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

- The reliability of email
- The quality of the campus phone system
- The reliability of the campus wired network
- The network speed on campus
- The availability of shared drives
- The adequacy of wireless coverage in buildings and important places on campus

- 2016 Very Satisfied/Satisfied
- 2017 Very Satisfied/Satisfied
- 2016 Somewhat Dissatisfied/Very Dissatisfied
- 2017 Somewhat Dissatisfied/Very Dissatisfied
Figure 2: Communication

- Services being provided
- Security procedures
- Technology maintenance and outages on campus
- Technology maintenance and outages regarding CUNY applications
- Technology workshops and special events
- Updates on technology enhancements (network and communication)
- Updates on new technology, i.e.: software and hardware upgrades

2016 Excellent/Good 2017 Excellent/Good 2016 Unsatisfactory/Poor 2017 Unsatisfactory/Poor
The availability of training opportunities
The selection of training topics
The quality of training
The variety of training platforms
The assistance to use technology effectively

Figure 3: Training
Figure 4: Helpdesk

- Reliability of hardware and software in labs and classrooms
- Reliability of hardware and software in the office
- Timeliness of resolving questions and answers
- Ability to maintain the equipment
- Overall customer care and technical support
- Overall demeanor of IT staff when calling the HelpDesk (1st level support)
- Overall demeanor of IT staff when receiving on-site support
- Overall demeanor of IT staff when speaking with IT staff beyond HelpDesk (2nd and 3rd level support)

Comparison:
- 2016 Excellent/Good
- 2017 Excellent/Good
- 2016 Unsatisfactory/ Poor
- 2017 Unsatisfactory/ Poor
Figure 5: Programming

- Timeliness of resolving questions and problems
- Ability to address special requests
- Assistance with CSI's webpage updates
- Ability to obtain data using OIT's CUNYfirst satellite system/Intranet reports

Comparison of performance in 2016 and 2017:
- Excellent/Good
- Unsatisfactory/Poor
Figure 6: Use Website to Answer Questions before Contacting Helpdesk
The ease of accessing your College email

The reliability of College email

Reliability of hardware and software in labs and classrooms

Printing on campus

Availability of computers in open labs (1L-202, 1L-212, 3N-217, 1C-213)

The network speed on campus

The adequacy of wireless coverage in buildings and important places on campus

Figure 7: Technology Services

<table>
<thead>
<tr>
<th>2016 very satisfied</th>
<th>Satisfied</th>
<th>2017 very satisfied</th>
<th>Satisfied</th>
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Services being provided
Technology maintenance and outages on campus
Technology maintenance and outages regarding CUNY applications (i.e.: CUNYfirst, CUNY Portal, Blackboard, etc.)
Technology workshops and special events

2016 Excellent
2017 Excellent
2016 Unsatisfactory Poor
2017 Unsatisfactory Poor
Figure 9: Support

- Ability to maintain the equipment
- Overall customer care and support in the Open Computer Labs (1L-202, 1L-212, 3N-217, 1C-213)
- Overall demeanor of IT staff when calling the HelpDesk
- Training workshops held by Office of Technology Services
- The assistance to use technology effectively

2016 Excellent Good, 2017 Excellent Good, 2016 Unsatisfactory Poor, 2017 Unsatisfactory Poor
Figure 10: Seeking Technology Assistance

- Send an email to the Technology HelpDesk
- Call the Technology HelpDesk
- Visit the Technology HelpDesk
- Visit the IT Doctor station in the Library
- Ask a computer lab tech
- Try to find the answer using resources posted on the CSI website
- Use the OTS self-help application ECHO
- Look for help within the application I am using (i.e.: CUNYfirst, CUNY Portal, Blackboard, etc.)

2016 2017