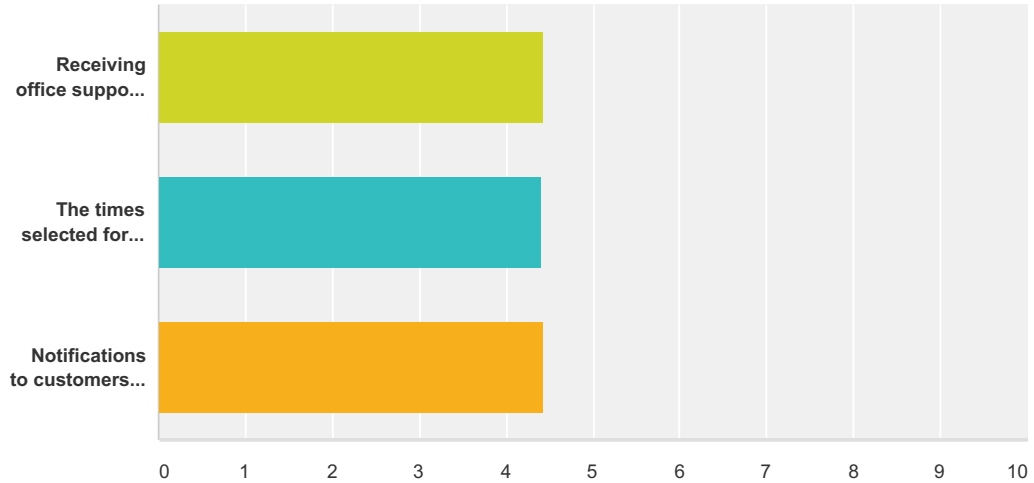
Answered: 161 Skipped: 14



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
The support staff's willingness to help me	0.62% 1	0.62% 1	3.11% 5	30.43% 49	65.22% 105	161	4.59
The support staff's ability to resolve a problem over the phone	1.24% 2	2.48% 4	6.21% 10	42.86% 69	47.20% 76	161	4.32
Support staff who have the knowledge to answer my questions about hardware and software	1.86% 3	3.11% 5	7.45% 12	39.13% 63	48.45% 78	161	4.29

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

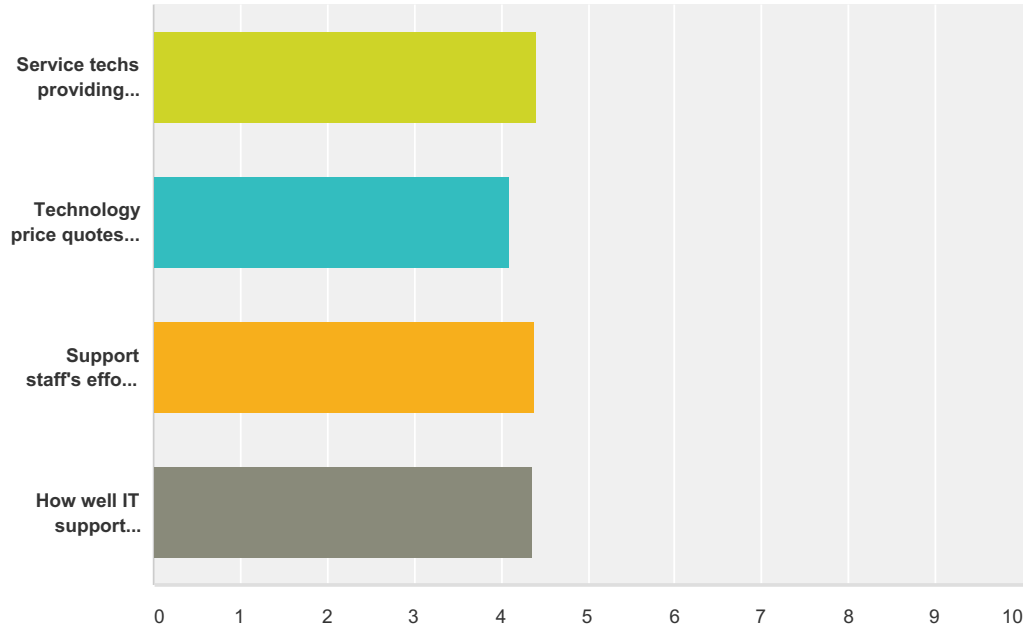
Answered: 161 Skipped: 14



	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	1.24% 2	2.48% 4	4.97% 8	34.78% 56	56.52% 91	161	4.43
The times selected for scheduling network, service, and system maintenance are accommodating to my schedule	1.24% 2	1.24% 2	8.70% 14	33.54% 54	55.28% 89	161	4.40
Notifications to customers of scheduled system maintenance times are sufficient	1.24% 2	1.24% 2	6.21% 10	36.65% 59	54.66% 88	161	4.42

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

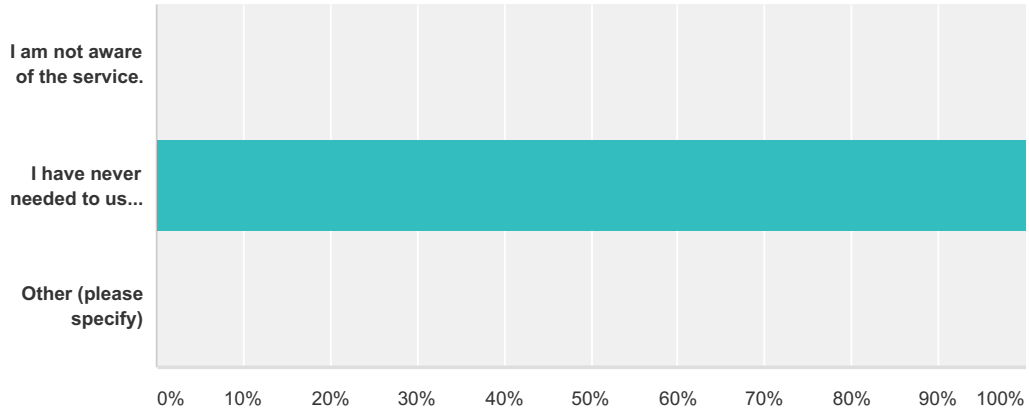
Answered: 161 Skipped: 14



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Service techs providing prompt responses to my request	1.24% 2	1.24% 2	7.45% 12	36.65% 59	53.42% 86	161	4.40
Technology price quotes are created in a timely manner	0.63% 1	1.25% 2	26.88% 43	31.25% 50	40.00% 64	160	4.09
Support staff's efforts to resolve my issues with as little disruption to my work as possible	1.24% 2	1.86% 3	6.21% 10	39.13% 63	51.55% 83	161	4.38
How well IT support services protects my information	0.62% 1	0.62% 1	11.80% 19	35.40% 57	51.55% 83	161	4.37

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

Answered: 5 Skipped: 170

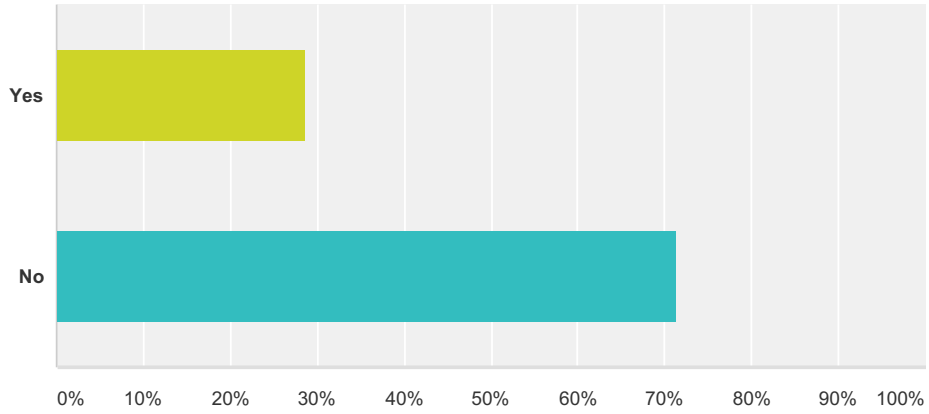


Answer Choices	Responses
I am not aware of the service.	0.00% 0
I have never needed to use the service.	100.00% 5
Other (please specify)	0.00% 0
Total	5

#	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?

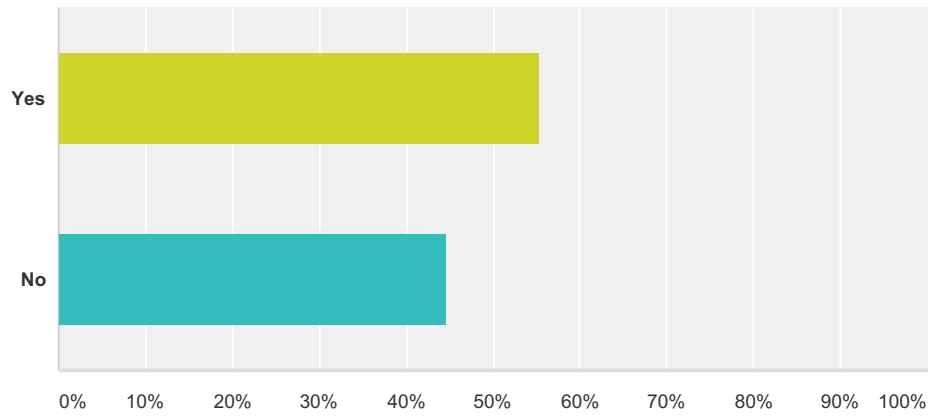
Answered: 161 Skipped: 14



Answer Choices	Responses	
Yes	28.57%	46
No	71.43%	115
Total		161

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: 47 Skipped: 128



Answer Choices	Responses	
Yes	55.32%	26
No	44.68%	21
Total		47

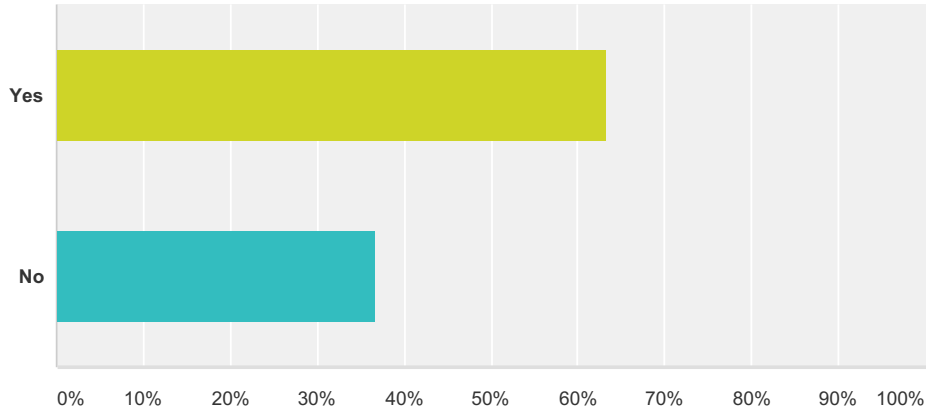
Q36 Please make any comments you would like regarding after hours service.

Answered: 15 Skipped: 160

#	Responses	Date
1	Of course, nothing could replace John and Jan, but I think the service given after hours is lower than average.	4/27/2016 2:17 PM
2	I even used them on a Sunday morning and got GREAT service.	4/26/2016 9:29 AM
3	Pretty much all of ASU's IT Department is awesome! I have never had a problem at all!	4/19/2016 2:07 PM
4	It was a long time ago, but it took forever to change my password	4/19/2016 9:20 AM
5	Very unreliable. Extremely long wait to resolve issues. Cannot often solve simple problems without consulting others.	4/19/2016 9:04 AM
6	After hours folks are off-campus and do not know our environment. They are only as good as the instructions in front of them..	4/19/2016 8:51 AM
7	They are AWESOME!!! Great Job!!	4/19/2016 8:28 AM
8	I had a student who was rude. It wasn't one of the usual people.	4/19/2016 8:19 AM
9	Not a bad experience, just not as fast or knowledgeable as our home grown staff/students.	4/17/2016 12:03 PM
10	The weekday team is able to deploy assistance right away; whereas on occasion, the evening and weekend support has had to defer to the next day.	4/16/2016 12:41 PM
11	sometimes it takes a little longer (usually use to reset password), but now I know I have a different way to do myself (you should advertise that!)	4/15/2016 12:00 PM
12	N/A	4/15/2016 9:38 AM
13	The after hours services is absolutely HORRIBLE. I argued with a tech for over 20 minutes about "SecureDoc" because the tech said it doesn't exist. When in reality we all know how frustrating SecureDoc can be and it does in fact exist. Really these people are NOT helpful at all and wish we would discontinue this service. If I need to call the HelpDesk and it is after 5pm, I just wait and call the next day when I know I can talk to a real person on our campus that actually knows how to help us.	4/15/2016 9:25 AM
14	Like talking to the moon.	4/15/2016 9:05 AM
15	I have only used this service a few times. The last time I used it I was informed that they had more limited hours lately.	4/15/2016 8:53 AM

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

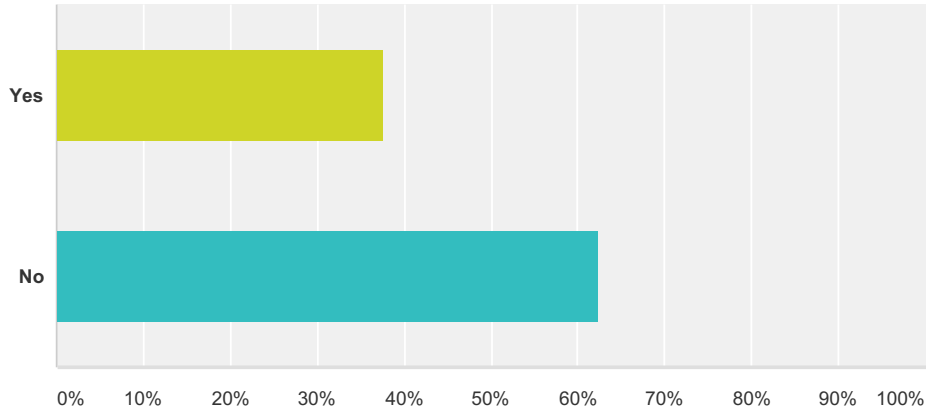
Answered: 114 Skipped: 61



Answer Choices	Responses
Yes	63.16% 72
No	36.84% 42
Total	114

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

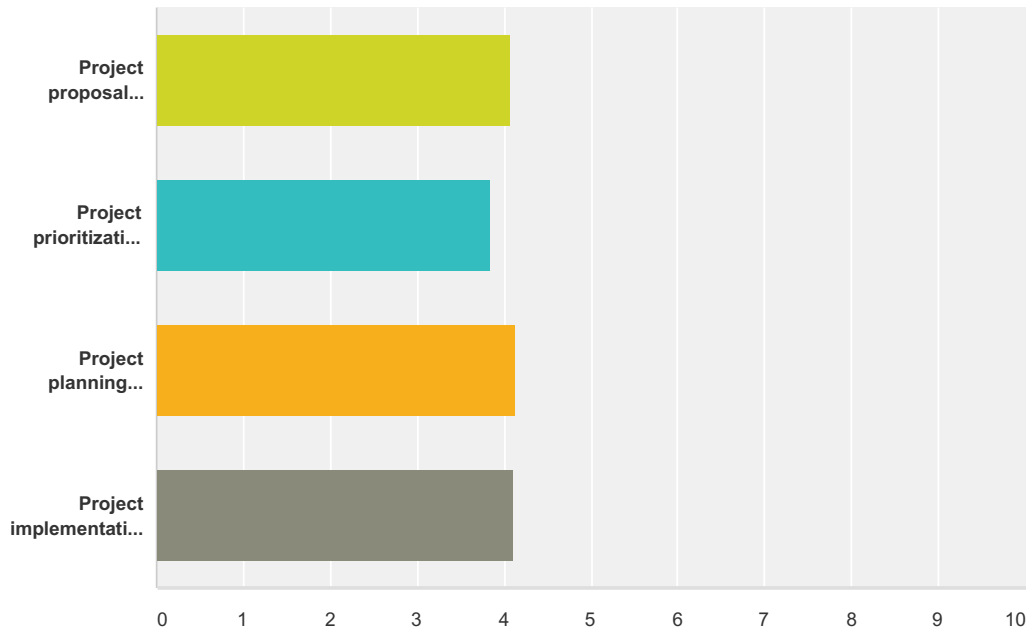
Answered: 165 Skipped: 10



Answer Choices	Responses
Yes	37.58% 62
No	62.42% 103
Total	165

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

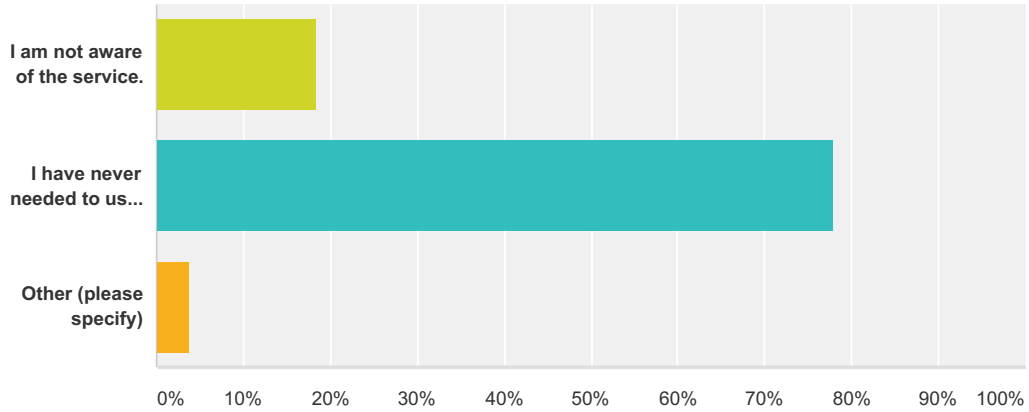
Answered: 64 Skipped: 111



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Project proposal submission process	1.59% 1	3.17% 2	14.29% 9	47.62% 30	33.33% 21	63	4.08
Project prioritization process	1.56% 1	10.94% 7	20.31% 13	35.94% 23	31.25% 20	64	3.84
Project planning process	1.59% 1	1.59% 1	17.46% 11	41.27% 26	38.10% 24	63	4.13
Project implementation process	1.59% 1	4.76% 3	14.29% 9	39.68% 25	39.68% 25	63	4.11

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

Answered: 104 Skipped: 71

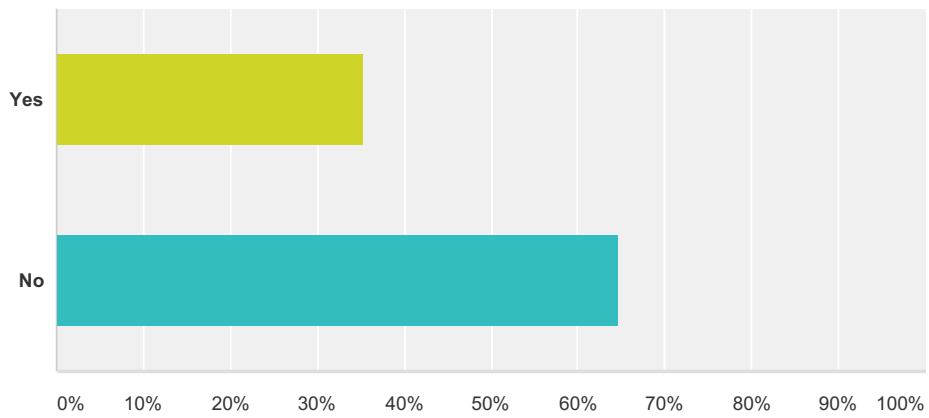


Answer Choices	Responses
I am not aware of the service.	18.27% 19
I have never needed to use the service.	77.88% 81
Other (please specify)	3.85% 4
Total	104

#	Other (please specify)	Date
1	I haven't for a few years.	4/27/2016 2:17 PM
2	No need; any projects are handled by Dr. Fortin	4/27/2016 2:12 PM
3	New to ASU and haven't needed the service, yet.	4/15/2016 8:43 AM
4	Not in a position to initiate projects.	4/15/2016 8:38 AM

Q41 Do you use the ASU IT Training Services?

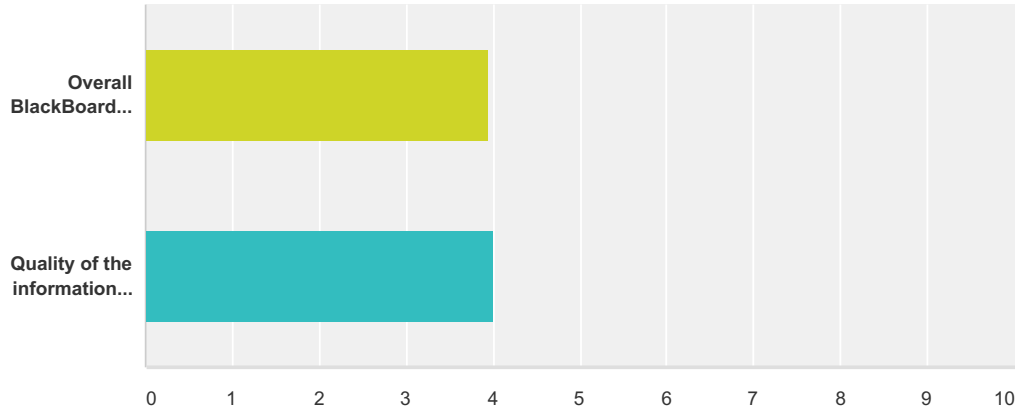
Answered: 164 Skipped: 11



Answer Choices	Responses	
Yes	35.37%	58
No	64.63%	106
Total		164

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

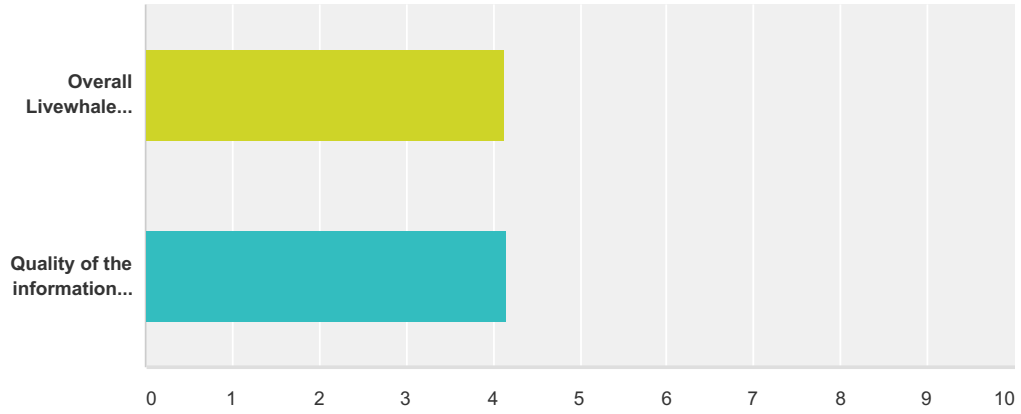
Answered: 58 Skipped: 117



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Overall BlackBoard training course curriculum meeting my needs	0.00% 0	1.72% 1	39.66% 23	20.69% 12	37.93% 22	58	3.95
Quality of the information provided during BlackBoard training courses	0.00% 0	0.00% 0	37.93% 22	24.14% 14	37.93% 22	58	4.00

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

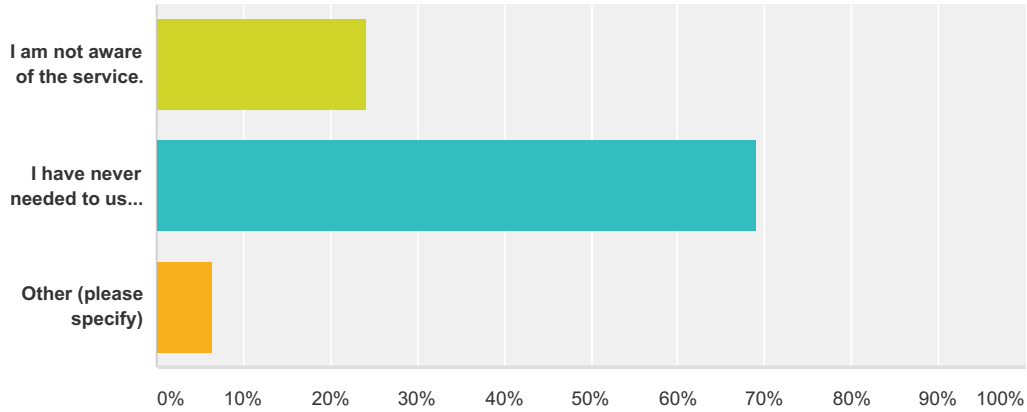
Answered: 54 Skipped: 121



	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Total	Weighted Average
Overall Livewhale training course curriculum meeting my needs	0.00% 0	1.85% 1	24.07% 13	33.33% 18	40.74% 22	54	4.13
Quality of the information provided during Livewhale training courses	0.00% 0	1.89% 1	24.53% 13	30.19% 16	43.40% 23	53	4.15

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

Answered: 107 Skipped: 68



Answer Choices	Responses
I am not aware of the service.	24.30% 26
I have never needed to use the service.	69.16% 74
Other (please specify)	6.54% 7
Total	107

#	Other (please specify)	Date
1	I thought that it had been discontinued, at least the campus courses.	4/27/2016 2:18 PM
2	not needed at this time or in recent history	4/27/2016 2:14 PM
3	I used the training services in 2010-11 but haven't used them since	4/27/2016 2:12 PM
4	Doesn't often apply to platform used.	4/19/2016 9:05 AM
5	Not sure if I have or not.	4/19/2016 8:34 AM
6	In my job. I can't seem to make time. My 8 hr day is....full!	4/19/2016 7:49 AM
7	They seem to have stopped about 2 years ago. I used them when I knew about them.	4/15/2016 9:06 AM

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

Answered: 21 Skipped: 154

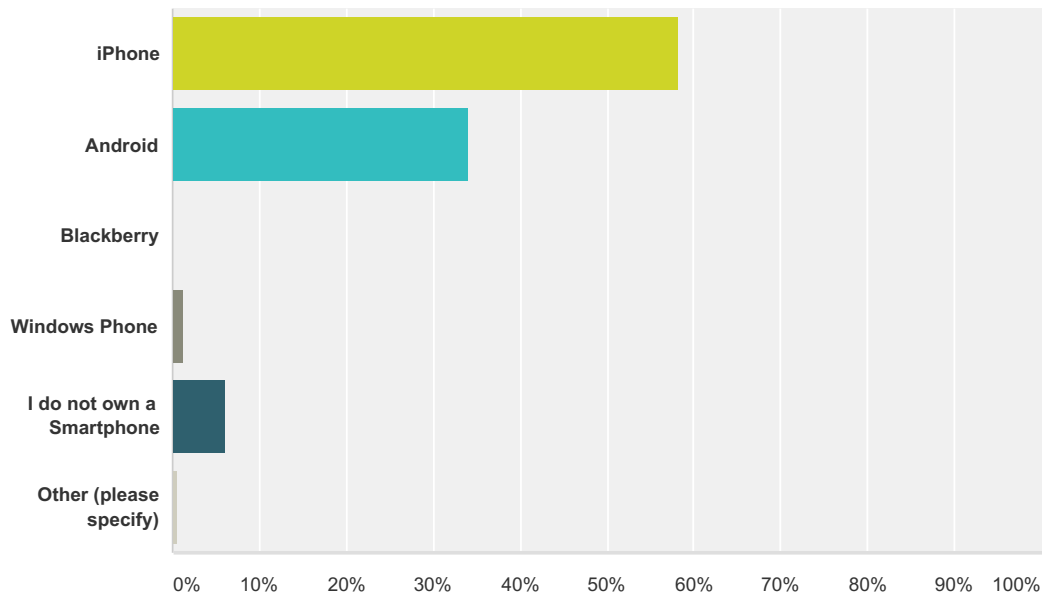
#	Responses	Date
1	none	4/27/2016 4:27 PM
2	It would be nice if the IT technician who came to fix problems would have a work order with the department/persons name on it, sometimes they come in here not knowing who they are supposed to help..... so it is kind of hard to direct them in the right direction. Also it would be nice if IT techs would stop at FM front desk when they are in the building to fix/look at equipment and let us know what they are there for and NOT bypass the front desk. Thanks.	4/27/2016 2:45 PM
3	I understand the service techs (students) are in a learning environment but I've had more issues that the ticket had to be escalated. I explain the issue and what has been done prior to arrival but the tech still feels the need to walk through the basic steps and waste time. It is frustrating at times.	4/26/2016 12:16 AM
4	As a member of a Mac heavy department, it would be nice to have more Mac trained & confident tech support members. It gets frustrating when I can google and fix the problem faster then a student tech that comes offer and looks at my machine as if it's an alien...	4/20/2016 8:22 AM
5	Pretty much all of IT Support Services rocks, too!	4/19/2016 2:08 PM
6	More training sessions and notification of new programs available.	4/19/2016 9:59 AM
7	Have techs call to make an appointment before coming to service the call.	4/19/2016 9:56 AM
8	Did not seek Blackboard training; found LiveWhale training disjointed and confusing but picked it up eventually with help from co-workers.	4/19/2016 8:56 AM
9	We have been waiting for almost 2 years to get help with a revised web page. I call and nothing happens.	4/19/2016 8:21 AM
10	IT Support Staff are always prompt, professional, friendly and they very competently and confidently handle any technology questions or concerns I might have.	4/19/2016 8:12 AM
11	The folks in the IT dept that have assisted me are knowledgeable, helpful and respectful. Great folks!	4/19/2016 7:51 AM
12	I manage a lot of different areas and I do find it frustrating at times that I do not know when IT has finished a work request on a particular computer. Additionally, if there is a problem with a computer, I don't always know what is going on and an update would be nice. In the past, it seems that IT just informs whoever seems to be standing closest to them at the time (oftentimes one of my students), and the information never makes it to me or gets lost in translation. I have also had the unfortunate situation where the IT person asked a student what should be done - so the student made decisions and compromised the work order. If we put 'contact' or 'lead' information on the work request, it would make sense to me that the information be directed to that person. This hasn't happened many times, but enough for it to be worth mentioning.	4/15/2016 11:15 AM
13	Better communication and more frequent communication from Project Office re: submitted, pending, and in progress projects. Stronger project management skills.	4/15/2016 10:19 AM
14	Reliable equipment and services.	4/15/2016 9:54 AM
15	N/A	4/15/2016 9:39 AM
16	Overall the Angelo State University IT Department is amazing. I love working with our ASU staff and any time I have ever needed support these folks have been here for me. I think ASU as one of the best IT Departments at any institution. Thank you for all you do for us.	4/15/2016 9:30 AM
17	Customer service training for student techs is exceptional. I think the student techs now that service our office have been the best I have experienced in my 15 years at ASU. I would hire most of them if I still worked in the public sector.	4/15/2016 9:07 AM
18	The student workers are very good and I see them grow in knowledge throughout their tenure. I have watched Hayden Harris become darn good at working on the Macs since he started.	4/15/2016 8:40 AM
19	ASU I.T. exhibits the highest standards in regard to customer service. Curt Braden, Ty Walden, John Mathews, and Jan Meyer are exemplary employees!	4/15/2016 8:35 AM
20	they work in a timely manner and provide good service.	4/15/2016 8:21 AM

ASU Staff - IT Dept.Satisfaction Survey 2016

21	They have been great	4/15/2016 8:19 AM
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Q46 What type of Smartphone device do you use?

Answered: 165 Skipped: 10

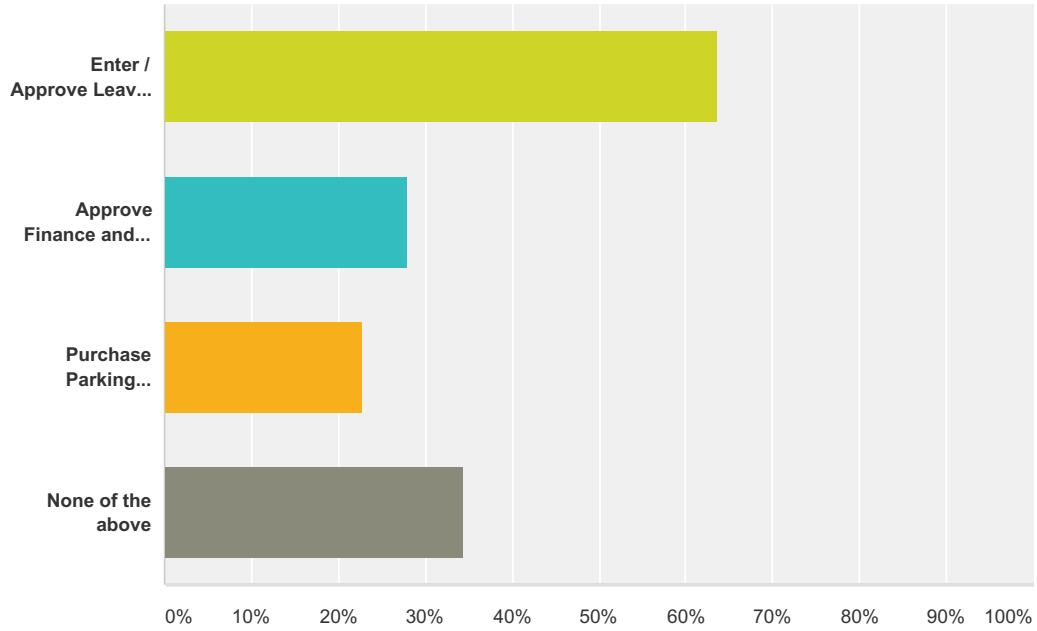


Answer Choices	Responses
iPhone	58.18% 96
Android	33.94% 56
Blackberry	0.00% 0
Windows Phone	1.21% 2
I do not own a Smartphone	6.06% 10
Other (please specify)	0.61% 1
Total	165

#	Other (please specify)	Date
1	LG	4/19/2016 8:21 AM

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.

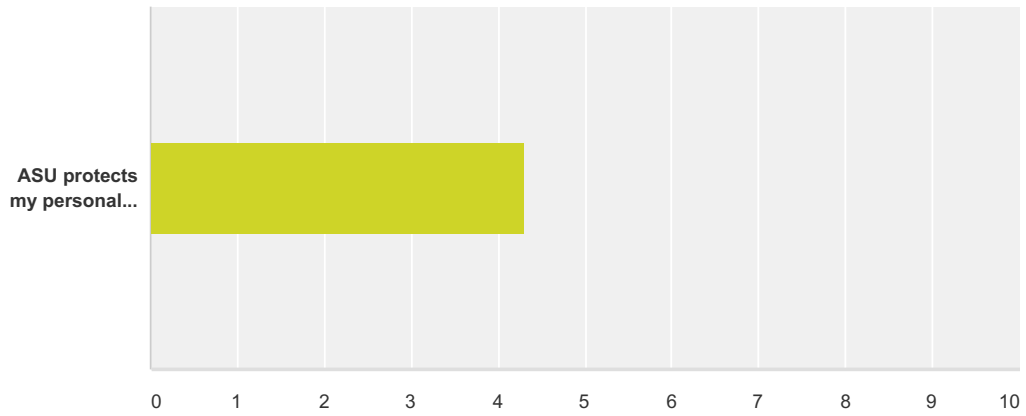
Answered: 154 Skipped: 21



Answer Choices	Responses
Enter / Approve Leave Reporting, Time Sheets	63.64% 98
Approve Finance and Administrative Documents (purchase requisitions, ePAFS, budget documents)	27.92% 43
Purchase Parking Permit/View Citations	22.73% 35
None of the above	34.42% 53
Total Respondents: 154	

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

Answered: 165 Skipped: 10



	Very Unconfident	Unconfident	Neutral	Confident	Very Confident	Total	Weighted Average
ASU protects my personal information from unauthorized access.	1.82% 3	0.61% 1	5.45% 9	49.09% 81	43.03% 71	165	4.31

Q49 Please tell us what the IT Department does well.

Answered: 82 Skipped: 93

#	Responses	Date
1	N/A	4/27/2016 4:28 PM
2	Everything!	4/27/2016 3:19 PM
3	When you call the help desk they are very helpful, I would especially like to compliment John Mathews.	4/27/2016 2:48 PM
4	Help desk (excluding after hours services), elearning, and the security office are great.	4/27/2016 2:23 PM
5	Oversee university-wide compatibility	4/27/2016 2:16 PM
6	They do an excellent job with a very limited budget and limited personell.	4/27/2016 2:15 PM
7	Very happy with everything I need from IT.	4/27/2016 2:12 PM
8	The IT department is one of the best managed and responsive departments on the campus. There has yet to be one problem that their team could not solve for my department. Very pleased to work with such a great group.	4/26/2016 10:36 AM
9	They come quickly if needed and almost always get the job done correctly	4/26/2016 9:36 AM
10	Customer Service. They are second to NONE. When you casually mention a problem to one area of IT they make sure the area that will solve the issue knows about the problem. Regardless of who you talk to, they try and make sure your problem is resolved and you are able to work.	4/26/2016 9:33 AM
11	Service calls	4/26/2016 8:29 AM
12	The department is always willing to help. My department would not have the assets we have without the foward thinking of the IT department.	4/26/2016 12:18 AM
13	The IT department is customer focused and knowledgeable about hardware and software. They are quick to respond.	4/25/2016 1:56 PM
14	The IT Techs have done an excellent job with our software issues and computer refresh.	4/25/2016 10:52 AM
15	They are professional and friendly	4/25/2016 10:03 AM
16	Responds in a timely manner; anticipates and corrects potential problems before we are aware of them; provides assistance on an individual, personal level.	4/21/2016 5:11 PM
17	Great help desk. All are always willing to find an answer.	4/21/2016 11:37 AM
18	The technology evolutionary process of supporting the campus needs for so many without them knowing that it is happening. Email and having access to email is a prime example of what so many depend on but are unaware of what it takes to maintain reliability. The task of keeping out unwanted digital predators that many of them are inviting in by responding to phishing email. This type and other behind the scene work has occurred with very minimized disruptions to what the campus needs to function.	4/20/2016 9:37 AM
19	Quick, efficient and polite service	4/19/2016 4:58 PM
20	The IT Department staff are very professional and courteous.	4/19/2016 4:39 PM
21	They are extremely responsive when I need help.	4/19/2016 3:48 PM
22	Responds to my ticket request in a timely manner.	4/19/2016 2:50 PM
23	Ummm, EVERYTHING!	4/19/2016 2:09 PM
24	Workers, like Carey Taylor, provide amazing assistance and are always willing to share their vast knowledge.	4/19/2016 12:06 PM
25	Respond quickly and confidently.	4/19/2016 11:06 AM
26	I think we do most everything with the customer in mind - it will be interesting to find out if they feel the same way.	4/19/2016 10:45 AM
27	Their assistance is incredible! Great customer service from student workers to FT staff	4/19/2016 10:38 AM
28	Any and every time I have needed assistance, they have resolved my problem and typically it has been quickly. The student workers are always so professional as well as polite. They follow up and ensure that your problem is fixed and remains fixed too. It is much appreciated.	4/19/2016 9:30 AM

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29	ASU's IT staff does a pretty good job most of the time. I would like to give a kudos to Jake Bruner and Stephen Schkade who both always do a great job when they show up to help us. I know there are other IT staff members who work equally hard whose names I don't remember. I suppose I remember the two of them because they are always very patient and kind when they have to work with us and have such great manners. Their regard for a good work ethic is always evident. There are also a couple of people I speak with on the phone who are always friendly and helpful. I believe their names are Janet and John. One more thing, now that I know there is IT training available to us I will take advantage of that.	4/19/2016 9:19 AM
30	Customer service is outstanding, head and shoulders better than anywhere else I have worked.	4/19/2016 8:58 AM
31	Always friendly	4/19/2016 8:36 AM
32	Customer service	4/19/2016 8:35 AM
33	IT is extremely responsive and very customer focused. I really enjoy working with this group.	4/19/2016 8:32 AM
34	The Help Desk is usually great. Some student workers are good, some not so good.	4/19/2016 8:24 AM
35	Customer Service	4/19/2016 8:20 AM
36	Excellent Customer Service through quick response and prompt resolution.	4/19/2016 8:18 AM
37	The IT Department personnel quickly resolve all technology problems and they treat you with utmost respect and courtesy.	4/19/2016 8:16 AM
38	Quick and knowledgable	4/19/2016 7:52 AM
39	IT does most everything well, especially the professional staff.	4/19/2016 7:52 AM
40	customer service, rapid response time, trained technicians, fantastic project support	4/18/2016 3:55 PM
41	They respond quickly to my IT issue requests.	4/18/2016 9:25 AM
42	I love our IT department. The customer service is great, and the personnel is second to none!	4/17/2016 10:15 PM
43	Everything, these guys rock!	4/17/2016 12:05 PM
44	Customer service is top-notch; from bottom to top, the attitude is collaborative and helpful.	4/16/2016 12:44 PM
45	IT keeps us and our information secure.	4/16/2016 3:24 AM
46	Answers the phone	4/15/2016 3:09 PM
47	Answering students questions well.	4/15/2016 1:41 PM
48	Extremely helpful with assisting our events - they are punctual, friendly, and responsive to technology needs knowing we have visitors on campus.	4/15/2016 1:14 PM
49	They are friendly and get us help quick when we need it.	4/15/2016 12:54 PM
50	Easiest and best department on campus to work with!	4/15/2016 12:46 PM
51	Prompt response when I have an issue with my office computer - ability to fix the problem	4/15/2016 12:32 PM
52	Very prompt to help our office when we submit a work order request.	4/15/2016 12:00 PM
53	IT is prompt, friendly, and I feel that they care about meeting the client needs. If they don't know what to do, I know they are trying their hardest. They put up with me - so I appreciate their efforts :)	4/15/2016 11:18 AM
54	IT staff is outstanding.	4/15/2016 11:04 AM
55	Friendliness, courteousness, and willingness to assist faculty and staff with any IT needs. Very willing to listen and accommodate IT needs across campus.	4/15/2016 10:21 AM
56	They are always helpful and techs are in our office in a timely matter and get the job done fast!	4/15/2016 9:41 AM
57	Everyone is very friendly and willing to help. They try to make the technological issues we all encounter as easy to fix as possible without taking up too much of your time. And, once the issue is fixed, I always feel confident that it will work seamlessly.	4/15/2016 9:39 AM
58	The service department always responds quickly. They seem to hire educated student employees.	4/15/2016 9:37 AM
59	They always have a solution to my problems or good advice.	4/15/2016 9:25 AM

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60	Service. Knowledge. Skill. Friendliness.	4/15/2016 9:16 AM
61	Supporting the customer	4/15/2016 9:12 AM
62	They are very service oriented and will do whatever they can to help.	4/15/2016 9:08 AM
63	The techs that work on Mac computers do a wonderful job of getting problems solved in a timely and efficient manner!	4/15/2016 9:04 AM
64	Pretty much everything. IT does a great job.	4/15/2016 9:00 AM
65	Great customer service skills - always. They get right to work when here and they keep to the task at hand the entire time until they finish. They don't spend time on their cell phones while they are working.	4/15/2016 8:57 AM
66	The customer service from the techs is outstanding. They are friendly and get the work done, if they have questions or problems they know where to look for the answers.	4/15/2016 8:56 AM
67	I always receive quick and friendly support when faced with technology issues.	4/15/2016 8:50 AM
68	Customer Service, student employees are trained well. IT Department is on call 24/7 and I know that there is always someone available to handle any problems.	4/15/2016 8:50 AM
69	Service has been very timely and professional.	4/15/2016 8:45 AM
70	The employees move efficiently & quickly to resolve any problems. Carey Taylor is a jewel and is always supportive.	4/15/2016 8:37 AM
71	I have only been here since February and only needed help with a couple of issues. The students that were sent were very friendly, polite and knowledgeable and resolved my issues in a very timely manner.	4/15/2016 8:35 AM
72	Customer Service	4/15/2016 8:31 AM
73	everything:)	4/15/2016 8:30 AM
74	They are very helpful, and even when dealing with people (me) who are not tech-savvy, they don't make me feel stupid, and figure out what the issue is, and help solve it right away.	4/15/2016 8:28 AM
75	Prompt service	4/15/2016 8:24 AM
76	everything that needs to be done	4/15/2016 8:23 AM
77	Everything so far.	4/15/2016 8:22 AM
78	Everything	4/15/2016 8:19 AM
79	Quick response on initial request	4/15/2016 8:14 AM
80	Provides support with Cognos reports.	4/15/2016 8:06 AM
81	They respond in a timely manner when a request has been submitted.	4/15/2016 8:05 AM
82	Very knowledgeable and excellent on responding	4/15/2016 8:02 AM

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

Answered: 65 Skipped: 110

#	Responses	Date
1	N/A	4/27/2016 4:28 PM
2	An IT newsletter or monthly email would be nice about various services they offer. Sometimes people don't have time to read the front page of RamPort. Plus it would be nice to have suggestions on new aps, security measures, various technology devices that several of us use at the office or at home; pro & con's etc.	4/27/2016 3:19 PM
3	On previous page....	4/27/2016 2:48 PM
4	The after hours service is sub par. Student techs need to call or make appointments before randomly showing up. (They are possibly doing better, but its too early to say.) ASU needs a new web presence (the site hasn't been updated since we joined the Tech system), but this is not a reflection on IT staff.	4/27/2016 2:23 PM
5	I wouldn't change anything but the University needs to provide more funding to the IT department.	4/27/2016 2:15 PM
6	Do not have any suggestions at this time.	4/27/2016 2:12 PM
7	No recommended changes.	4/26/2016 10:36 AM
8	Nothing	4/26/2016 9:36 AM
9	Give them more resources if they need it. They do not waste resources.	4/26/2016 9:33 AM
10	I wish the techs would always call/email to confirm appointments instead of just showing up.	4/25/2016 11:17 AM
11	to come a little sooner to fix. last call took a day and half before someone came	4/25/2016 10:03 AM
12	Hire fewer student workers who lack the customer service skills and knowledge that professional staff have -- investing in more professional staff rather than hiring students who don't know their limitations or who take 3 times the amount of time necessary would make everyone's lives easier	4/21/2016 5:11 PM
13	Sometime	4/21/2016 11:37 AM
14	In this day and age, I'd definitely have defined Mac & PC student support workers and know which machine workers are being sent out to support. I'd also suggest enlarging the chain of communication when it comes to updating/changing operation of classroom computers. As an office coordinator, I'm often surprised by random workers needing in classrooms to update software, then I deal with professor backlash for weeks following the update. More timely communication of what is coming and how that will affect those using the computers would be greatly appreciated.	4/20/2016 8:29 AM
15	I would want the campus to show them more appreciation for their dedication and effort.	4/19/2016 4:39 PM
16	Can't think of anything at this time.	4/19/2016 2:50 PM
17	Can't think of a thing!	4/19/2016 2:09 PM
18	I would try to improve the response time to work orders that require a tech to make an office visit.	4/19/2016 12:06 PM
19	Nothing.	4/19/2016 11:06 AM
20	nothing they are great	4/19/2016 10:38 AM
21	Awareness of new programs and training on software used everyday. Hands on training.	4/19/2016 10:01 AM
22	Staffing, we do not have enough analyst to support our departments needs.	4/19/2016 9:58 AM
23	Nothing that I can think of.	4/19/2016 9:30 AM
24	IT could improve its response time and definitely needs to improve communication within its own department. Many times we have technicians show up in the afternoon or the day after a job has been done to do the same job; or they show up to complete a job that was previously begun and they don't have the pertinent information to be able to complete the job.	4/19/2016 9:19 AM
25	Like to see training be more step by step.	4/19/2016 8:58 AM
26	Just schedule planner	4/19/2016 8:35 AM

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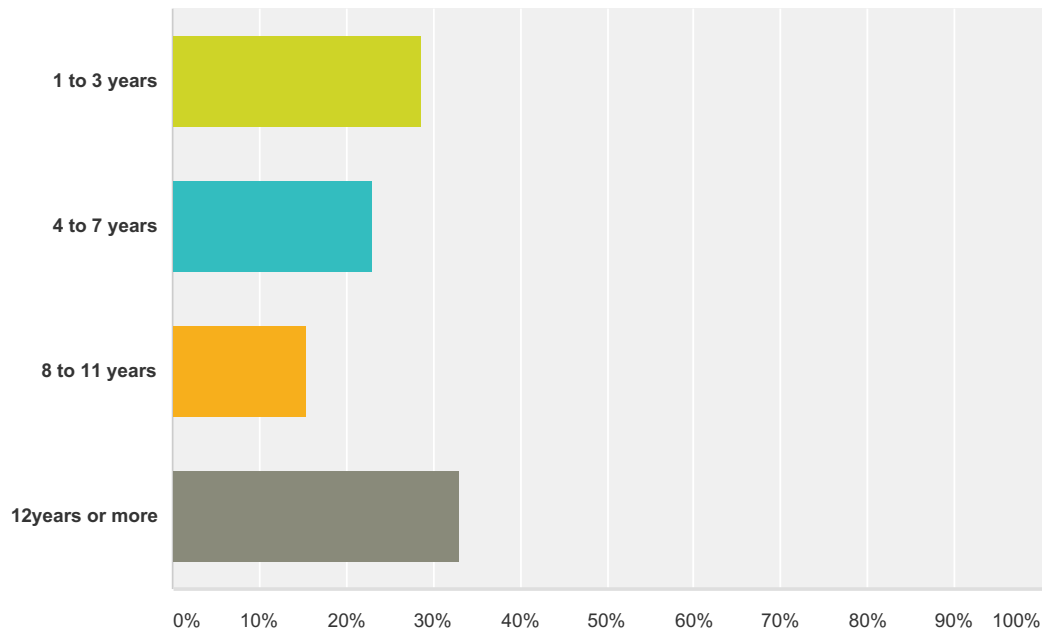
27	I would love to get help with what I need in a timely manner. I would also like to have a stronger spam blocker. I still get all kinds of spam and junk in my regular email. I have the blocker on the highest level.	4/19/2016 8:24 AM
28	More information about software/training that is available.	4/19/2016 8:20 AM
29	More resources are needed for functional support.	4/19/2016 8:18 AM
30	I cannot think of one thing I would change about ASU's IT department. These guys are top notch.	4/19/2016 8:16 AM
31	Nothing really	4/19/2016 7:52 AM
32	Some student staff might could benefit from additional training. They tend to show up in groups and require multiple visits.	4/19/2016 7:52 AM
33	Nothing!	4/18/2016 3:55 PM
34	Nothing	4/18/2016 9:25 AM
35	More resources.	4/17/2016 12:05 PM
36	Consistency on how things are repaired or installed. Let people or department know if the system will be down in that area and not shut things off without notification.	4/15/2016 3:09 PM
37	Nothing that I know of.	4/15/2016 1:41 PM
38	Prioritizing of help desk requests. Many times we will call because our computers are not working and we cannot afford to not have a functioning computer for our department, as we communicate, document, and utilize our computers for every function with emails, phone calls, face-to-face interactions. There have been numerous times many of us have to call back to ensure it is listed as a high priority and ask to have someone attend to our request.	4/15/2016 1:14 PM
39	Nothing.	4/15/2016 12:54 PM
40	Improved response ability to hardware issues on nights and weekends.	4/15/2016 12:46 PM
41	Can't think of anything at this time. The IT Department is great!	4/15/2016 12:00 PM
42	Have more persons trained with Macs! I would like for Mac software updates to happen more quickly. Getting the reason, 'well, there just aren't many macs on campus, so....' is discrimination.	4/15/2016 11:18 AM
43	Better and more timely communication in two areas: project management and providing quotes for services.	4/15/2016 10:21 AM
44	N/A	4/15/2016 9:41 AM
45	The students sometimes don't know how to fix the problem, and they end up needing to call several people for help and it drags the process out. Eventually a manager has to assist. While that isn't bad, it does create some inconvenience in the office. Also, some techs are great about it and others are not, but calling ahead to make sure the person whose computer they are working on is actually in the office before showing up would be great.	4/15/2016 9:39 AM
46	I wish their were were DBA's available to help us with banner issues and projects. The staffing seems to be inadequate for the amount of projects that need to be done.	4/15/2016 9:37 AM
47	Nothing	4/15/2016 9:25 AM
48	Provide a list of current ITstaff and what they generally do to all office coordinators. It helps to know who to call to ask a quick question when a work order has already been submitted and help desk is really not able to answer a detail question.....	4/15/2016 9:16 AM
49	They need more resources	4/15/2016 9:12 AM
50	Sometimes the students don't really have enough knowledge to resolve computer issues. This causes a delay in getting things fixed which can be counter productive when it's a staff computer experiencing issues. I realize the students need time to learn, and staffing/budget issues probably prevent a mentoring approach to training.	4/15/2016 9:08 AM
51	I would like to see more techs that can efficiently work on Mac computers.	4/15/2016 9:04 AM
52	Nothing off the top of my head.	4/15/2016 9:00 AM
53	I can't think of a thing!	4/15/2016 8:57 AM

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54	Analyze what is actually crashing a program: • Discuss what is happening with user, check to see which version of the operating system computer is running and analyze whether the software is too old to run on it. • If it is decided that replacing the computer currently in use is the best option, find out how much RAM and how much computing power are needed for the job. (ie. if user is making videos in HD, make sure the computer is not slower than the previous one and has enough RAM to render the final video) • If the software crashing is too old to run on the OS, suggest that updating the software is the best and most affordable option. • Take into account the history of computers for users. • Saying it has a big screen does not account for computer power.	4/15/2016 8:56 AM
55	The structure is confusing, so it's not always clear who the appropriate area to contact is.	4/15/2016 8:50 AM
56	Restrictions with ASU Administration for budget needs to support departments & students.	4/15/2016 8:37 AM
57	Nothing	4/15/2016 8:35 AM
58	Let faculty/staff know of the services that I.T. has to offer.	4/15/2016 8:31 AM
59	Larger budget:)	4/15/2016 8:30 AM
60	Nothing comes to mind.	4/15/2016 8:28 AM
61	nothing	4/15/2016 8:23 AM
62	More free stuff!!! Kidding. Everything is fine.	4/15/2016 8:22 AM
63	Nothing	4/15/2016 8:19 AM
64	Better communications between techs when new PC's are being installed. The techs need to inform each other of challenges encountered and how they were resolved before any new PC is installed so a repeat of the problem does not occur.	4/15/2016 8:06 AM
65	N/A	4/15/2016 8:02 AM

Q51 How many years have you been employed at Angelo State University?

Answered: 161 Skipped: 14



Answer Choices	Responses
1 to 3 years	28.57% 46
4 to 7 years	22.98% 37
8 to 11 years	15.53% 25
12 years or more	32.92% 53
Total	161

Q52 What ASU department are you affiliated with at ASU? (please type your answer)

Answered: 123 Skipped: 52

#	Responses	Date
1	Academic Affairs	4/28/2016 3:22 PM
2	LWB at WED center	4/28/2016 8:22 AM
3	IT	4/27/2016 4:28 PM
4	Student Accounts	4/27/2016 4:16 PM
5	library acquisitions	4/27/2016 3:19 PM
6	Facilities Management	4/27/2016 2:48 PM
7	Library	4/27/2016 2:25 PM
8	Library	4/27/2016 2:23 PM
9	Admissions	4/27/2016 2:17 PM
10	Purchasing	4/27/2016 2:16 PM
11	Library	4/27/2016 2:15 PM
12	Registrar	4/27/2016 2:12 PM
13	IT	4/27/2016 2:10 PM
14	University Recreation	4/26/2016 10:36 AM
15	Admissions	4/26/2016 9:36 AM
16	Accountability and Community Engagement	4/26/2016 9:33 AM
17	Facilities Management	4/26/2016 8:29 AM
18	Athletics	4/26/2016 12:18 AM
19	Office of Communications and Marketing	4/25/2016 1:56 PM
20	English and Modern Languages	4/25/2016 12:22 PM
21	Grants and Operations	4/25/2016 11:17 AM
22	Development	4/25/2016 10:52 AM
23	College of Graduate Studies	4/25/2016 10:37 AM
24	Academic Affairs	4/25/2016 10:17 AM
25	purchasing	4/25/2016 10:03 AM
26	Payroll	4/22/2016 4:22 PM
27	Honors Program	4/21/2016 5:11 PM
28	Career Development	4/21/2016 11:37 AM
29	International Studies	4/21/2016 8:31 AM
30	Center for Security Studies	4/20/2016 9:37 AM
31	Teacher Education	4/20/2016 8:29 AM
32	SAEM	4/19/2016 4:58 PM
33	Information Technology	4/19/2016 4:39 PM
34	multicultural center	4/19/2016 3:54 PM

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35	Library	4/19/2016 3:48 PM
36	Finance & Administration	4/19/2016 2:50 PM
37	Housing & Residential Programs	4/19/2016 2:15 PM
38	Student Affairs	4/19/2016 2:09 PM
39	Registrar's Office	4/19/2016 12:06 PM
40	Housing.	4/19/2016 11:06 AM
41	IT	4/19/2016 10:45 AM
42	SBDC	4/19/2016 10:38 AM
43	Athletics	4/19/2016 10:22 AM
44	Student Affairs and Enrollment Management	4/19/2016 9:30 AM
45	all of them	4/19/2016 9:21 AM
46	IT	4/19/2016 9:20 AM
47	Library	4/19/2016 9:19 AM
48	IT	4/19/2016 9:18 AM
49	Archer College of Health and Human Services	4/19/2016 9:16 AM
50	Graduate Studies	4/19/2016 9:14 AM
51	College of Business	4/19/2016 9:10 AM
52	University Police	4/19/2016 9:07 AM
53	Communications and Marketing Office	4/19/2016 8:58 AM
54	IT	4/19/2016 8:52 AM
55	Information Technology	4/19/2016 8:35 AM
56	SAEM	4/19/2016 8:32 AM
57	Library-West Texas Collection	4/19/2016 8:30 AM
58	Library	4/19/2016 8:24 AM
59	Controller's	4/19/2016 8:20 AM
60	Enrollment Management	4/19/2016 8:18 AM
61	Educator Preparation Information Center	4/19/2016 8:16 AM
62	purchasing	4/19/2016 8:00 AM
63	Materials Management	4/19/2016 7:52 AM
64	Student Life	4/19/2016 7:52 AM
65	VETS Center	4/18/2016 3:55 PM
66	Honors	4/18/2016 9:47 AM
67	College of Business	4/18/2016 9:25 AM
68	Student Life	4/17/2016 10:15 PM
69	IT	4/17/2016 12:05 PM
70	Education	4/16/2016 7:56 AM
71	Police Department	4/16/2016 3:24 AM
72	Information Technology	4/15/2016 5:06 PM
73	IT	4/15/2016 1:57 PM
74	College of Ed	4/15/2016 1:41 PM
75	Admissions	4/15/2016 1:14 PM

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76	Aerospace Studies	4/15/2016 12:54 PM
77	Housing & Residential Programs	4/15/2016 12:46 PM
78	Contracts and Travel	4/15/2016 12:33 PM
79	Communications and Marketing	4/15/2016 12:32 PM
80	Special Events	4/15/2016 12:01 PM
81	Student Accounts Office	4/15/2016 12:00 PM
82	Enrollment Management	4/15/2016 11:42 AM
83	Office of the Dean CAS	4/15/2016 11:30 AM
84	Biology	4/15/2016 11:18 AM
85	Career Development	4/15/2016 11:04 AM
86	Division of Academic Affairs	4/15/2016 10:21 AM
87	Parking Services	4/15/2016 9:55 AM
88	Center for Student Involvement	4/15/2016 9:41 AM
89	Admissions	4/15/2016 9:37 AM
90	Facilities Management	4/15/2016 9:25 AM
91	College of Arts and Sciences	4/15/2016 9:21 AM
92	Finance & Administration	4/15/2016 9:19 AM
93	Accounting, Economics and Finance	4/15/2016 9:16 AM
94	Information Technology	4/15/2016 9:13 AM
95	IT	4/15/2016 9:12 AM
96	Admissions	4/15/2016 9:11 AM
97	Library	4/15/2016 9:08 AM
98	College of Education	4/15/2016 9:04 AM
99	SAEM	4/15/2016 9:00 AM
100	College of Education	4/15/2016 9:00 AM
101	Office of VP SAEM	4/15/2016 8:57 AM
102	Communications & Marketing.	4/15/2016 8:56 AM
103	Archer College of Health and Human Services	4/15/2016 8:53 AM
104	Freshman College	4/15/2016 8:51 AM
105	Archer College of Health and Human Services	4/15/2016 8:50 AM
106	IT	4/15/2016 8:50 AM
107	EHSRM	4/15/2016 8:45 AM
108	College of Business	4/15/2016 8:40 AM
109	Communication & Mass Media	4/15/2016 8:37 AM
110	Facilities Management	4/15/2016 8:35 AM
111	Mathematics	4/15/2016 8:31 AM
112	IT Service Center	4/15/2016 8:30 AM
113	AG	4/15/2016 8:28 AM
114	Freshman College	4/15/2016 8:24 AM
115	Facilities Management	4/15/2016 8:23 AM
116	IT Department	4/15/2016 8:22 AM

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117	Kinesiology	4/15/2016 8:19 AM
118	Computer Science	4/15/2016 8:14 AM
119	Materials Management	4/15/2016 8:12 AM
120	Development	4/15/2016 8:06 AM
121	Psychology	4/15/2016 8:05 AM
122	Department of Nursing	4/15/2016 8:03 AM
123	Budget and Payroll	4/15/2016 7:41 AM