

Survey 2017

Faculty and Staff

The below graphs (page 3) represent 132 faculty and staff survey responses to the Information Technology Survey distributed at the end of the Spring 2017 semester. Comparing these responses to the 2016 survey results (122 responses), Information Technology demonstrated improvement in all areas. Neutral and Average responses were omitted from the calculations. Please note this survey was distributed prior to the launch of the new website. It is our intent to send an additional survey during the fall semester once everyone becomes acclimated to the new website.

In addition to quantitative data, anecdotal responses provided further detail regarding specific technology challenges. Some of the common themes that emerged included limited outdoor wireless coverage along with connectivity challenges at specific areas on campus. In order to address outdoor access, IT has begun to deploy access points (AP's) on blue emergency lights. In addition, IT is evaluating the current placement of AP's to evaluate density and coverage during peak hours. Comments also included spotty Verizon cell phone coverage. To this end, IT will be exploring the option of bringing Verizon on to the campus.

The survey also provided comments about the speed of podium computers. Unfortunately, this is a difficult challenge to address, as classrooms are not discipline specific. Information Technology cannot install discipline specific programs in one building with the expectation that only those courses will be conducted in that room. Therefore, the computers are loaded with many software programs. As a result, it takes time for a computer to boot up upon login since all of the software files needs to be loaded into the profile of the user. The good news is this only happens at first login; meaning the next time the faculty member logs into the same computer, those files are already there and do not have to be copied again. IT will be exploring larger hard drives for these computers to address this challenge.

General Findings

- Community prefers calling the HelpDesk for assistance.
- Community equally uses the Outlook client and the web platform to access email.
- Despite some negative anecdotal comments regarding wireless on campus and network speed, quantitative results show improvement from last year.
- Negative anecdotal comments regarding HelpDesk support is not the consensus. Quantitative results show an improvement from last year.

Requested Future Enhancements (responses in italics)

- Message template in outlook: *This can be accomplished through training. The possibility of providing training sessions will be reviewed.*
- New phone system: *IT is currently evaluating contracts and resources.*
- Video Conferencing capabilities: *CSI currently offers Skype for Business, Polycom, and web conferencing*
- Drop box: *CSI provides [MyFiles](#); online file storage system*
- Remove password reset for students: *This would be a security risk and is not permissible by CUNY.*

Figure 1: General Services

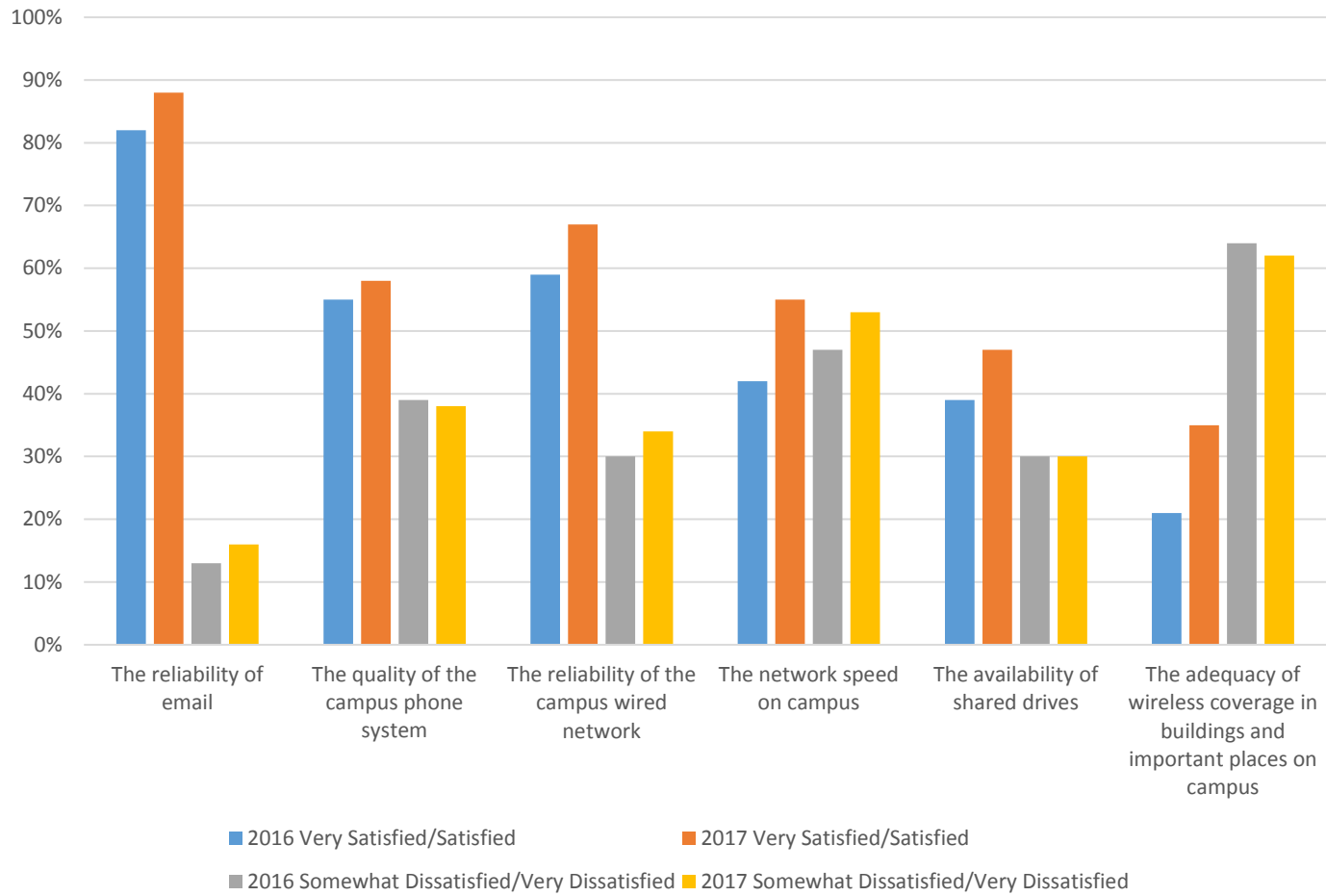


Figure 2: Communication

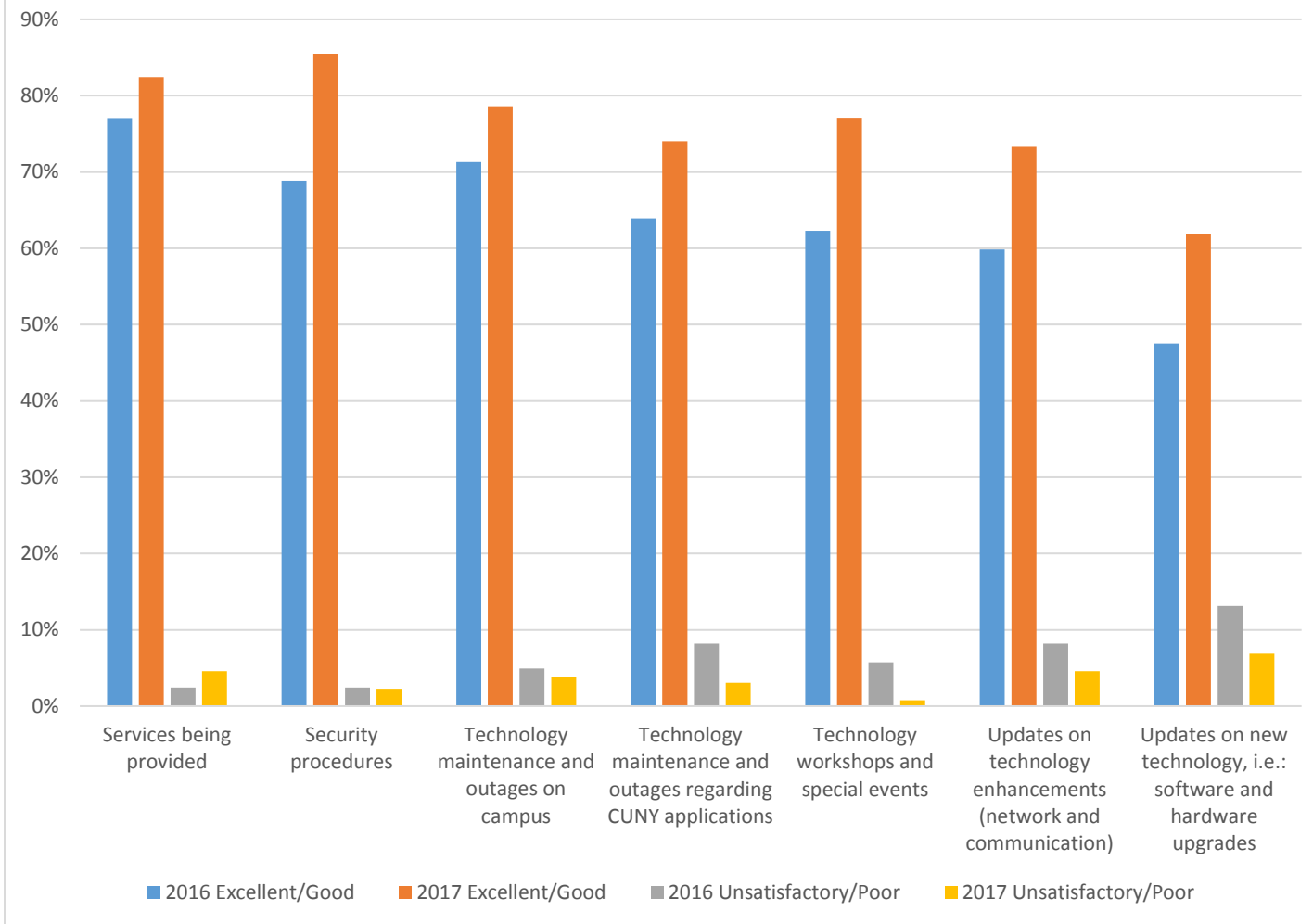


Figure 3: Training



Figure 4: Helpdesk

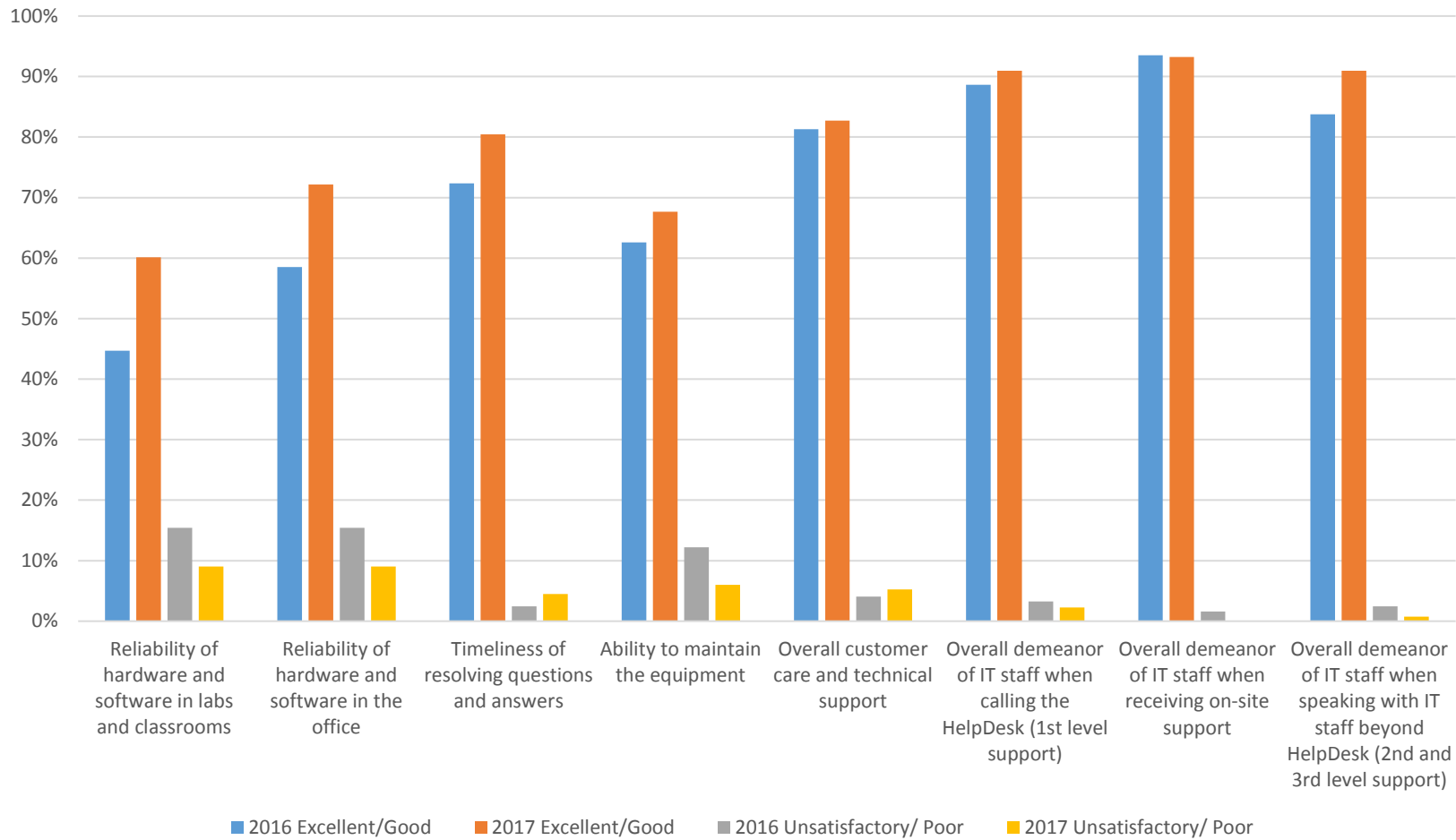


Figure 5: Programming

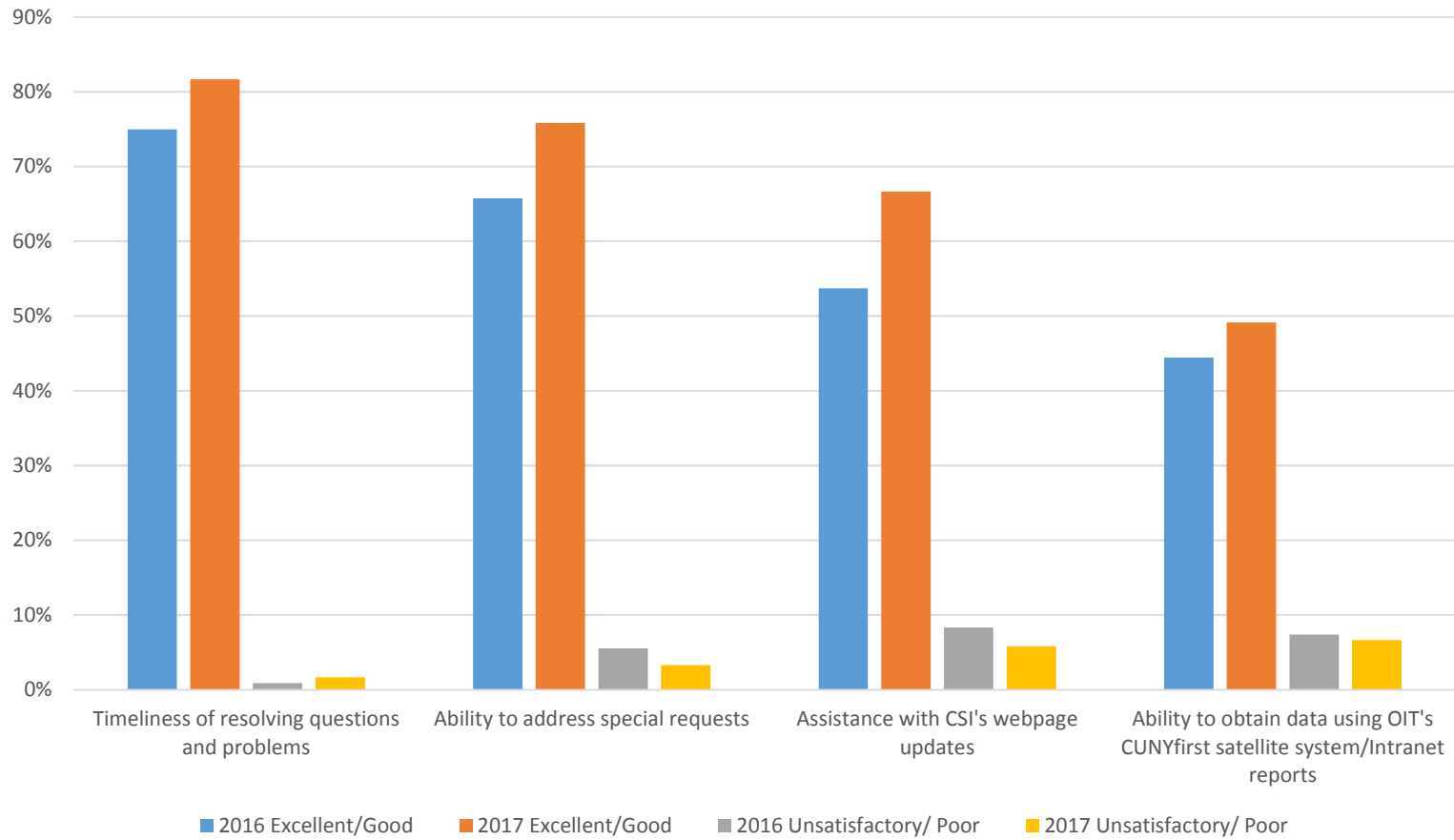


Figure 6: Use Website to Answer Questions before Contacting Helpdesk

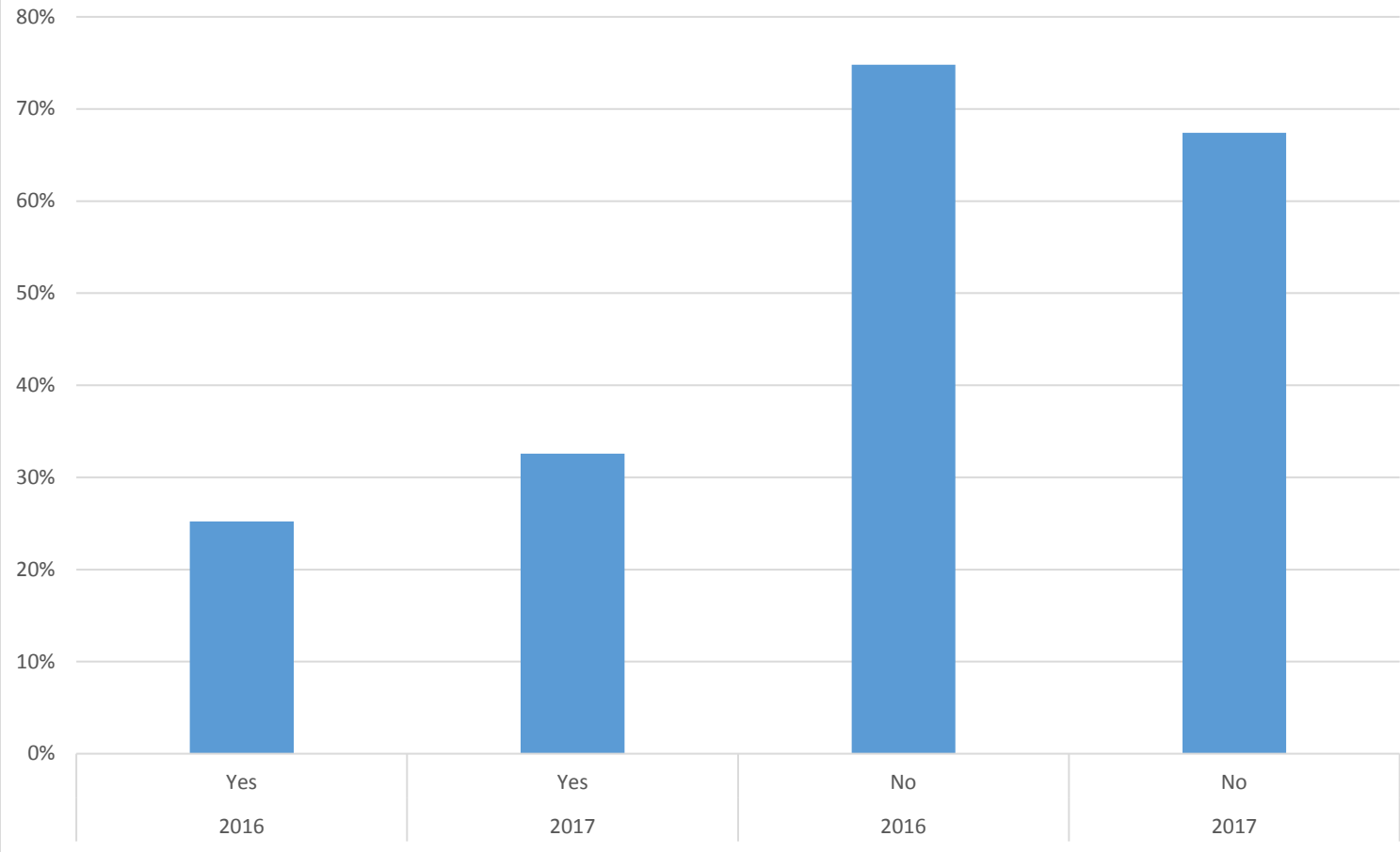


Figure 7: Technology Services

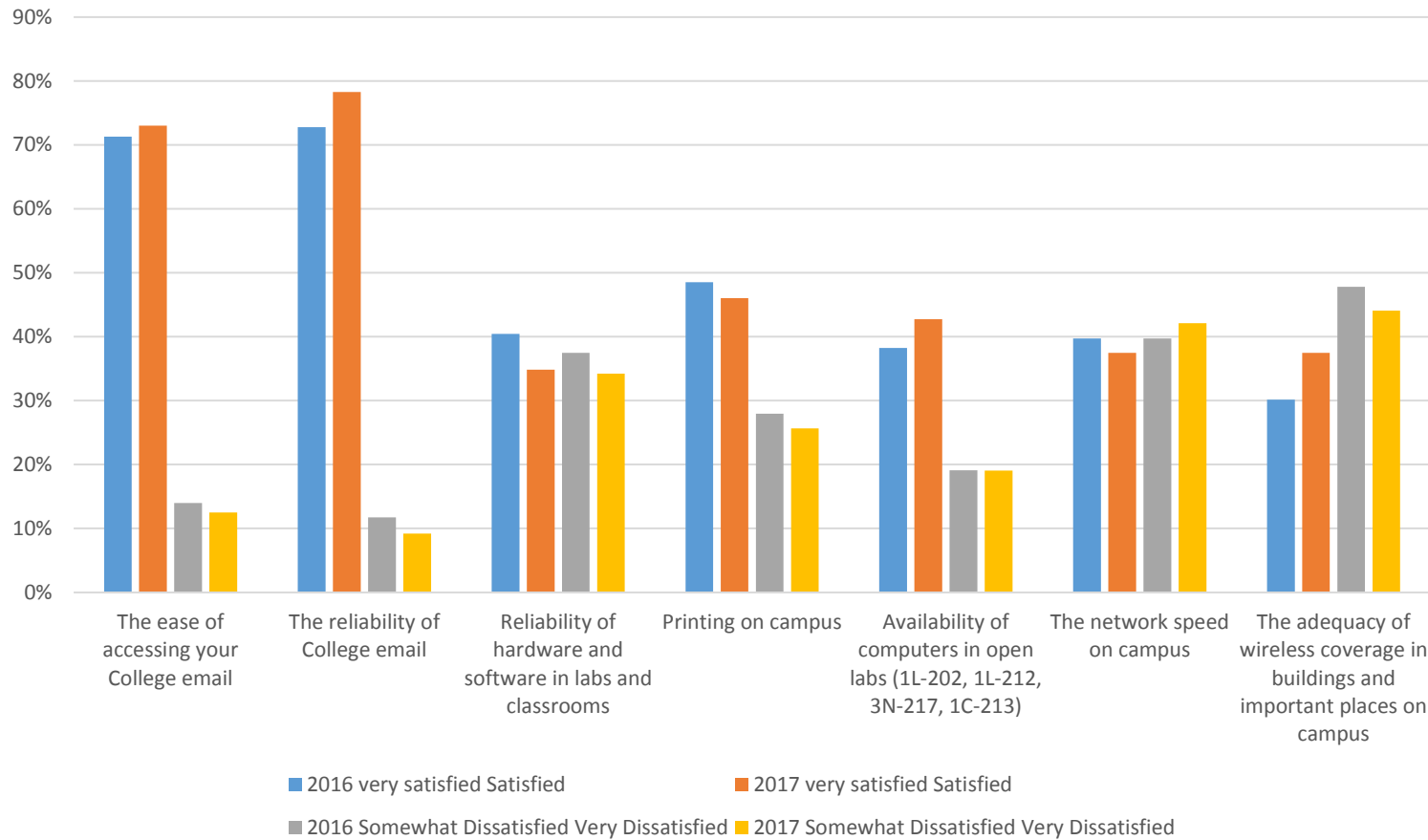


Figure 8: Communication

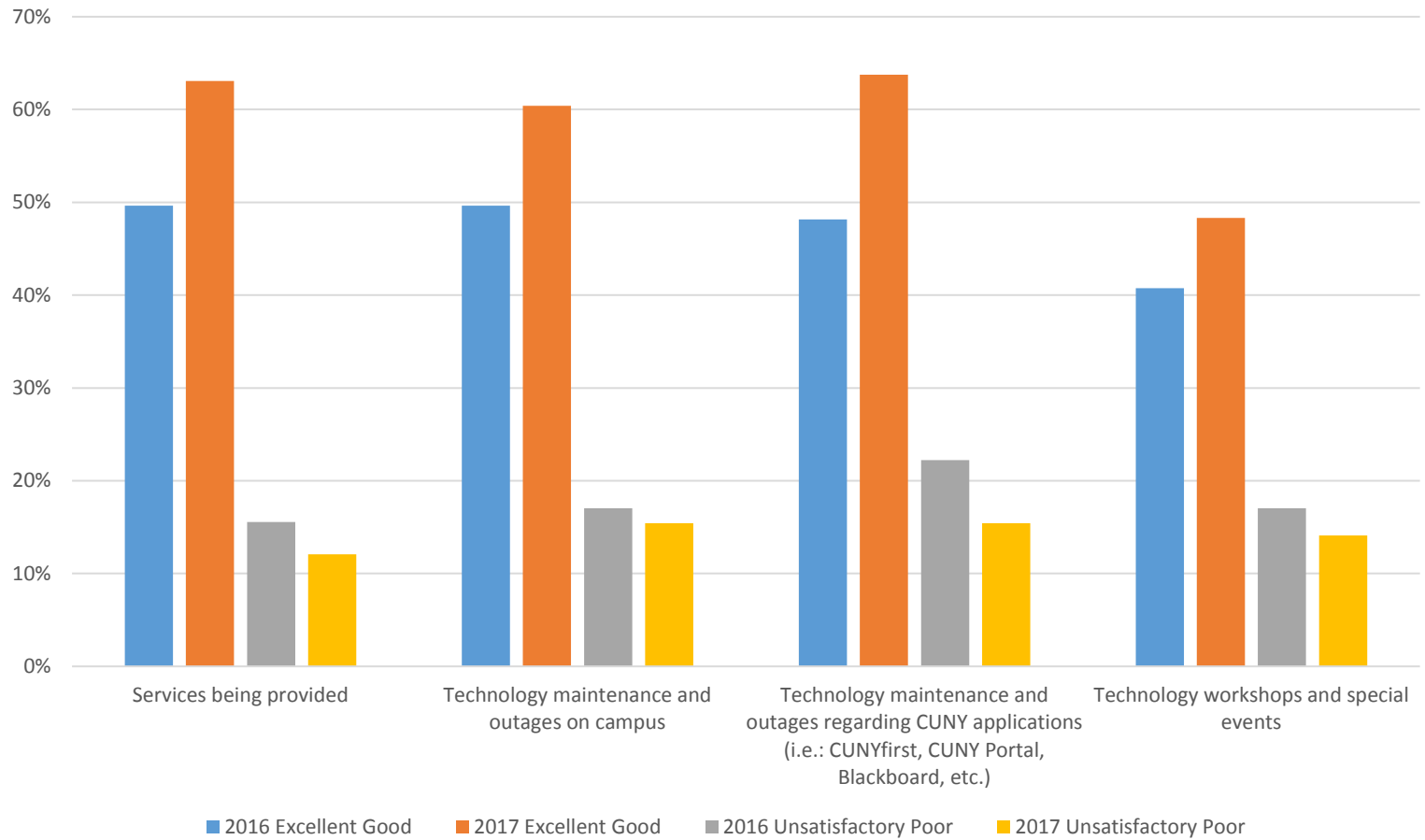


Figure 9: Support

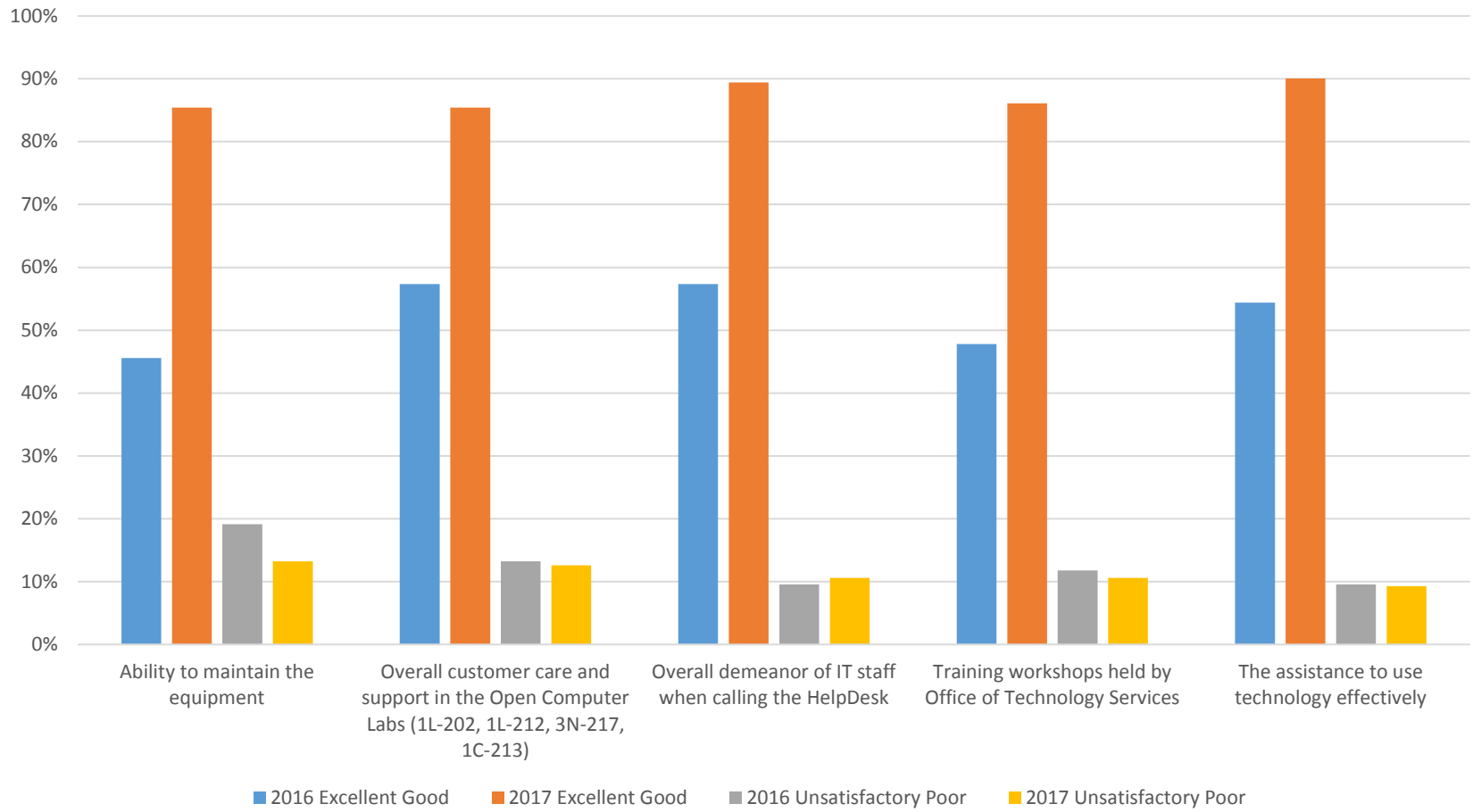


Figure 10: Seeking Technology Assistance

