



## Campus Support Services Quality Review Survey Results

### Academic Computing

In Fall 2016, a survey was sent to Cypress College employees requesting their feedback on various campus support services. A total of 186 employees indicated that they have used services provided by Academic Computing. This report summarizes the results from the 186 employees who have used these services and completed the survey.

#### 1. Have you ever used the services provided by Academic Computing at Cypress College?

Response Options	Number of Employees
Yes	186
No	34
<b>Total</b>	<b>220</b>

#### 2. Please rate the following aspects of Academic Computing based on your experiences:

##### Core Measures

	Excellent	Good	Fair	Poor	Not Applicable	Total
Hours of operation	96 53.3%	73 40.6%	11 6.1%	0 0.0%	5	185
Timeliness of response	137 74.9%	40 21.9%	4 2.2%	2 1.1%	2	185
Clarity of procedures	109 61.6%	51 28.8%	13 7.3%	4 2.3%	8	185
Quality of materials	108 61.0%	51 28.8%	15 8.5%	3 1.7%	8	185
Staff helpfulness	152 82.2%	25 13.5%	8 4.3%	0 0.0%	0	185
Staff knowledge	151 81.6%	29 15.7%	4 2.2%	1 0.5%	0	185
Overall quality of service	142 77.6%	35 19.1%	5 2.7%	1 0.5%	0	183

Note. The percentages do not include the "Not Applicable" category.

**3. Please rate the following aspects of Academic Computing based on your experiences:**

**Additional Items**

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Not Applicable</b>	<b>Total</b>
Response time to calls to the Help Desk	140 76.1%	37 20.1%	6 3.3%	1 0.5%	0	184
Usefulness of All-User information provided to you from Academic Computing	108 59.3%	63 34.6%	11 6.0%	0 0.0%	2	184
Overall satisfaction with the Cypress College Wireless System upgrade	78 45.3%	68 39.5%	20 11.6%	6 3.5%	11	183
Services provided after normal business hours (after 5pm)	52 52.0%	31 31.0%	13 13.0%	4 4.0%	83	183
Follow-through on major technology projects (e.g., technology replacement, wireless upgrade, e-mail system change)	90 56.3%	53 33.1%	14 8.8%	3 1.9%	22	182

*Note.* Percentages do not include the “Not Applicable” category.

**4. What services provided by Academic Computing have been most helpful to you?**

- Help Desk (stated by 15 people who completed the survey)
- Technical Support (stated by 8 people who completed the survey)
- AC staff are so quick to respond, friendly and always willing to help! It is greatly appreciated!
- Academic Computing assisted the department with setting up several new touch screen computers, printers, ipad's, go-pros, etc. They all were extremely helpful with troubleshooting, replacing broken screens, providing quotes for additional mounts, and so much more. Very knowledgeable group of individuals.
- Academic Computing staff are knowledgeable, helpful, and professional. They have assisted me with all types of technology requests, including email, help desk issues, multimedia, networking, and various software programs utilized in Counseling.
- AC's response time is excellent. If a specific person is not available, they find an alternative to assist. I appreciate their knowledge and dedication to making sure we're always operable.
- Advice on ancillary services such as tracdat and curricunet
- After calling the Academic Computing Department, the computer was fixed right away.
- All Academic Computing services have been very helpful. I have asked for assistance from difficulties with my printer to blocking emails, etc. All problems have been resolved.
- As a Student Service department, the response time when we have an issue that impacts our students. Academic Computing is one of the BEST departments we work with because of the people. Each staff person is helpful, knowledgeable, responsive and they never make us feel inept for our lack of knowledge.
- Assistance with computer issues and replacement of equipment (i.e. price quotes, installation)

- Assistance with technical issues with my computer
- Being able to talk to someone about an issue and get a good answer.
- Checking computer systems and peripheral equipment for needed repairs in time for a class lecture.
- Computer at desk and in classrooms are not able to install latest upgrades to programs like java, etc.
- Contacting the help desk and receiving a responds from them.
- dealing with issues with banner and when hard drives go
- Every aspect of Academic Computing has always been, and continues to be extremely helpful...
- Everyone there is great to deal with. Their response times are great!
- fast repairs
- Fixing bad projectors.
- fixing broken computer, password reset
- fixing bugs in my computer
- Fixing computer problems.
- Fixing computer, printers and projectors and screens, and par score machine. I love the fact that they don't mind being asked to something they weren't sent out to fix. I like their email that shows the case is open and then the final survey which shows the problem has been handled.
- Fixing issues with instructional media in classroom/lab.
- Fixing my laptop.
- Fixing problems on my office and classroom PCs.
- Fixing technical issues with teaching computers and projectors - especially when it is needed in a timely manner.
- fixing things in the classroom.
- Friendliest and most understanding of techs who have replied and responded to my after-hours classroom teaching needs! Also appreciate the step-by-step directions "all user" (or at least "all adjunct users") receive through email!!!
- Friendly staff with fast response time.
- George, Andy and Paul
- HANDS ON ASSISTANCE AS NEEDED
- the response and service we get from the staff is excellent.
- Help Desk with trying to get email passwords to work and computers to unlock. Cold laminate machine. Being treated professionally and respectfully when I feel foolish asking a tech question. Very knowledgeable staff that are approachable, friendly, and professional!
- Help Desk. I appreciate always talking to a live person.
- Help Desk. The people working there are so patient and professional. I am never made to feel "dumb" when I ask for help. They also respond right away.
- help with classroom projectors and computers
- help with emails
- Help with office and classroom computers and printers. Help with equipment in Complex 414 when doing presentations.
- helpfulness and timely response
- how quickly they respond to call/email
- I call every time I teach in a new room. Someone always comes over to show me how to use the projektor/media cart. Very helpful.

- Information and status of projects they are involved in and issues district is addressing.
- In-house programming.
- Installing new computers, wiring, and updating software. Big one help solving computer problems
- Ismat, Paul & Andy!
- Ismat's availability and quick, clear instructions.
- Issues with computer in room
- Just general classroom issues or issues with my computer, they are very helpful with any issues that may arise.
- Making sure that the computers hooked up to our instruments work properly.
- Mike's emails, clear explanations of processes; Paul is invaluable; Andy is awesome.
- My computer stopped working today and they sent Paul to help.
- On several occasions, academic computing resolved any issues I had with my computer and computers from our center. They were very quick to attend to my needs, which helped me get back to my tasks sooner.
- One on one help loading programs/gaining access to programs.
- Ordering,installing new computers, fixing printers, fixing and helping with Camera System, etc.
- Overall campus technology and email services.
- password help, email help
- Paul
- Paul Hamblin is most helpful when computer issues arise.
- Paul. Can I just say it's Paul???
- Personal service including technology upgrades and replacements when necessary. Academic Computing has provided consultations over the phone to correct I.T. issues on my end, clearly, quickly and most importantly, patiently. Thank you for that!!
- Problem solving. I call in with a panic teacher and computer problems while in class and they are here within minutes. Always able to fix the situation. I call upon them often.
- Problems with my computer
- Program Updates
- Quick fixes for computer problems.
- Quick responses to systems not working.
- Return to the placard parking system—current online system is not working. Ever since we have made the transition to the new online system, it has been very frustrating with try to work out all of the kinks. The kinks being that we cannot register, they system is down, and my favorite—go to the security office and they will help you—and they don't have a clue. They should have worked on this system before hand and then introduced a more functional and streamlined system to our campus, instead they just made the parking situation worse.
- Repair of classroom media cart connections.
- Response times have been excellent. They help over the phone right away and will even come to lecture rooms to resolve issues. They're helpful, courteous, and knowledgeable.
- Response times; answers to questions--Help Desk
- Response to equipment questions.
- Software and hardware maintenance in our MAD computer lab.
- Solving computer problems in the classroom and office in a timely manner! Outstanding job!
- Staff have responded promptly and quickly.

- Staff in answering questions.
- The entire staff is extremely prompt in providing any help that I have needed. They have outstanding service and have solved every one of my issues. The Director of AC has been extremely supportive and helpful when I have had to consult with vendors for new electronic equipment. Overall, outstanding service.
- The help desk and purchase of equipment.
- The Help Desk is most helpful, pleasant, and a vital resource to all campus staff.
- The help desk is most helpful. Ismat does a good job.
- The HelpDesk and the personnel are most useful. The overall attitude is one of helpfulness and support.
- The IT staff are very helpful, specially with cameras.
- The staff is always helpful, kind, patient, and knowledgeable. I wish all the departments were like Academic Computing.
- The staff is extremely helpful and patient. Although the help desk inquiries might be silly to a computer tech person, the staff never communicates that my inquiries are silly. I appreciate that attitude very much. They have never been anything but professional, helpful, and responsive.
- They always come through when I need them....very helpful!
- They always respond on a timely manner and the issues I have are always taken care of.
- They are always quick to come help with any technical difficulties we experience, particularly with monitors, providing projectors, printer set-up, etc. It's much appreciated.
- They are always there to help! I have called when working from home I have walked in without calling with my new laptop and they helped me right away. I have called with problems in the class room and someone comes right out. I have zero complaints.
- They are fast and accurate when it comes to fixing or diagnosing computer issues.
- They have a plethora of knowledge and can fix any computer problem.
- They have assisted me with virus issues and were extremely quick to respond to my call for help and efficient in correcting the problem.
- They have replaced light bulbs in the classroom projectors for me.
- They respond quickly and efficiently to calls to help staff, faculty and classroom problems. All Academic Computing personnel and staff are professional, knowledgeable and helpful.
- Timely trouble shooting when my computer doesn't cooperate
- Trouble-shooting and resolving email or software issues.
- Trouble-shooting computer programs and helping staff with day-to-day technology needs
- Troubleshooting is the most prominent service, and they do a great job!
- Updates and email alerts. I have also had excellent service from Paul and Ismat when I have needed it on campus--thank you!
- Updating my classroom media/computer system.
- Usually a quick response.
- Very quick responds.
- Website maintenance, student email log in support
- When our students have issues with the computers, or logging in, they are very quick to help and answer all of our questions easily. If they cannot guide us through an answer over the phone, they usually come over before the end of the day, its great to get help very quickly after we ask for it!
- When they respond, they are good.

## 5. What can Academic Computing do to better serve you?

- Nothing, keep doing what they are doing! (similar statements were made by 30 people who completed the survey)
- A lot of my students have problems connecting to the WiFi, and I don't have any way to help them out. We use it in class to submit answers and work on projects.
- All computers on campus should run Windows 10 and have the latest software. There should not be a five-year lag. Remove whiteboards and projection screens from back of classrooms. Paint entire back wall with paint that allows them to function both as a whiteboard and as a huge projection screen. Replace bulky and whiteboard blocking media carts with much smaller boxes that do not block white boards that do the same job. We need a lightning-fast system that allows faculty to switch back and forth on the fly between a DVD, a VCR tape, a PowerPoint, etc. The system should have a preview that only faculty can see -- not the students, as seeing a preview at the same time as the professor can have a negative pedagogical impact. Ideally, a handheld wireless device should be able to control all of this. All light switches in the classroom should be under faculty control from a wireless device no matter where they are sitting or standing. All lights should be capable of being dimmed.
- Assistance with developing online application systems for students
- Better response times. They need more people there!
- Better wireless access. Better cell phone reception. Student emails. We are probably the only college in the state that doesn't provide our students with .edu emails. It's discrimination in my opinion.
- Communication.
- Computers and Internet slow or down.
- Either have staff in service on making folders in mail to receive student emails so they don't go to junk, or set it up ahead for all staff. This is a new problem.
- Everything they do is great! Thank you Academic Computing team!
- Extended hours
- Faster response time needed. They don't keep their word when they say they're going to call you back and they don't.
- Follow-thru with all the details promised on the set-up of my equipment.
- Generally, I do not have any input on how they can better serve me as they are doing phenomenal work!
- Have more staff available. Use a more user-friendly email system. Don't require authentication for use of wi-fi. We should be able to use it anonymously, just as we do in other public areas.
- He did not have all the tools he needed and had to come back. By the time he did, I was in class and I'm not sure what happened with my computer. More clarification is needed.
- I liked it better when I didn't have to sign in for wifi.....
- I only wish they would have responded sooner to my projector problems so I did not have to go through an entire class without it.
- If I had a laptop instead of a desktop, that would be better. As my office hours are served in a lab room to accommodate DSS students, I am rarely in my office. Consequently, my desktop gets very little use. As a matter of fact, I use the computer in the lab room much more than my personal desktop. I buy my own laptop and use it to type up exams, lecture notes, do my email, everything.

- Improve wi-fi in the Physical Plant buildings beyond the office. No service inside of other buildings.
- It would be nice to have additional 1-2 staff members (maybe new positions) a little later to help with any issues during night classes.
- Just "keep doin' what they're doin'!!! They are one of the most helpful, responsive, knowledgeable groups on campus. I sing their praises.
- Keep doing what they do, They are an awesome crew and I am always happy to work with them all. Thank you All!
- Look into storage solutions other than OneDrive/on-campus only. Attend training on Windows 8, 10, etc. Some staff members seem to be a little unfamiliar with the upgrades and changes.
- More staff after 5pm. Have a FAQ sheet regarding the web site and how to edit items on your page.
- More training classes.
- Provide FAQ's for reference in regards to computer login, car registration procedures, etc -
- Provide Segway's so that they don't have to physically run from building to building. It seems like most of our campus support folks have a vehicle of some sort.
- Providing an online work order request system would be helpful.
- Remove the 'all user' option from emails. To say that it is a distraction that prevents many of us from getting work done is an understatement.
- Replace my monitor it is so small.
- Requested the school version of pdf to word converter and they were unable to do so because my computer is out of date.
- Seems to be working fine...if it's not broke, don't fix it.
- Send an "all user" email at the beginning of each semester to inform/remind instructors of your services and other important information. It's MORE than okay to inform returning instructors that they may not be interested in the contents, thus ignore the contents and delete the email. However, for the rest of us new hires and especially the adjuncts who teach at multiple districts, it is helpful AND appreciated to receive "reminder" emails. For the most organized among us, they can simply disregard the message!
- Someone to be here in the evening hours.
- Sometimes, I feel like the staff in academic computing are overwhelmed and overworked, so they may not be as friendly and cordial as they could be.
- Stabilize the network connection....it always goes in and out!
- stop upgrading beyond my capabilities to conform to new technology
- Switch to Apple products . . .
- teach me how to get old ;mistakes out my address book, develop cheat sheet on ways to get the most out email and calendar
- The network seems very unstable and disconnects almost daily, sometimes for just a few seconds, but it can be disruptive at times. It makes me think there is some underlying network issue that is not resolved.
- They are doing a great job right now, but if we can have: New training for new system, Banner and Argos training on our campus, any training related to our job with computer.
- They are totally amazing and none of them can retire! :)
- They need a few more bodies to help projects move faster and get new equipment installed.

- This isn't really something they can fix without 24/7 staffing in all areas of expertise. We oftentimes serve students from 7:00 in the morning to 9:00 or 10:00 in the evening. Having staff available for what we need, when we need it, has occurred -- however rarely. It is a well run department.
- Timely Response
- We need more openness in integrating the latest resources. There is a very old-fashioned, nostalgic attitude against change, innovation, growth, and hiring support staff for these things.
- When i send students E\_mail via the portal it doesn't seem to be connected to my school e-mail account and I don't have record Of what I sent out.
- While the Academic Computing Department meets most of the campus needs, it would be helpful if they would:
  - Inform the campus of the different kinds of resources that we have available to us, for example; software, hardware, and email options—we did not know that we have 2 email options—a web base one (Office 365) and one that gets installed onto your computer (Office Outlook).
  - Expand their service hours, to help those of us who work extended hours, (M-Th 8-6 & F 8-5).
  - Return to the Placard Parking System—current online system is NOT working, very frustrating.
  - Add an online service/work order system, similar to the one they use for Facilities & Maintenance. It would be very helpful for us to be able to keep track of pc issues, software that is installed in our computers.
  - Expand the Wi-Fi areas; it works in most of the buildings, but not so much on the outer part of the circle.
  - Prepare and send out the campus directory at the beginning of each semester; this information is crucial to some of us that need to know who to contact for student related issues.