



# Information Technology

## Program Review Fiscal Year 2005

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# Information Technology Program Review

## I. Overview of the Program

### **Information Technology Mission**

It is the mission of Western Wyoming Community College's Information Technology Department to provide professional expertise in support of the educational, technical, and administrative needs of WWCC's community. We are committed to providing the highest level of technical guidance through training, communication, and planning while preserving departmental standards and integrity.

### **Information Technology Department Goals**

1. Improve campus-wide training for staff and faculty on the basics of computer usage and troubleshooting.
2. Improve/Create online documentation for staff, faculty, and students in the primary areas of usage such as Outlook e-mail account setups and customizing, backups, off-campus access, etc.
3. Streamline the process for setting up student connections in the residence halls and dorms.
4. Maintain and upgrade hardware and software systems to provide a robust environment.
5. Provide continuous improvements in customer service and communication with our users.
6. Initiate a program to take recommendations from all types of users on their desires for new technology and uses for it.

### **Information Technology's Goals in Relationship to WWCC's Guiding Principles**

#### **STUDENTS ARE OUR FOCUS**

Information Technology has been instrumental in enabling students, as part of the learning process, to utilize technological applications provided by WWCC. We have implemented and continue to maintain web applications like WebAdvisor, Campus Cruiser, and Blackboard that are a part of online learning and online retrieval of student information. We also implement and maintain all lab computers for student use. Students are allowed access to the campus network at no charge in the residence halls and dorms to connect their personal computers to the Internet.

#### **EMPLOYEES ARE OUR MOST IMPORTANT RESOURCE**

Information Technology has provided workshops and one-on-one training for employees on standard software packages the college uses. We have been instrumental in employee

training and streamlining of processes. For example, we have implemented new employee packets and have assisted them in using our standard software packages. We have helped with online leave information via our web applications. Information Technology continues to provide support and new ideas for departments that want to automate and streamline their daily business processes. Our goal has been to keep all employees informed of changes, new additions, and downtime that may affect them and our students. Communication as a whole with the employees from all areas of Information Technology is a top priority.

### ADAPTING TO CHANGE DEFINES OUR FUTURE

Information Technology has implemented many new technological changes in the last 5 years. We have helped evaluate and integrate appropriate technology needs into our institutional processes. We have implemented wireless connectivity in the residence halls and on the main campus, web online applications and enhancements, full-time helpdesk support, and training to staff when needed. We have encouraged and helped other departments with streamlining their processes when possible. Our goal has been to be pro-active in implementing technology and help our customers adapt the new technology as we move forward. Defining a plan for the future has also included developing a smooth advancement system to make integration and migration of services as seamless as possible and transparent to the user whenever possible. Many of the IT staff members are on committees to help evaluate and integrate appropriate technology for the college. These committees consist of the Online Support Group, the Colleague Users Group, and the Technology Action Team.

## II. Assessment: Related to Goals for Student Success

### **Goals for Student Success Reflected in the Information Technology Program**

#### Communicate Competently

- Information Technology has standardized the point of contact for work orders and general information through the helpdesk and continues to add and formalize information on the Internet and Intranet web pages for use by students, staff, faculty, and community members. We provide and support the technology students' use as they learn to communicate competently with various forms of media.

#### Retrieve Information

- From the goal for a paperless campus to quick access for student records, Information Technology continues to work to improve the retrieval of information and smooth out the process overall. The Information Technology department is instrumental in the "Retrieve Information" goal for Student Success by providing the technology that students use as one of the many forms students use to retrieve information.

#### See Issues from Multiple Perspectives

- Information Technology takes time to analyze the technology needs for the campus and in smaller group settings to come up with solutions that fill the needs of everyone from

students, faculty, staff, and the community as well as possible. We use the helpdesk and staff interactions with students to assist them in seeing multiple ways for solving technological issues.

#### Solve Problems

- We help students in many ways by guiding them in learning how to solve various complex technological issues. Problem solving is the backbone of many support areas and Information Technology is not an exception. If students are our focus then we must find realistic solutions to the issues that may hinder their learning ability. Information Technology prides itself on its ability to do exactly that on a daily basis. Gathering new information all of the time to help and support students with their technology issues is a major goal.

#### Develop Life Skills

- The world is changing at an ever increasing pace. Providing proper access to the needs and wants of all users at the WWCC campus is our part in improving the learning environment. We feel the technological access and support we provide for the students will help them in their development of life skills that will help carry them beyond our institution.

### **Information Technology's Customers**

The Information Technology Department serves the college's students, employees, and the community with its services and support. We serve our customers on campus, in outreach areas, online via the web, and the greater community by supporting our alumni and business entities.

### **Summary of the Customer Satisfaction Survey Results**

A Fall 2004 customer satisfaction survey was placed on the college web site and survey instructions were emailed to all faculty and staff asking for their participation. Ninety-one (91) total responses were received, 8% of the respondents were administrators, 19% were professional staff, 36% were faculty, 32% were paraprofessional, and 5% were students. Overall the results to the survey were very good. We did not receive as many student replies as we had hoped for.

The composite of the ratings from the customer satisfaction survey showed 57% rated the IT services in the very good or good categories. Some of the categories that had lower ratings also had higher responses in the "Cannot Determine" category. These categories included the evaluation of the Datatel User Interface (UI), WebAdvisor, CampusCruiser, and Blackboard software applications, and the training opportunities provided by the IT department. The higher numbers in the "Cannot Determine" category tells us these services are not as widely used and most likely need more promotion and education on what these services are and their use.

The composite of the rankings from the customer satisfaction survey showed the highest rankings at 36% in the knowledgeable of the IT staff and the quality of the services IT provides. All but one of the five (5) ranking questions ranged from a 69%-64% total of highest and high to a 33%-27% of the average to low percent. The lowest ranking percents were in the time it takes to respond to request with a 49% total of the highest and high ranking to a 46% of the average and low percent.

Overall, comments from the customer satisfaction survey were positive. The comments section revealed some needs and wants by users for training and faster response times that Information Technology has trouble keeping up with and continually works on improving. Some of the comments show that not everyone understands the scope of the Information Technology department's provided services and the support of those services.

The complete Fall 2004 IT customer satisfaction survey results are found in Appendix A.

### III. Assessment: Regulations Compliance

- Information Technology follows regulations of software licensing for our standard software packages we supply and support.
- We advise other departments about licensing issues when they purchase software on their own.
- We follow all platform and format policies imposed by the Wyoming Community College Commission (WCCC).
- We follow all policies and regulations imposed by the Wyoming Equality Network (WEN) group that provides our external network access.
- We help other departments follow regulations they are responsible for with advice and programming standards. For example, we help keep WWCC in compliance with the Department of Education for programs like the Federal Equal Rights Privacy Act (FERPA), Financial Aid state and federal regulations, Internal Revenue Service (IRS) regulations, Social Security Administration (SSA) regulations, and various state and federal employee regulations.

### IV. Assessment: Staff Development

Information Technology staff participate regularly in training opportunities. Many of our efforts are accomplished via cross training between staff. We have staff attend several workshops and conferences annually for customer service, leadership, the administrative systems, network systems, security issues, and web development. Some of the training has started to be offered via web conferencing and the staff has been able to take advantage of these workshops and conferences while not having to travel off campus. In addition, we attempt to bring trainers into the WWCC workplace to focus on services specific to the campus down to individual pieces of software and hardware to gain a better understanding and get more out of the services we already own and support on a daily basis.

### V. Assessment: Program Facilities and Equipment

### Facilities

Is the facility appropriate for the program?            Yes  
Up to date and properly maintained?                    No  
    We have problems with the cooling system in the server room.  
    It has been funded to replace this system but has not been done yet.

### Equipment

Is the equipment appropriate for the program?        Yes  
Up to date and properly maintained?                    Yes

We strive to keep equipment in Information Technology up to date. This is very dependant on vendor updates and the budget we have to work with. Many times we are able to update/upgrade equipment with carry-over or spend-out monies, but other times we have to wait until we can address updates/upgrades with our budget.

## VI. Review of Printed Materials and Web Site

The Information Technology Department is continually updating its printed and online support documents. We strive to keep the information current and represent the college in a professional manner. Something new in the last 5 years is the implementation of the Intranet where employees can find internal informational documents pertaining to WWCC.

- WWCC web site overall  
    (Continually updated)
- IT Online Support web pages for WWCC employees  
    (New on the Intranet/internal, continually updated)
- IT Online Support web pages for students and staff  
    (New on the Internet/public, continually updated)
- New employee packets  
    (New, given out to individuals)
- Residence Halls Internet connection documentation  
    (New, given out to individuals and listed on the Internet)
- IT policies and procedures  
    (New, some are on the Internet/Intranet and the rest on internal servers)  
    (Continually updated)

## VII. Response to Recommendations from the 2000 Program Review

**The following are recommendations and plans for improvement from the previous Program Review with explanations on how they were or were not achieved.**

**Non-Fiscal**

**Short Term (1 to 2 years)**

- Fix the WWCC attachment problem.

*The WWCC email attachment problem was resolved. Occasionally we still experience trouble and resolve the problem as needed.*

- Improve work order follow-up.

*The work order follow-up issues have improved with the implementation of a full-time helpdesk that helps coordinate status inquiries between IT staff and customers. This is an ongoing effort the department continually tries to improve on.*

- Implement department newsletter.

*The department has tried to implement monthly newsletters several times but it has not been successful. We plan to implement a bi-semester newsletter in the coming FY.*

- Better educate/inform customers – software/hardware interactions, job and system complication, priorities and systems, self help options, work load, what's upcoming, etc.

*The department has worked hard and has improved its communications with its customers for system downtime schedules, upgrade downtimes, and with communications in general across campus. This is an ongoing effort.*

- Continue developing and improving the help desk/work order system.

*The department was able to justify the helpdesk position to full-time and improve on its work order system. We have received very positive feedback based on how this has improved our support effectiveness. This is an ongoing effort.*

- Define IT responsibility for employee training and develop and deliver employee workshops/CBTs for areas of responsibility – maybe also a new employee orientation.

*The department has created a new employee packet and visits the new employees in their office to show them how to use the basic functions of our standard software packages and their office computer. We have given employee workshops and helped formulate an employee IT check list. We recently implemented a one-*

*on-one visit session during in-service for employees. We will continue in our efforts to improve our support and assistance in getting current and new employees the IT training they require.*

- Project planning workshop.

*The department held an information summary after two of the staff attended a class on Project Planning. Individual staff have attended additional project planning workshops and classes.*

- Organize and develop IT policy and procedures manuals.

*This is an ongoing process. Several IT policies and procedures have been posted on the Internet and Intranet as to date. Many of the IT policies and procedures are internal documents that are posted on an internal server for all IT staff.*

- Identify logging needs and organize the logs.

*The department has identified several logging needs and keeps records of specific logs where applicable. For example, we log software and laptop check outs/ins, dorm room connection forms, upgrade logs, and backup logs.*

- Develop and improve system monitoring.

*The department has developed an annual on-call schedule where two staff members are to check mission critical systems on weekends. This rotation has proved to be very effective.*

- Define the role of IT in online courses and web pages.

*The role of IT is continually changing with online courses and web pages. We have developed effective relationships with other departments to best utilize staff in all areas, including IT, to best utilize our resources.*

#### Long Term (Estimated time?)

- Improve individual performance through job specific training.

*Many of the IT staff members have attended classes, workshops, and conferences specific to their jobs, and it has increased job performance in many of their positions. This is an ongoing effort.*

- Fully integrate software (paperless operations) 3-10 years.

*Information Technology has been instrumental in helping other departments achieve implementation of technological processes that deliver more paperless operation options. For example, we no longer mail our student grade reports because they are available online, yet they can be printed from the online display if students desire to. Requests for leave are all handled via e-mail between the employee and his or her supervisor and the Human Resources department, yet the emails can be printed if the users desire to. Budget reports are posted on the Intranet instead of being supplied as printed copies, yet these can be printed by staff if they desire to.*

### **Fiscal (Plan for making improvements that involve budgetary decision-making.)**

#### **Short Term (1 to 2 years)**

- Improve Response Time and Quality – add additional Full-Time Computer Services Technician and take Part-Time Programmer Position to Full-Time. One of the biggest complaints on our customer survey was our response time.

*The department since the last review has moved 3 positions from part-time to full-time. It is now comprised of 7 full-time individuals and a Director. This has reduced the number of complaints about our response time and increased productivity. The department continually strives to improve on its response time and ensure quality support.*

- Improve individual performance through job specific training.

*This is being addressed on a continual basis by having IT staff attend conferences and training as budgets allow.*

- Implement a Computer Services Hardware and Software upgrade plan.

*The IT department works with various departments on upgrading personal computers within the WWCC on a 4 year rotation plan. We follow this rotation plan for servers as well. Software upgrades are coordinated with labs and their instructional requirements. We upgrade employee software at a rate that is determined partly by manufacturer release dates and only after the IT department has thoroughly tested it for reliability and improved functionality. The department now updates Windows and Anti-Virus updates automatically and has asked employees to keep their systems running and use the lock workstation feature so updates can be completed during off hours. The administrative hardware and software is upgraded according to the imposed policies set by the vendor and WCCC.*

- Wireless connection opportunities – Residence Hall LAN access, temporary labs, GRC & Outreach LAN access, etc.

*The department has implemented wireless connection to the residence halls and most of the Rock Springs campus. GRC and Outreach have access from the wired WWCC LAN but do not have wireless. Full wireless coverage is planned for the future.*

- WWCC LAN connection from home for all WWCC employees. TBD – research and feasibility and cost.

*The feasibility of administrating and the cost of home access for employees have not been approved the past two (2) times this has been researched. Cindy Belcher and Jess Whitfield completed a cost and management analysis in the time frame of 1997. Bryan Kauchich and Brad Kushlan did another research analysis around the year 2000. Both were turned down due to the high cost, the high administration requirements, and the total practicability of the project. The IT department has and will continue to monitor the feasibility of this project but will not make it one of our goals for the future.*

#### Long Term (Estimated time?)

- Voice, Video, Data all on the LAN/WAN – this will be one of the biggest opportunities in delivery for teaching. The addition of this traffic on the LAN/WAN will require additional bandwidth with at least 1 Gigabyte backbone. 2-5 years and \$250,000.00.

*The “backbone” infrastructure for supporting this project has been implemented on a limited scale. Upgrades on the network are a top priority and are performed when the budget allows for it and when the downtime will not significantly impact the campus community. This is an ongoing effort.*

#### Vision for the Future from past Program Review

- Change the department name from computer services to information technology (IT).

*We were able to change the departments name to Information Technology.*

- No site-bound requirements (work from home, attend class from home/work, teach from home, etc.)

*The IT department has helped make this possible to some degree. Staff is able to work from home, students are able to attend class from home and instructors are able to teach from home with our online web services. We do not currently offer Internet connections for these customers. It is up to the individuals to supply their own Internet connection.*

- 100% paperless college operations.

*We continue to work with other departments to implement more processes that deliver paperless options. Each year several more processes are implemented to deliver options that are paperless with the option to be printed if the user desires to, but do not require printing them.*

- Wireless LAN/WAN.

*The department has been able to implement wireless for most of the Rock Springs campus. We are unable to control the WAN and its state wide policies, so we have been unable to implement wireless off campus.*

- Fully Integrated WWCC IT Program (curriculum, labs, programming, maintenance, training, phones, video, media, etc.)

*Integration of all technology related services is an ongoing effort. Currently, the data and audio/video conferencing systems are integrated into the same infrastructure while the phone systems are on a separate infrastructure all together. The goal is to integrate the phone system at some point in the future as network upgrades improve.*

## VIII. Summary of Strengths and Limitations

### **Information Technology Strengths**

- Strong IT staff commitments to the department and college, with several employees each having almost 10 years of employment in Information Technology.
- Commitment to technological advancement and staying ahead of the pace.
- Strong backing from knowledgeable administration.
- Staff with diverse skills, excellent problem solving abilities, technical knowledge, positive attitudes, and a customer oriented focus and excellent teamwork skills.
- Creative staff always looking for new and better ways to improve service for the customer.
- Staff with the ability to continue upgrades and support in a fast moving technology environment that continues to change at an ever increasing pace each year while keeping the IT staff numbers to a minimum.
- Have been able to help implement and support the college's online learning efforts as they become more popular and a vital part of the college's future.
- The ability to coordinate and centralize online student support, software and laptop check outs for faculty and staff, and work orders for IT support.
- Implement standard and convenient downtimes for upgrades and maintenance.
- The ability to adapt to new and changing environments and help others adapt too.
- Build new support relationships with other college departments and help them support themselves when possible.

### **Information Technology Limitations**

- Ever quicker advances in technology trends may slow or simply outdate the IT training programs and experience in certain areas. The IT staff continues to try to find time and money to keep up with new technology trends.
- The IT department does not have staff designated just for training customers and has trouble keeping up with the training wants and needs of the customers, especially for faculty on new software initiatives. The users would like more training opportunities, but we have trouble supplying enough training on a schedule that fits their needs.
- Being able to communicate and gain the understanding with our users that they need to become more technology knowledgeable workers. Because we do not have staff designated just for training, we try to supply self help tools, but some of our users have a misconception that we should supply very in-depth training that we do not have the staff for. We continue to try and educate our users on their responsibility for this training and learning effort. One of our limitations is finding the time and resources to educate our users and help them use the self help tools and training opportunities we do supply.
- Budget constraints are not unique to the Information Technology department. The IT budget is not specific to its internal operations but is also used for campus-wide technology support. For example, the IT budget provides campus-wide software licensing, system printers and paper, and computer repair/replacement parts. The IT department finds itself limited at times due to these budget constraints.

IX. Future Directions
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### **Recommendations for Improvement**

#### **Non-Fiscal**

##### Short Term (1 to 2 years)

- Improve response time for work orders through better documentation, internal departmental communication, and follow-up with the users.
- Develop a solid formal cross-training plan for all IT personnel so the department is prepared for issues such as losing key departmental employees.
- Improve online support initiatives for all customers by providing timely upgrades to software, hardware, documentation, and training opportunities.
- Coordinate and organize online support efforts with all departments and users. IT plans to help other departments with online support efforts by educating and training them on the logging in and use of online applications. We also will continue to provide and improve on student support for online applications through IT Helpdesk efforts.
- Develop and implement an IT informational Newsletter for bi-semester distribution.
- Improve IT policy and procedure documentation and post on appropriate systems.

##### Long Term (3 to 5 years)

- Develop a global understanding of the IT functions and responsibilities as a support group and what the end user is responsible for.
- Educate and support a “knowledge worker” environment for all users. Help staff learn what their role is in being a technology knowledgeable worker and help them attain the knowledge and skills they need to be one.
- Continue to improve individual IT staff performance through job specific training and cross training within the department.

## **Fiscal**

### Short Term (1 to 2 years)

- Improve individual IT staff performance through job specific training. The budget will need to continue to increase for training IT staff as new technology and the expansion of its use continues.
- Continue to fund and support 3<sup>rd</sup> party technology solutions that are easy to implement while keeping IT staff at a minimum.
- Continue to implement wireless connections campus wide as the budget allows.

### Long Term (3 to 5 years)

- Implement a network based phone system supported by IT.
- Get on the Internet2 connection system.
- Keep budget increases inline with software licensing annual increases. Some of the IT software we license for the entire campus can increase annually by 4 to 6 percent per year.
- Keep budget increases inline with global/departmental campus cost initiatives provided by IT. For example, we supply global and departmental software licensing, we provide backup system printers and paper for other departments, and we provide new and ongoing online software and support initiatives across the campus.
- Research and implement if feasible Voice, Video, Data on the LAN/WAN connections.

## **Vision for the Future**

- The Information Technology department has been and will continue to be an integral part of the college in the future. From a cost-saving and general convenience standpoint the department will grow to form the base for all communications in and out of the college. The day will come when phone systems are simply an extension of the network allowing employees to take and send calls anywhere in the world from their office number.
- Information Technology has a responsibility to lead the way in high-tech training opportunities not only for internal employees and students but also for the community by providing the foundation of communication services.
- Information Technology has a goal for training its customers in becoming educated as knowledge workers and self reliant enough in technology to experience uninterrupted technology services, where ever they are in the world. To us this is the start of a life long learning process that should continue past our users' experience at WWCC.
- Information Technology has the responsibility to be aware of and help with recommendations regarding new trends in technology.

## Appendix A: Customer Satisfaction Survey Results



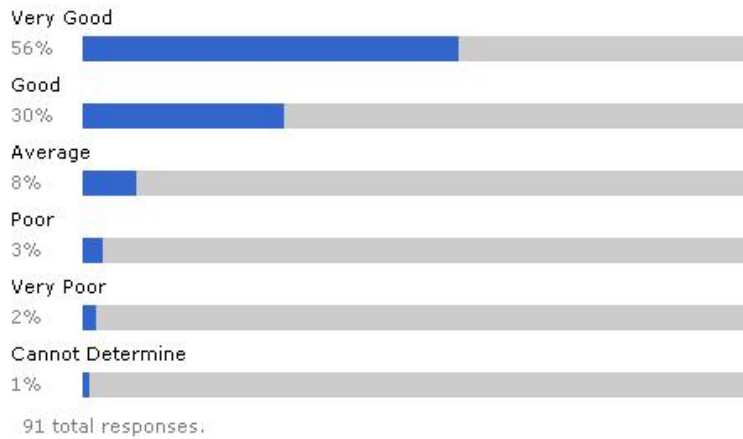
### IT Program Review

Select a View:

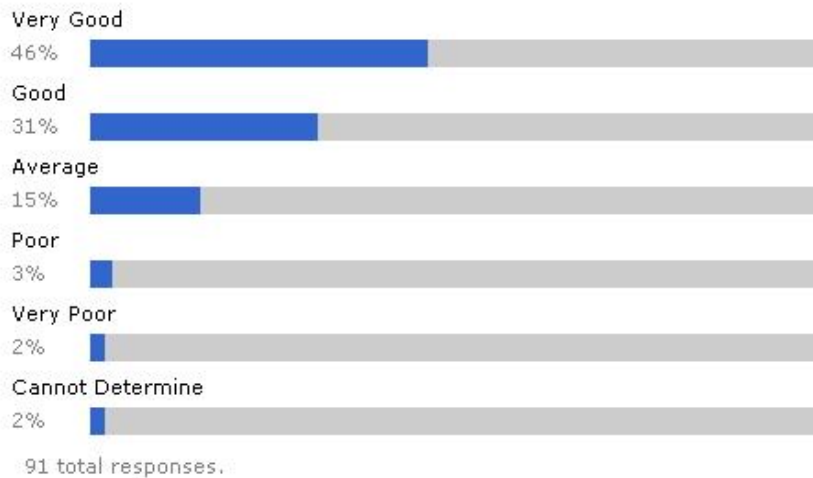
- Overview
- Graphical Summary
- All Responses

Respond to this survey | Export Results to a Spreadsheet | [Subscribe](#)

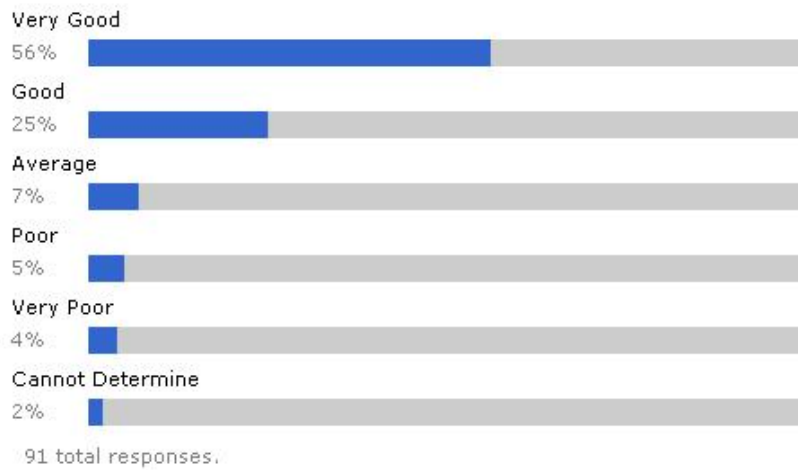
#### 1. 2. Rate the the customer service from the IT Helpdesk.



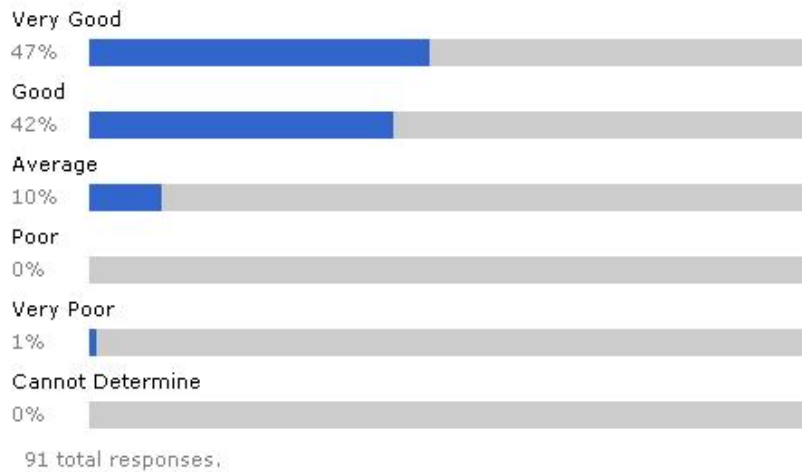
#### 2. 3. Rate the PC Support from the IT Technicians.



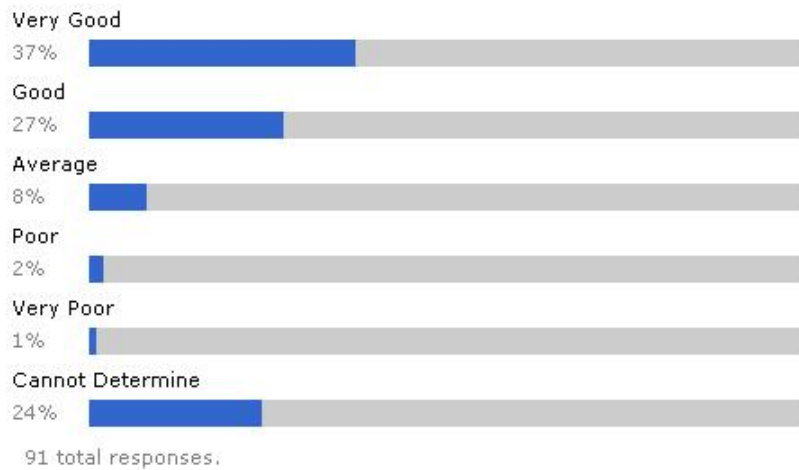
**3. 4. Rate the network availability and uptime of network services.**



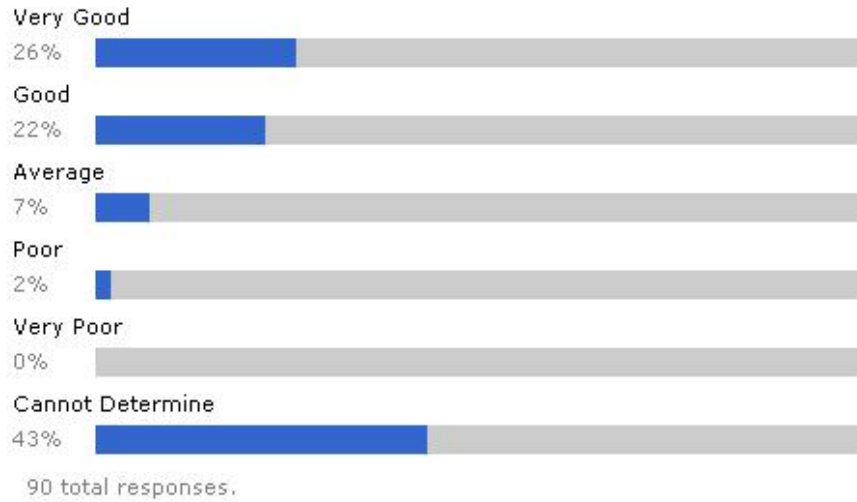
**4. 5. Rate the web design and usability.**



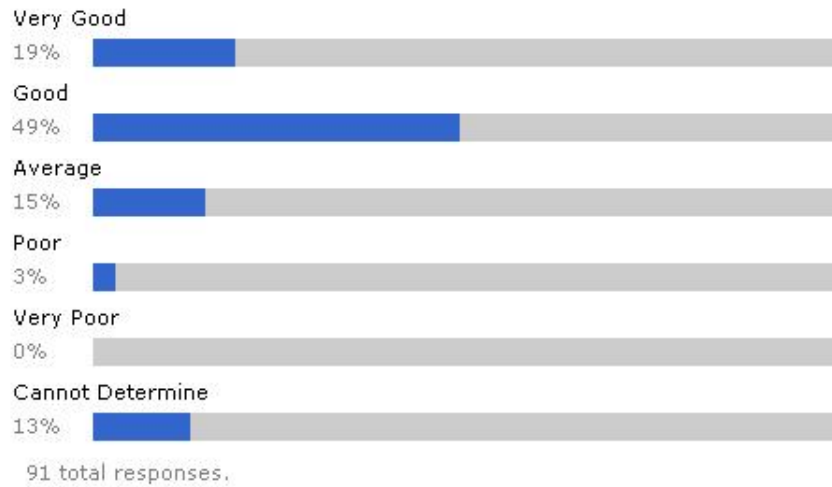
**5. 6. Rate the assistance with web site development and change.**



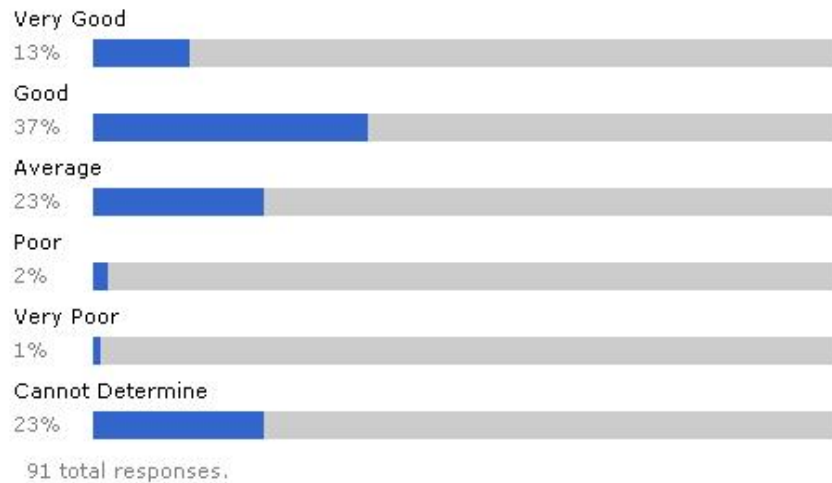
**6. 7. Rate the Datatel support.**



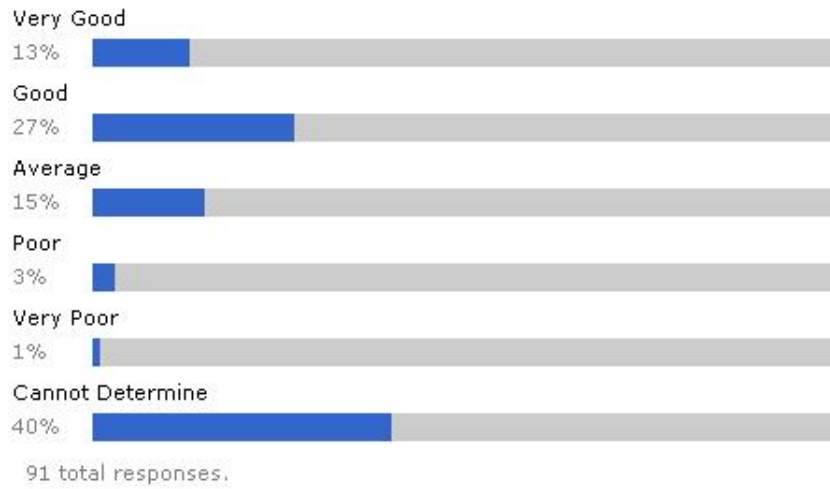
**7. 8. Rate the Colleague software (UI and WebAdvisor).**



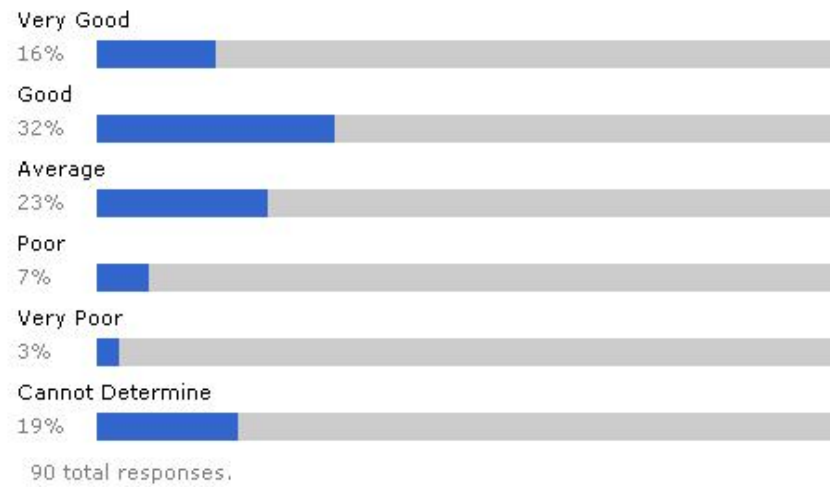
**8. 9. Rate CampusCruiser.**



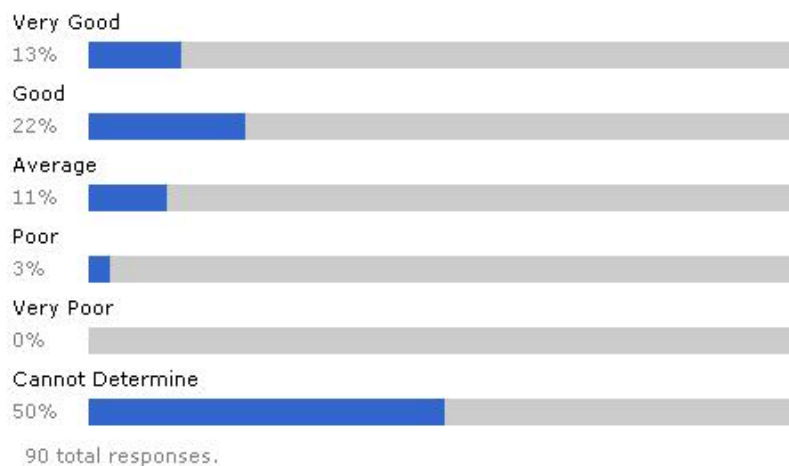
**9. 10. Rate the Blackboard learning system.**



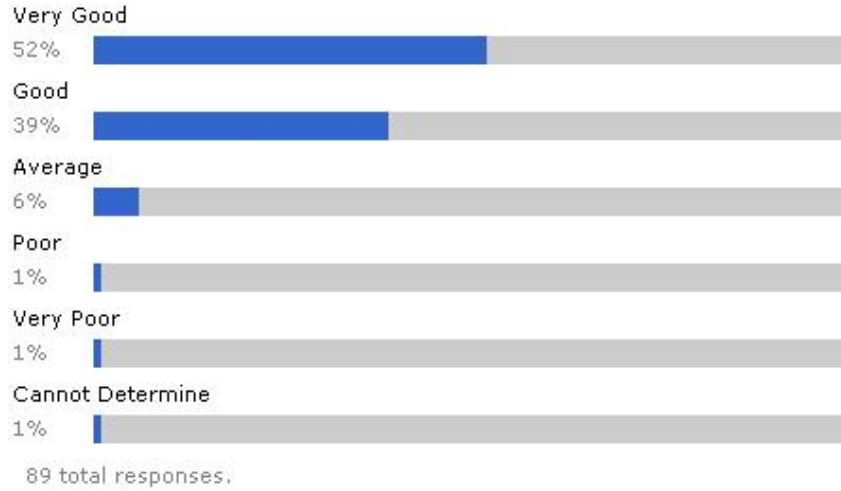
**10. 11. Rate the training opportunities provided by the IT department.**



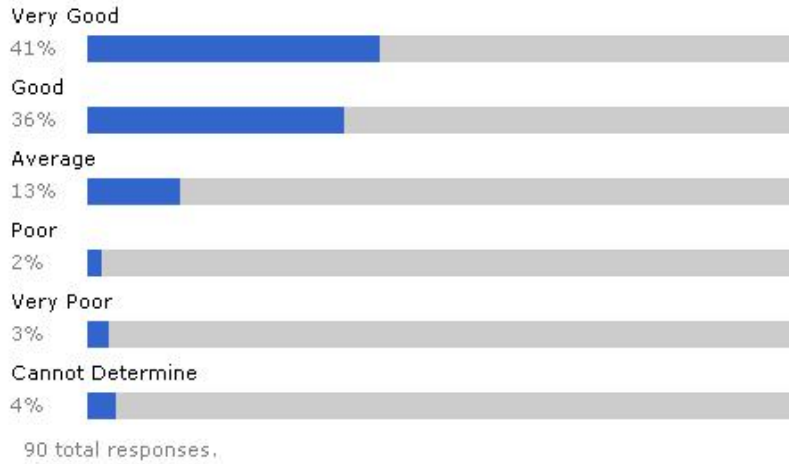
**11. 12. Rate student support.**



**12. 13. Rate the software (Office products, Windows XP, etc.).**



**13. 14. Rate the software and hardware support.**



**14. 20. Please comment on what additional support and services you would like to have from the IT department.**

1. You all do a terrific job! Without fail, whenever I have a computer problem, you all are on it in no time! THANKS!
2. More trainings.
3. I would like to see better response time from IT technicians and Network Manager. Reported problems can go for months after reporting to the helpdesk.

I would like to see the IT technician side of the department working at the level of the third floor helpdesk side. It appears that one person out of three is carrying the IT tech side and she is overworked.

4. I am very happy with the support and advice I receive from IT.
5. Sometimes needs are not addressed by all members of the IT staff equally.

Follow-up notice of what was done would be great to have on a personal file as well as IT's own logs.

6. We would like them to support other products besides Microsoft Products.
7. Attitude of IT must change. Most employees (but not all) have no concept of customer service.
8. None
9. Give lab pro's and assistance a little more breathing space to keep the computers up-to-date and running so that they don't have to call you guys all the time for minor details which can easily be fixed!
10. Have the staff more available in all departments of the college.
11. Students need more orientation to CampusCruiser, WebAdvisor, and Blackboard. I suggest that we set up during the first weeks in the semester small orientations that require students to learn about these. I find that I am spending too much time in the classroom to orient the students to these online services.
12. n/a  
liked the service that they did at in-service when they came around to everyone's office.
13. I think the web page and campus cruiser are not user friendly
14. It took forever to get internet hooked up in my room and then it stopped working.
15. Jimmie, Tina, and Leslie are very helpful and friendly. Keep up the good work
16. THEY HAVE ALWAYS BEEN THERE FOR ME.
17. Additional training on many different uses of software
18. I think faculty are not a priority when it comes to support. I can have all kinds of problems with blackboard, and can't even get someone in IT to pick up the phone and call and report it. (Nancy Johnson is not like this; she is dynamite). I just don't know enough about their work load and what they do to comment fairly, probably, but I do know I have had to wait weeks for something that prevented me from teaching my classes. If we are going to be pushed or encouraged or whatever politically correct verb you want to use into using technology, then someone darn well out to be there to help us when we need it, not a month down the road. I know IT told me I needed a new wireless network card for my computer, which I purchased, then when they finally found time to get it worked on again (weeks have gone by now), they said the adapter wouldn't work. I took it home that night and after spending ten minutes with tech support on the phone with linksys, it was working. That makes me think I am not a top priority. And I think I should be. I am on the frontline with these students. I can't afford to not be ready for class!
19. I don't want additional support or services. I simply want responsive, knowledgeable, non-controlling support.
20. I would like to see more support for BlackBoard instructors. Most of the help I get is from other instructors and not from Computer Services at all.
21. Having IT personnel visit individuals during inservice was very useful. Making everyone attend workshops about things they will never use is not.
22. Campus cruiser is difficult to find what is needed and needs to be more user friendly, but on a personal note it sucks, sucks, sucks, and really really sucks.
23. weekend and afterhours support for students

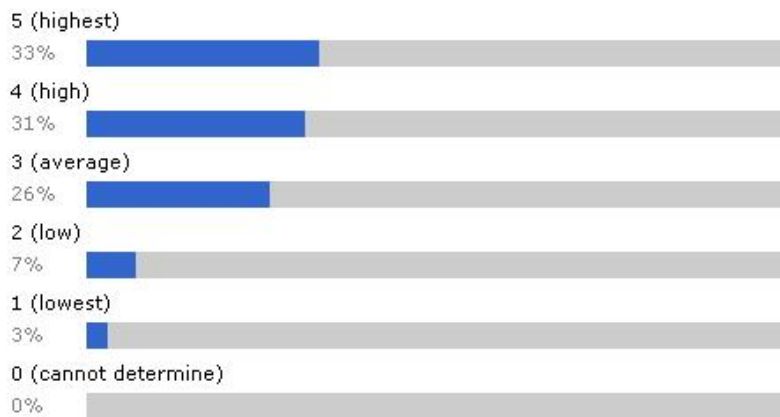
23 total responses.

**15. 21. Please supply us with general comments that would help IT enhance services.**

1. Individual at the help desk needs customer service skills.
2. Better response time to requests or at least communicate the length of time it will be before you get help.
3. Followup from IT technician or Network Manager with individual to be certain the problem is resolved. It appears that one person out of three is carrying the IT tech side and she is overworked. I also suggest more CampusCruiser training for employees and faculty.
4. More of those office visits, such as during In-service. Although they didn't get to mine that day, others raved about their experiences, and the IT staff usually helps me right away whenever I need them anyway. They are terrific!!!
5. Faster response time, broader knowledge base, accurate service on peripherals, and having the personnel being very positive and generally upbeat.
6. They need new leadership, and incompetent employees must go.
7. Quicker response times! Don't take a whole year to fix a problem (Guess who!)
8. Most of the IT people are very knowledgeable but there is one person who likes to go around the problem instead of fixing it.
9. I think they are great.
10. Jim, Tina, and Leslie are huge assets to the college.
11. Again, I think having a series of orientations would help the students.
12. should pop in to peoples offices and ask questions like they did during in-service. I liked that.
13. Those One-On-one help sessions this semester were the best thing you've ever done. That was so helpful!!
14. Training Training Training what more can be said. WE have to keep up.
15. Campus Cruiser and Web Advisor are too slow. They are wonderful resources, I'm just impatient.
16. This department is ALWAYS pleasant, knowledgeable and quick to respond.
17. Overall, they are nice people, I suspect they may be greatly overworked and that that is why I have experienced problems. I like the whole help desk thing.
18. Sometimes I feel that my work orders are not considered vital by IT staff and I wait quite a while for help (but sometimes it is vital for me to be able to do my job) maybe have a system where people could rate how high their "emergency" is--- a problem that can wait vs. a problem that means all work has stopped.
19. Get some additional training, get a new attitude in IT.
20. The service that I receive from this department is very inconsistent. Some people are wonderful and others are terrible. It takes forever for my computer problems to be corrected and the staff treats me like I am an inconvenience.
21. I am very pleased with The ladies up on the third floor they are always curious and willing to help me with the problems I encounter.

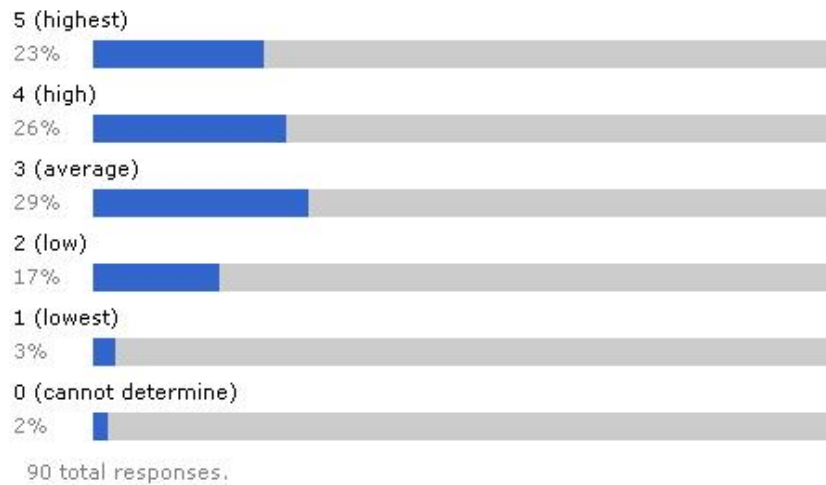
21 total responses.

**16. 15. Rank the responsiveness of the IT staff.**

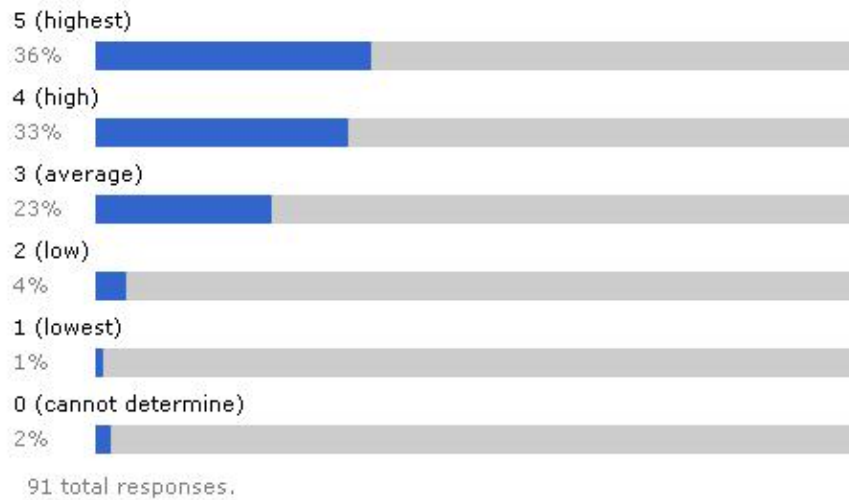


90 total responses.

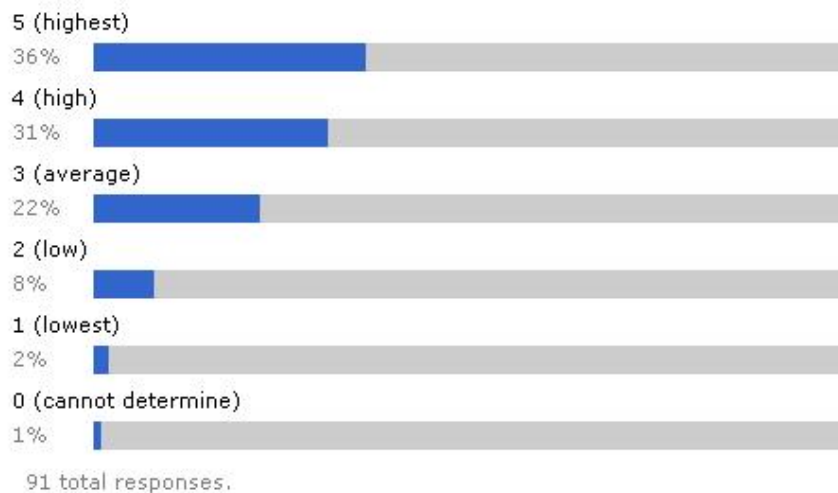
**17. 16. Rank the time it takes to respond to requests.**



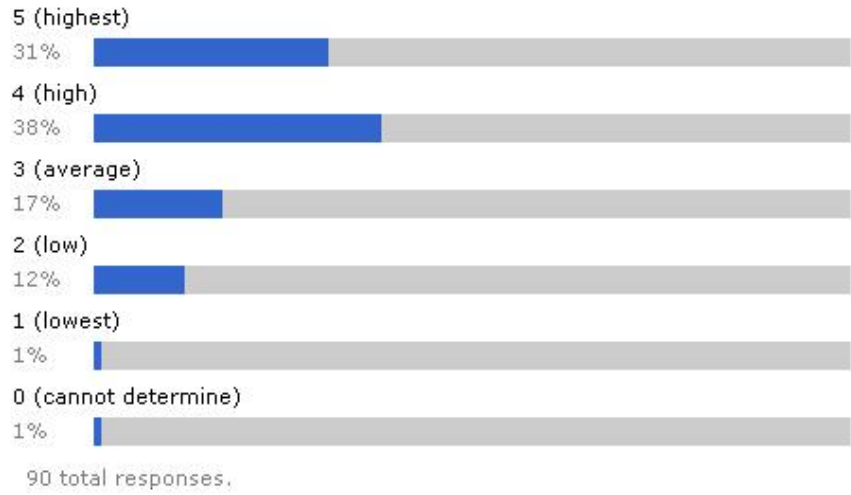
**18. 17. Rank the knowledgeably of the IT staff.**



**19. 18. Rank the quality of the services IT provides.**



**20. 19. Rank the overall satisfaction with IT support and services.**



**21. 1. I am**

