



Results Overview

This page shows the results overview, or the summary of all responses to this survey (filtered by any active report filters or page selections).

SelectSurvey.NET

Southwestern Oregon Community College Integrated Technology Annual Survey 2010

Respondents: 96 displayed, 96 total

1. ITS critical to work

		Response Total	Response Percent
Very Important (5 Points)		67 (335pts)	70%
Important (4 Points)		21 (84pts)	22%
Neutral (3 Points)		5 (15pts)	5%
Unimportant (2 Points)		0 (0pts)	0%
Very Unimportant (1 Points)		3 (3pts)	3%
Not Applicable		0 (0pts)	0%
		Total Respondents	96
		Point Average	4.55
		Point Weighted Average	4.55

2. Technology used

		Response Total	Response Percent
Office software applications (e.g., word processing) (1 Points)		89 (89pts)	93%
Datatel/Colleague (1 Points)		69 (69pts)	72%
Technical computing (e.g., programming, selections) (1 Points)		13 (13pts)	14%
Web browsing (1 Points)		77 (77pts)	80%
Data Transfer (FTP) (1 Points)		22 (22pts)	23%
Voicemail (1 Points)		74 (74pts)	77%
Email (1 Points)		95 (95pts)	99%
WebAdvisor (1 Points)		90 (90pts)	94%
Angel / Moodle or Other Learning Systems (1 Points)		42 (42pts)	44%
Wireless computing (1 Points)		34 (34pts)	35%
Computer Classrooms (1 Points)		33 (33pts)	34%
Other		10 (0pts)	10%
Not Applicable		0 (0pts)	0%
		Total Respondents	96
		Point Average	6.65
		Point Weighted Average	0.98

3. Use internet to review procedures and documentation

		Response Total	Response Percent
Strongly Agree (5 Points)		11	11%

		(55pts)	
Agree (4 Points)		34 (136pts)	35%
Neutral (3 Points)		24 (72pts)	25%
Disagree (2 Points)		10 (20pts)	10%
Strongly Disagree (1 Points)		7(7pts)	7%
Not Applicable		10(0pts)	10%
	Total Respondents	96	
	Point Average	3.37	
	Point Weighted Average	3.37	

4. Website Importance

		Response Total	Response Percent
Very Important (5 Points)		63 (315pts)	66%
Important (4 Points)		29 (116pts)	30%
Neutral (3 Points)		4(12pts)	4%
Unimportant (2 Points)		0(0pts)	0%
Very Unimportant (1 Points)		0(0pts)	0%
Not Applicable		0(0pts)	0%
	Total Respondents	96	
	Point Average	4.61	
	Point Weighted Average	4.61	

5. Use HelpBox

		Response Total	Response Percent
Yes		78	81%
No		18	19%
	Total Respondents	96	

6. HelpBox is easy to use

		Response Total	Response Percent
Strongly Agree (5 Points)		25 (125pts)	32%
Agree (4 Points)		33 (132pts)	43%
Neutral (3 Points)		11 (33pts)	14%
Disagree (2 Points)		6(12pts)	8%
Strongly Disagree (1 Points)		2(2pts)	3%
	Total Respondents	77	
	Point Average	3.95	
	Point Weighted Average	3.95	
	(skipped this question)	19	

7. How could HelpBox be made easier to use?

View responses to this question [view](#)

Total Respondents 31





(skipped this question) 65

8. Knowledgeable Staff






Response Response

		Total	Percent
Strongly Agree (5 Points)		61 (305pts)	64%
Agree (4 Points)		29 (116pts)	31%
Neutral (3 Points)		3(9pts)	3%
Disagree (2 Points)		1(2pts)	1%
Strongly Disagree (1 Points)		0(0pts)	0%
Not Applicable		1(0pts)	1%
		Total Respondents	95
		Point Average	4.55
		Point Weighted Average	4.55
		(skipped this question)	1




9. Courteous Staff

		Response Total	Response Percent
Strongly Agree (5 Points)		70 (350pts)	74%
Agree (4 Points)		20 (80pts)	21%
Neutral (3 Points)		4(12pts)	4%
Disagree (2 Points)		0(0pts)	0%
Strongly Disagree (1 Points)		0(0pts)	0%
Not Applicable		1(0pts)	1%
		Total Respondents	95
		Point Average	4.70
		Point Weighted Average	4.70
		(skipped this question)	1

10. Timely service provided





		Response Total	Response Percent
Strongly Agree (5 Points)		56 (280pts)	59%
Agree (4 Points)		32 (128pts)	34%
Neutral (3 Points)		5(15pts)	5%
Disagree (2 Points)		1(2pts)	1%
Strongly Disagree (1 Points)		0(0pts)	0%
Not Applicable		1(0pts)	1%
		Total Respondents	95
		Point Average	4.52
		Point Weighted Average	4.52
		(skipped this question)	1

11. Complete tasks with acceptable quality

		Response Total	Response Percent
Strongly Agree (5 Points)		59 (295pts)	62%
Agree (4 Points)		29 (116pts)	31%
Neutral (3 Points)		5(15pts)	5%
Disagree (2 Points)		0(0pts)	0%
Strongly Disagree (1 Points)		0(0pts)	0%
Not Applicable		2(0pts)	2%
		Total Respondents	95
		Point Average	4.58
		Point Weighted Average	4.58

(skipped this question) 1

12. Questions answered in a timely manner

		Response Total	Response Percent
Strongly Agree (5 Points)		60 (300pts)	63%
Agree (4 Points)		26 (104pts)	27%
Neutral (3 Points)		8(24pts)	8%
Disagree (2 Points)		0(0pts)	0%
Strongly Disagree (1 Points)		0(0pts)	0%
Not Applicable		1(0pts)	1%
Total Respondents		95	
Point Average		4.55	
Point Weighted Average		4.55	
		(skipped this question)	1

13. Purchasing assistance adequate

		Response Total	Response Percent
Strongly Agree (5 Points)		25 (125pts)	26%
Agree (4 Points)		23 (92pts)	24%
Neutral (3 Points)		13 (39pts)	14%
Disagree (2 Points)		1(2pts)	1%
Strongly Disagree (1 Points)		1(1pts)	1%
Not Applicable		32(0pts)	34%
Total Respondents		95	
Point Average		4.10	
Point Weighted Average		4.10	
		(skipped this question)	1

14. Programming satisfactorily completed

		Response Total	Response Percent
Strongly Agree (5 Points)		18(90pts)	19%
Agree (4 Points)		19(76pts)	20%
Neutral (3 Points)		14(42pts)	15%
Disagree (2 Points)		4(8pts)	4%
Strongly Disagree (1 Points)		2(2pts)	2%
Not Applicable		38(0pts)	40%
Total Respondents		95	
Point Average		3.82	
Point Weighted Average		3.82	
		(skipped this question)	1

15. Equipment meets needs

		Response Total	Response Percent
Strongly Agree (5 Points)		29 (145pts)	31%
Agree (4 Points)		53 (212pts)	56%
Neutral (3 Points)		5(15pts)	5%
Disagree (2 Points)		4(8pts)	4%
Strongly Disagree (1 Points)		0(0pts)	0%

Not Applicable		3(0pts)	3%
		Total Respondents	94
		Point Average	4.18
		Point Weighted Average	4.18
		(skipped this question)	2







16. Software meets needs

		Response Total	Response Percent
Strongly Agree (5 Points)		30 (150pts)	32%
Agree (4 Points)		56 (224pts)	60%
Neutral (3 Points)		3(9pts)	3%
Disagree (2 Points)		2(4pts)	2%
Strongly Disagree (1 Points)		0(0pts)	0%
Not Applicable		3(0pts)	3%
		Total Respondents	94
		Point Average	4.25
		Point Weighted Average	4.25
		(skipped this question)	2

17. Email and calendar meets needs

		Response Total	Response Percent
Strongly Agree (5 Points)		37 (185pts)	39%
Agree (4 Points)		52 (208pts)	55%
Neutral (3 Points)		4(12pts)	4%
Disagree (2 Points)		1(2pts)	1%
Strongly Disagree (1 Points)		0(0pts)	0%
Not Applicable		0(0pts)	0%
		Total Respondents	94
		Point Average	4.33
		Point Weighted Average	4.33
		(skipped this question)	2

18. Network speed is adequate

		Response Total	Response Percent
Strongly Agree (5 Points)		22 (110pts)	23%
Agree (4 Points)		46 (184pts)	49%
Neutral (3 Points)		12 (36pts)	13%
Disagree (2 Points)		9(18pts)	10%
Strongly Disagree (1 Points)		2(2pts)	2%
Not Applicable		3(0pts)	3%
		Total Respondents	94
		Point Average	3.85
		Point Weighted Average	3.85
		(skipped this question)	2

19. Wireless network meets my needs

Response Total	Response Percent
13	

Strongly Agree (5 Points)		(65pts)	14%
Agree (4 Points)		29 (116pts)	31%
Neutral (3 Points)		17 (51pts)	18%
Disagree (2 Points)		3(6pts)	3%
Strongly Disagree (1 Points)		0(0pts)	0%
Not Applicable		32(0pts)	34%
Total Respondents		94	
Point Average		3.84	
Point Weighted Average		3.84	
(skipped this question)			2

20. System availability reliable

		Response Total	Response Percent
Strongly Agree (5 Points)		23 (115pts)	25%
Agree (4 Points)		52 (208pts)	56%
Neutral (3 Points)		14 (42pts)	15%
Disagree (2 Points)		2(4pts)	2%
Strongly Disagree (1 Points)		0(0pts)	0%
Not Applicable		2(0pts)	2%
Total Respondents		93	
Point Average		4.06	
Point Weighted Average		4.06	
(skipped this question)			3

21. How often do you use the survey software?




		Response Total	Response Percent
More than twice a year		7	8%
One to two times a year		15	16%
Never used the software		38	41%
Did not know survey software was available		22	24%
Would like to use in the future		11	12%
Total Respondents		93	
(skipped this question)			3

22. How often do you use the Informer software?





		Response Total	Response Percent
More than twice a month		9	10%
One to two times a month		5	5%
Every few months		9	10%
Never have used		46	49%
Did not know software was available		15	16%
Would like to use in the future		9	10%
Total Respondents		93	
(skipped this question)			3

23. Websites easy to navigate




		Response Total	Response Percent
Strongly Agree (5 Points)		22 (110pts)	24%

Agree (4 Points)		45 (180pts)	49%
Neutral (3 Points)		16 (48pts)	18%
Disagree (2 Points)		8(16pts)	9%
Strongly Disagree (1 Points)		0(0pts)	0%
Not Applicable		0(0pts)	0%
Total Respondents		91	
Point Average		3.89	
Point Weighted Average		3.89	
(skipped this question)		5	





24. Web pages load quickly

		Response Total	Response Percent
Strongly Agree (5 Points)		26 (130pts)	29%
Agree (4 Points)		51 (204pts)	56%
Neutral (3 Points)		11 (33pts)	12%
Disagree (2 Points)		3(6pts)	3%
Strongly Disagree (1 Points)		0(0pts)	0%
Not Applicable		0(0pts)	0%
Total Respondents		91	
Point Average		4.1	
Point Weighted Average		4.1	
(skipped this question)		5	

25. Website Importance

		Response Total	Response Percent
Very Important (5 Points)		61 (305pts)	67%
Important (4 Points)		26 (104pts)	29%
Neutral (3 Points)		4(12pts)	4%
Unimportant (2 Points)		0(0pts)	0%
Very Unimportant (1 Points)		0(0pts)	0%
Not Applicable		0(0pts)	0%
Total Respondents		91	
Point Average		4.63	
Point Weighted Average		4.63	
(skipped this question)		5	

26. Website Information

		Response Total	Response Percent
Very Important (5 Points)		60 (300pts)	66%
Important (4 Points)		24 (96pts)	26%
Neutral (3 Points)		6(18pts)	7%
Unimportant (2 Points)		0(0pts)	0%
Very Unimportant (1 Points)		0(0pts)	0%
Not Applicable		1(0pts)	1%
Total Respondents		91	
Point Average		4.60	
Point Weighted Average		4.60	
(skipped this question)		5	

27. Website Recruitment

		Response Total	Response Percent
Very Important (5 Points)		50 (250pts)	55%
Important (4 Points)		22 (88pts)	24%
Neutral (3 Points)		11 (33pts)	12%
Unimportant (2 Points)		1 (2pts)	1%
Very Unimportant (1 Points)		0(0pts)	0%
Not Applicable		7(0pts)	8%
Total Respondents		91	
Point Average		4.44	
Point Weighted Average		4.44	
(skipped this question)			5

28. What Web 2.0 features would you like to see offered for our students on our websites?

View responses to this question [view](#)
Total Respondents 9
 (skipped this question) 87

29. Website Comments:

View responses to this question [view](#)
Total Respondents 16
 (skipped this question) 80

30. What types of services would you like to see ITS provide?

View responses to this question [view](#)
Total Respondents 18
 (skipped this question) 78

31. What other software or hardware would be beneficial to your job?

View responses to this question [view](#)
Total Respondents 16
 (skipped this question) 80

32. What improvements could be made in ITS?

View responses to this question [view](#)
Total Respondents 10
 (skipped this question) 86

33. Other Comments:

View responses to this question [view](#)
Total Respondents 22
 (skipped this question) 74

34. Indicate your position group.

		Response Total	Response Percent
Faculty		31	34%

Classified Staff
Exempt/MASSC
Other



	32	35%
	25	27%
	3	3%
Total Respondents	91	
(skipped this question)	5	



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Comments Question 7. How could HelpBox be made easier to use?

1. I think it is VERY user friendly - and the fact that whatever i need is taken care of in one request - and quickly.
2. Use words along with the symbols
3. Not easier just need a reply back that someone is working on request. Had a request in for two weeks and never heard anything about it. Called IT and Brian Parker took care of it for me that day.
4. If I have something that can wait I use the help box. If I need to use Datatel right away I call.
5. When a reply is recieved there is only a number telling us the job was completed...if there are multiple requests made by an individual, it is not know which request was completed.
6. it's perfect the way it is.
7. I believe it is easy enough to use. I don't think you could make it any easier for us to use or any more accessible.
8. I have trouble finding a box to click on who I want the help box to be sent directly to.
9. I can never remember my name and the password. Are we still using Help09 or 05 or have we gone to using our personal passwords? I can never remember. Is this one of the college systems that I'm vparker or am I jparker? Trying to remember the right combination of name and password is annoying and always takes far too much time.
10. Right now I can't use Helpbox because it won't accept my old password, won't change to the new password (I only use two words), and won't direct me to a solution--just wants to know if I want to try again. After 6 tries (or sooner), it should give another option.
11. It is often difficult to know where the problem needs to be categorized and unless you don't already know that the life saver submits the work order your left trying to figure out how to submit the work order.
12. No brilliant ideas on that one.
13. when password or ID are invalid, I'd like to be able to change them myself.
14. The HelpBox is not particularly user friendly. Mostly, if I am having a computer problem, I can't access the Help Box to request assistance. I always use it afterwards to document the help that I've already received.
15. The login is tricky because we don't use it often - if it were tied into our regular email login and password - we would not forget it!
16. It would be easier if the categories and icons were clearer. For instance, the lifesaver never seems to be a "submit" button, and I have problems remembering how to exit or log off.
17. Use common terms in interface...
"end user"?
"Asset"?
"location/site"...what's the difference
18. For faculty who are busy, the Helpbox is an important tool. But reminders on using it may be helpful...no real thoughts on making it better, just keeping it in mind as a resource when things are not working which doesn't seem to happen often from my perspective...

Make the interface were more intuitive. Some of the terms are IT jargon: "End user," "Log new request." Why not simply say "Username" and "New request"? The icons on the right are even worse. I've never seen a program that used a life preserver for the "save" icon. How about using icons we're already familiar with. The alternative text for the icons isn't any help either. "Save end user" makes no sense. It should say "Save Request" or better yet, do away with the icon altogether and replace it with a "submit" button. Honestly, I'm pretty computer literate but it took me way to long to figure this out the first time I used it.
19. my coworkers can never remember the password. helpbox for maintenance and helpbox for IT use different logins
20. After you log a request, all followup questions and comments have to be done by logging back into helpbox and finding the correct request. It would be nice to log the help box once and then communicate with someone directly through email without having to go back into helpbox, log in and find the comment area.
21. It isn't difficult to use. However, many of the needs that are to be requested through help box are much more immediate and the lack of interpersonal support when needed is frustrating and distancing.
- 22.



Comments Question 28. What Web 2.0 features would you like to see offered for our students on our websites?

1. Career exploration and training resources.
2. I would have to think long on this question.

I would like to see departmental blogs that students can access about SOCC programs and events. I know that students have blogs, but I heard that they were monitored, and I wonder if students feel free to express their ideas.
- 3.
4. Customizable home page
5. Not familiar enough with Web 2.0 to answer. Again, I'm computer literate so if I can't answer the question, it's likely that the majority of staff on campus will not be able to answer the questions.
6. Good job!
7. easier registration for community ed students. book store available earlier before term starts. show the curry campus books online.
8. What is Web 2.0?
9. A registration system that would allow auditing students to register for all classes based on their accomplished pre-requisites, the same as if they were taking classes for credit.



Comments Quesetion 29. Website Comments:

1. I think it would be nice if each faculty - or at least department had a webpage.
2. My comuter takes an unusually long time to boot up - this started after the last update was installed - some of my coworkers are having the same problem.
3. Very nice
4. Sometimes difficult to determine where to find information - forms, for example, are located in several different places.
5. I use the website every day. I also tell callers the information is on our website.
6. It's nice - I love it! Easy to get around.
7. The picture on the screen for faculty is so large that I have to scroll down to get to the menu--put the picture on the bottom so I can do my work.
Our website is impressive and a lot of work has gone in to it. But it still remains intimidatingly hard to navigate to any of our students not coming straight out of high school. WebAdvisor still is complicated. Perhaps the complexity is a must for accomplishing registrations.
9. We have a very large website that covers many different departments. Usually, CC web pages are quite hard to navigate, but I think ours is easier than most CCs. It's good work. I just wish the CMS were easier to use so faculty/departments could update pages with less trouble.
10. Thank goodness it is easy to search, because it is difficult to navigate.
Overall, the website is improving but there are some things that could be improved. The top banner is a design flaw in my opinion. One shouldn't have to scroll down the page just to see the "popular links." There should also be more link redundancy so people won't have to hunt so much for information that they don't normally access. Campus Safety should have a page. Though this isn't really a website critique, I think that more Datatel reports should be made available through WebAdvisor and I think that the student and faculty emails should be linked so that I can look up student email addresses. I'm trying to make students use their student emails but it's difficult if I have no simple way of sending them email to those accounts.
12. Some spelling errors need to be corrected; also maybe a more clear approach for people that fall into the Workforce programs or transitional/dislocated workers.
13. Students can never remember their passwords. To many holds,restrictions, need to be clear,etc messages.
 - 1.Curry books are not available to view.
 - 2.Students have much difficulty navigating the website. There are always problems to clear so they can move forward.
14.
 - 3.There are too many clicks to get to the screen to view books.
 - 4.Students can register, but then they are not taken to the next screen to pay, and then the next screen to print out their schedule/receipt. Can't this be fixed? Most other websites are constructed this way.
15. Navigation to information for internal use is cumbersome. Example: When accessing the faculty/staff page, it's necessary to scroll down in order to view internal link options. Small point, but important for efficiency and ease of use.
16. Pat does a wonderful job with our website and makes needed changes quickly. Thanks for all your hard work Pat!!!



Comments Quesetion 30. What types of services would you like to see ITS provide?

1. I really can't think of any. I am very satisfied with all of you and everything you do.
2. ?
3. Maybe some Excel or Access training that is less than a whole class, but some helpful hints.

4. troubleshooting training for housing laundry technology ,phone lines overal how things work and repairs ,connector repairs ,internet equipement
5. Send out an email when a "push" is coming through that may slow down PCs. Let us know whenever there is a network issue so people don't get so frustrated not knowing why their PC is running poorly.
6. More communication with the college staff about changes you are making and problems that arise.
7. good for right now
8. Live events on line.
9. I would like to see more training for faculty and staff on how to best use technology. For instance, I hear that Windows 7 has new features, but I haven't learned how to use any of them. It would be great if we could learn enough to troubleshoot the more fixable problems on our own.
10. More hardware/software/network how-tos and tutorials so I can point students to those types of self-help rather than sending them to IT for every little thing or teaching them myself.
11. More resources for providing testing to students or organizations.
12. Cross training in web administration
13. I would like training on special reporting in Colleague, how to create savelists, how different functions operate inside datatel. It is still kind of a mystery how it all works together and they only way to learn more it by researching on Datatel for information and answers to questions. I would like to ask IT how something in Colleague works or what report could be used to generate information I am seeking.
14. Increasingly I need to be working both at my office and at home--as I go paperless. I would like help in learning how to do this effectively. I need the same software at home so conversion of files is less of a problem. I need to be able to access files on my office computer from home.
15. would like my pay stub to show all my benefits. My vacation,sick leave, how much accrued, or used. I don't believe this is right or legal not having this imformation on it. webadvisor doesn't even provide it for us. I lost 11 hours of vacation time because of this.
16. I am part-time faculty and have access to everything I need. It is frustrating when things go down but they are normally repaired in a reasonable amount of time
17. I would like to see more support for Colleague. As we grow as a college, so must your staff, in particular those who assist with Colleague issues. Problems with Colleague can hold up necessary work to assist our students and the more we rely on Colleague, the more people you need to support it!!!
18. Can't think of any other types of services. I am happy with all of the services - tech support, web, data, etc.



Comments Question 31. What other software or hardware would be beneficial to your job?

1. No idea
2. It all seems fine for me.
3. Easy to use Photoshop type software to enable me to process the many photos of children that we take at the Family Center.
4. none at this time.
5. I would like to have a desktop computer and a laptop for my job.
6. I, like most people on campus, have to wait at least 20 minutes for my computer to boot each morning. I wish it were faster. I can usually work around the computer's slowness, but not this morning. Today, it caused me real problems. Please get whatever hardware or software you need to solve this problem.
7. I'd like to see Apple and Macs on campus to be compatible with our servers.
8. I question how much the portal will help us. I don't know if cloud computing is an option, but I wonder if that might suit our needs when it comes to sharing documents or projects. My experience with cloud computing is *very* limited, so I could be completely wrong; it was just a thought. On another note, my sense is that Colleague is outdated and difficult to use, and I wonder if we could replace that as well.
9. Share point might turn out to be useful if it ever gets implemented. I need some server space that I can upload documents to from home or my office and download in the classroom so I don't have to rely on a thumbdrive for everything.
10. Can't think of any right now.
11. A better monitor that is suitable for graphics. Displays accurate color.
12. One Note
13. I use Tableaux, however, I know it is expensive. I would like to continue using it.
14. I have what I need in the way of software and hardware. Training to help employees understand and utilize new software and hardware is important.
15. I need to learn how to use music-writing software (I have one at home called Voyetra, don't know what the college's program is called). It would save a lot of time I use writing exercises for my students.
16. what is available exceeds my expectations. I appreciate ITS keeping abreast of changes and ensuring my computer meets specifications for the increased software and network uses.



Comments Quesetion 32. What improvements could be made in ITS?

1. No idea
2. I think everyone does a fine job.
3. none
4. The piece on getting numbers and statistics in a reasonable amount of time...
5. I would like it if ITS communicated with other departments more effectively.
6. More sharing of what is available on campus to staff.
7. Maybe higher salary for these folks.
8. More staff, more education/training.
9. They do a great job--I couldn't do my job without them.
10. Some staff respond faster than others. We need to look at this and make sure we have enough people to serve this campus. For me to do my job well, I need faster response. The IT staff is stretched too thin as it is.



Comments Quesetion 33. Other Comments:

1. Just keep up the good work! I am happy I can always come over and ask for help with anything.
2. IT has always been able to help me out immediately - and with a happy tone. I thank you for the services that you provide to the campus community.
3. ITS has improved to the point that it is unrecognizable from what it was 10 years ago. All our needs are met fast and courteously. I have every confidence that ITS is their for my program. Thank you for your hard work.
4. The guys are the most helpful, pleasant employees. They are a delight to work with and to have in the office.
5. Something needs to be done to speed up the time it takes to get our computers up and running after we turn them on in the morning. It takes 5-10 minutes. Can you please explain to everyone why this is happening and what you are doing to work on it?
6. The IT Team is Great!
7. Great staff.
8. Everyone does a great job!
9. It would be great to see course work offered by the educated staff in ITS, they have a lot to offer and should be educating our students about what they do.
10. I think the ITS staff does an excellent job under very difficult circumstances. Thank you.
11. SOCC has a good crew which works hard. Whatever additions are made to the ITS list of things, I hope there remains time carved out in the duties to be sure that repairs and help to staff is available quickly because we are so dependent on the computer system for everything.
12. I find the staff very helpful and friendly. Good people to work with,.
13. I appreciate all of the work that ITS does. Thank you.
14. I am appreciative of the support I receive from the media services and tech support staff. As a group, they are a stunning example of superior customer service. They make a positive impact on the quality of life in the classroom for me and my students.
15. Computer Lab needs to be open later in the evening to accommodate working students.
16. Great job!
I've had problems e-mail from my personal e-mail to the college. This could be a negative factor for someone e-mailing to find out information about becoming a student. Not everyone had or wants a Yahoo or gmail account and it is most frustrating when e-mails do not go through. It can be a determining factor in someone attending a different school.
17. I wish the computers were turned on in each classroom at the beginning of each day. Sometimes when I get to class with the intention of using the classroom computer, if it is not already on, my class sometimes starts late while I wait for the computer to boot up.
18. I also wonder if the campus should start using Mozilla Firefox instead of IE. There seem to be fewer problems with Firefox.
19. Brian, Dean, Rocky, Floyd and Pat are great accets to Southwestern providing outstanding service in everything they do. They continuously go above and beyond taking pride in their positions and always helping with smiles on their faces. I enjoy working with each and every one of them! They are a pleasure to work with and I appreciate everything they do. Thank you!
20. Thank you for all to all IT staff. None of us could you our jobs without your support!
21. You folks are always very patient when I call with my Computer Novice 1.0 questions. And you come to my office quickly when my equipment goes wonky.
22. when I compare ITS with other tech support in my experience, Southwestern's ITS is leagues ahead in customer service, knowledge, adaptability and interest in advances in IT. I can always count on every person in the department to provide exceptional service.