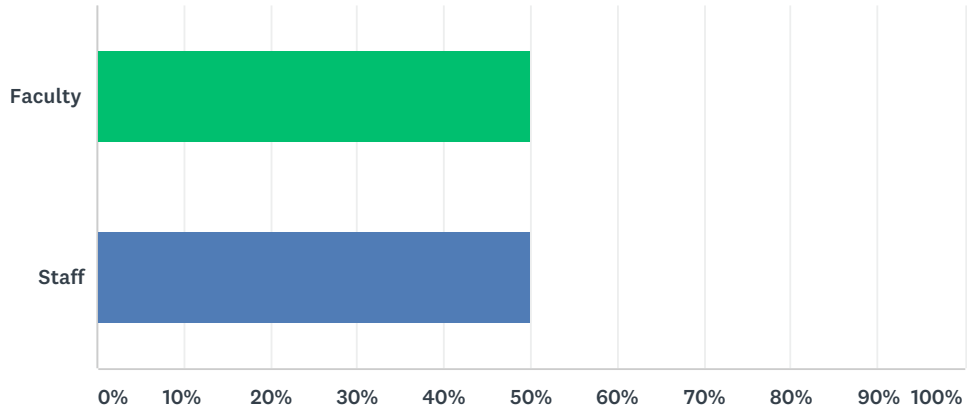


Q1 Are you

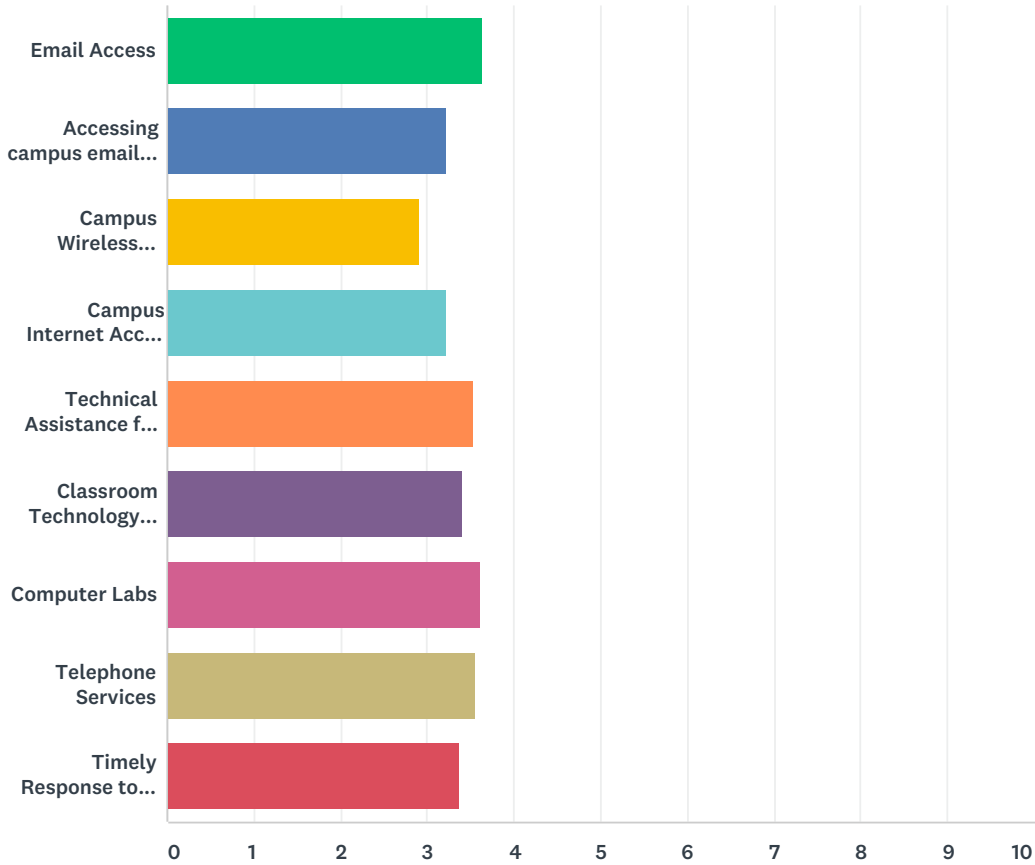
Answered: 96 Skipped: 3



ANSWER CHOICES	RESPONSES	
Faculty	50.00%	48
Staff	50.00%	48
TOTAL		96

Q2 How would you rate your level of satisfaction with the following?

Answered: 86 Skipped: 13



	POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Email Access	2.50% 2	7.50% 6	33.75% 27	35.00% 28	21.25% 17	0.00% 0	80	3.65
Accessing campus email from a mobile device, such as a smartphone or tablet	11.84% 9	11.84% 9	30.26% 23	22.37% 17	17.11% 13	6.58% 5	76	3.23
Campus Wireless Networking	14.46% 12	18.07% 15	33.73% 28	18.07% 15	9.64% 8	6.02% 5	83	2.90
Campus Internet Access and Reliability	6.33% 5	13.92% 11	40.51% 32	26.58% 21	11.39% 9	1.27% 1	79	3.23
Technical Assistance from Help Desk	7.14% 6	11.90% 10	21.43% 18	35.71% 30	21.43% 18	2.38% 2	84	3.54
Classroom Technology Support	2.70% 2	13.51% 10	28.38% 21	22.97% 17	14.86% 11	17.57% 13	74	3.41
Computer Labs	0.00% 0	2.82% 2	32.39% 23	23.94% 17	11.27% 8	29.58% 21	71	3.62
Telephone Services	6.41% 5	6.41% 5	28.21% 22	26.92% 21	20.51% 16	11.54% 9	78	3.55

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Timely Response to Work Request	11.11%	4.94%	35.80%	24.69%	18.52%	4.94%		
	9	4	29	20	15	4	81	3.36

#	COMMENTS FOR "EMAIL ACCESS"	DATE
1	In Outlook-based version, search function does not work (after the I already checked the usual causes)	12/8/2018 11:14 AM
2	Attitude, responsiveness, technical knowledge and ability, and thoroughness all vary depending on which team member you interact with. Some rank poor in every area, others high in all. Unfortunately, overall there is vast room for improvement. I'm extremely thankful for some of the recent additions.	11/29/2018 8:07 AM
3	Outlook is clunky and outdated	11/28/2018 6:08 PM
4	It goes offline and always asks for a password. It should not ask for it while I am still online signed in the network.	11/28/2018 4:45 PM
5	Outlook has had some issues lately.	11/28/2018 4:18 PM
6	██████████ is always very helpful with email issues	11/28/2018 3:02 PM
7	The email access is regularly troublesome. Password requirements seem excessive, cannot attach files using browser access.	11/28/2018 1:29 PM
8	outlook for the web is worthless. application works fine.	11/28/2018 10:39 AM
9	Whenever we have called we receive excellent response	11/28/2018 10:24 AM
10	I have always received a response from IT when I've needed them, particularly from ██████████	11/28/2018 10:20 AM

#	COMMENTS FOR "ACCESSING CAMPUS EMAIL FROM A MOBILE DEVICE, SUCH AS A SMARTPHONE OR TABLET"	DATE
1	This can be done through your carrier and the internet. It has no bearing on the campus I.T. dept.	11/29/2018 8:07 AM
2	don't use it	11/28/2018 10:02 PM
3	Slow o no access from classroom, no access for guests. Password should be posted in all classrooms.	11/28/2018 9:20 PM
4	Assigned LAVC lap top can not access internet on campus	11/28/2018 5:43 PM
5	The online version is very limited.	11/28/2018 4:18 PM
6	How about an app?	11/28/2018 1:53 PM
7	The mobile access, or any access to LAVC faculty email, outside of office computers is completely unacceptable. The only way to send files to students, faculty, etc via email is to either come to campus or to do so from a personal email account.	11/28/2018 1:29 PM
8	Can't view all items in the email. Does not autoload the email address.	11/28/2018 12:32 PM
9	Don't do it, so no opinion.	11/28/2018 11:23 AM
10	I only use web vs. forwarding to my phone email.	11/28/2018 10:39 AM
11	Not something I ever use!	11/28/2018 10:24 AM
12	I would like to be able to search for specific emails when I am not on my work station computer.	11/28/2018 10:14 AM

#	COMMENTS FOR "CAMPUS WIRELESS NETWORKING"	DATE
1	It has gotten better though	12/10/2018 4:02 PM
2	Connectivity 90% of time. Certain rooms require multiple attemots to connctet.	12/8/2018 11:14 AM
3	Doesn't connect in some parts of campus like the art department & bungalows.	11/29/2018 9:12 PM
4	Has improved since the upgrade	11/29/2018 2:17 PM
5	Campus wireless services are unreliable. Often times wireless is down, or very difficult to connect to.	11/29/2018 11:01 AM
6	There are still parts of some buildings that don't support the staff wifi.	11/29/2018 8:07 AM
7	In the Art Department it barely works at all, and most of the time is there is zero connectivity	11/28/2018 6:08 PM

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8	Same as above	11/28/2018 5:43 PM
9	Once a device is signed into the LAVC Wireless, it works well in buildings but is spotty outside. LAVC Guest Wireless is sometime less reliable.	11/28/2018 4:31 PM
10	Great improvement!!!	11/28/2018 4:18 PM
11	I have never experienced the issues that I have heard others	11/28/2018 3:02 PM
12	can never seem to connect	11/28/2018 1:53 PM
13	I can not figure out how to use the wifi...	11/28/2018 1:31 PM
14	Campus wireless is regularly down, not working, slow, etc. I have had to leave campus several times to use my personal wifi at home to do official campus duties. Lots of productivity lost as a result.	11/28/2018 1:29 PM
15	Do not use.	11/28/2018 12:32 PM
16	Don't work on campus anymore, so no opinion on this, either.	11/28/2018 11:23 AM
17	I never use this option but students will and they complain from time to time about connection being poor, but not since we had the aruba upgrade.	11/28/2018 11:17 AM
18	It was working better when they made the changes now its slower and less connectivity, but its working.	11/28/2018 11:03 AM
19	Wireless has really improved in my office. Thank you for that!	11/28/2018 10:58 AM
20	better coverage than it used to be. Took multiple password attempts to finally accept when first signed on to the new system.	11/28/2018 10:39 AM
21	poor access in AHS	11/28/2018 10:33 AM
22	Seems sporadic at times when we've had to help students register	11/28/2018 10:24 AM
23	But I'm slowly seeing improvements!	11/28/2018 10:12 AM
#	COMMENTS FOR "CAMPUS INTERNET ACCESS AND RELIABILITY"	DATE
1	Hangs only about 5% of time	12/8/2018 11:14 AM
2	Doesn't connect in some parts of campus like the art department & bungalows.	11/29/2018 9:12 PM
3	Has improved since the upgrade	11/29/2018 2:17 PM
4	excellent	11/28/2018 10:02 PM
5	Signal is regularly poor as well. This is constant across campus as I have experienced poor internet access in the Humanities Building, Campus Center, and Library.	11/28/2018 1:29 PM
6	Seems to be OK, from what I hear.	11/28/2018 11:23 AM
7	See above	11/28/2018 11:17 AM
8	still goes down sometimes, better than it used to be	11/28/2018 10:39 AM
9	I have no complaints in this regards to internet access. When it has gone down it seems to get resolved rather quickly	11/28/2018 10:24 AM
10	But I'm slowly seeing improvements!	11/28/2018 10:12 AM
#	COMMENTS FOR "TECHNICAL ASSISTANCE FROM HELP DESK"	DATE
1	Not used	12/12/2018 11:10 AM
2	Everyone is helpful except for this [REDACTED]	11/29/2018 9:12 PM
3	Very recently, support has improved in terms of hours the line is staffed, and the response. That has raised this from "Poor".	11/29/2018 8:07 AM
4	good	11/28/2018 10:02 PM
5	It is hard to reach people in the office, response time is slow	11/28/2018 6:08 PM
6	Those who have help me in the past seem to feel like there is something more important than your problem.	11/28/2018 5:43 PM
7	Some technicians are more helpful than others	11/28/2018 4:31 PM

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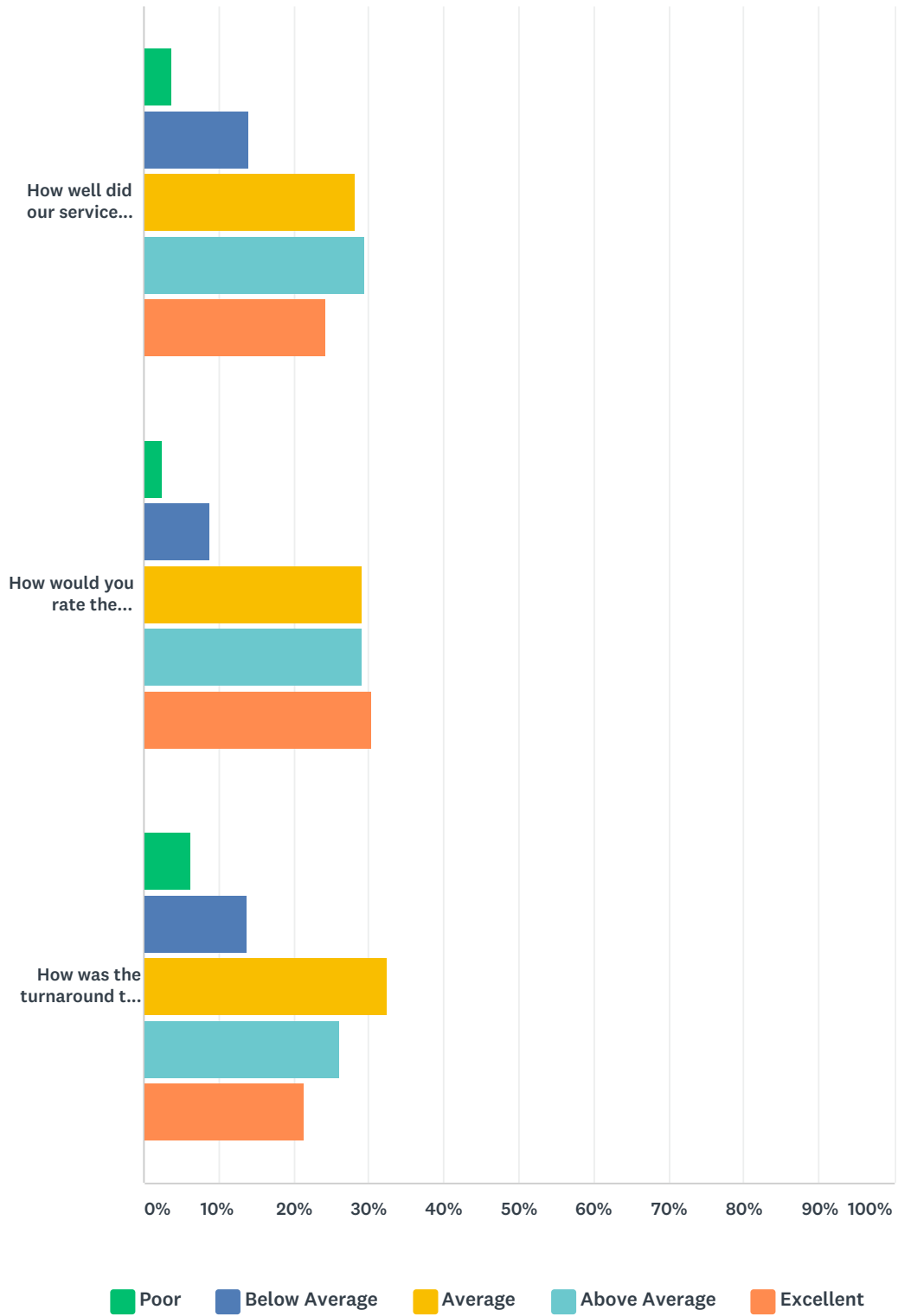
8	I would of said excellent, but that would mean they always answer their phone, but when they do answer they are very helpful	11/28/2018 3:02 PM
9	no way to really get live phone assistance	11/28/2018 1:53 PM
10	This is the worst of all the assistance on campus. I have been hung up on by Technical Assistance Desk, been told they cannot assist me in a classroom during class instruction time since they are the only person on campus. This has a profound impact on student retention as LAVC students wonder what their tuition dollars pay for when they come to a class with faulty technology and the instructor cannot get any adequate assistance.	11/28/2018 1:29 PM
11	██████ is great.	11/28/2018 12:36 PM
12	Very responsive to questions and concerns.	11/28/2018 12:32 PM
13	The staff is always very helpful.	11/28/2018 11:30 AM
14	Always able to solve problems; tragically, not with me 24/7.	11/28/2018 11:23 AM
15	Sometimes it's hard to reach someone but when you do they are extremely helpful and obviously, knowledgeable.	11/28/2018 11:17 AM
16	helpful and quick response when needed	11/28/2018 10:39 AM
17	the Best always respond in a timely manner	11/28/2018 10:24 AM
18	Sometimes no one is at the desk.	11/28/2018 10:21 AM
#	COMMENTS FOR "CLASSROOM TECHNOLOGY SUPPORT"	DATE
1	We always have problem in the classrooms 134 A & B MAC Building	12/10/2018 7:56 AM
2	Rarely respond when a professor reports something not working.	11/29/2018 9:12 PM
3	I ask our Instructional Assistance for support, have never received help from IT	11/29/2018 2:17 PM
4	██████████ have been doing a great job!	11/29/2018 8:07 AM
5	the old work order system is unwieldy; there should be a way to get immediate assistance here	11/28/2018 1:53 PM
6	See above. This is by far the worst technology experience I have ever had on a college campus.	11/28/2018 1:29 PM
7	I do not know.	11/28/2018 12:08 PM
8	Again, not teaching on campus, so no opinion on this.	11/28/2018 11:23 AM
9	help arrives quickly but ongoing issues aren't resolved	11/28/2018 10:39 AM
10	I am not an instructor. I work in Workforce training. In my Academies, however I've often had to receive help for the students to utilize the computers.	11/28/2018 10:24 AM
11	not applicable	11/28/2018 10:24 AM
12	I've needed help on at least several occasions, and they have always been responsive.	11/28/2018 10:20 AM
13	n/a	11/28/2018 10:09 AM
#	COMMENTS FOR "COMPUTER LABS"	DATE
1	Newer ones in ACA are good. Older ones in BSC 110 need replacing.	12/8/2018 11:14 AM
2	N/A	11/28/2018 4:45 PM
3	not enough Labs	11/28/2018 3:02 PM
4	I do not know	11/28/2018 12:08 PM
5	No opinion because of no personal use.	11/28/2018 11:23 AM
6	no information on these	11/28/2018 10:39 AM
7	not applicable	11/28/2018 10:24 AM
8	I do not go to computer labs.	11/28/2018 10:21 AM
9	There should be an N/A choice in this survey, as I have never used them.	11/28/2018 10:20 AM

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10	n/a	11/28/2018 10:09 AM
#	COMMENTS FOR "TELEPHONE SERVICES"	DATE
1	Will be good to have an update LAVC Telephone Directory 2019, specially when we don't have quick access to computer.	12/10/2018 7:56 AM
2	operator is never there. Only Monday through Thursday before 12	11/28/2018 5:01 PM
3	Experienced several issues this year with my VOIP phone network getting disconnected, but then it would mysteriously start work again hours or days later; IT was not able to diagnose the cause of the issue.	11/28/2018 4:31 PM
4	we can't get an operator for info or calls to other area codes	11/28/2018 1:08 PM
5	very good support, particularly since I've had five moves in my tenure here. Always top notch service.	11/28/2018 10:24 AM
6	not applicable	11/28/2018 10:24 AM
7	Nearly impossible to get a campus operator on the phone any day any time. Those who occasionally answer sound like they couldn't be bothered. No "Good Afternoon," "Good Morning," "How can I help you?" "Thank you for calling," or "Certainly. I'll transfer you now." This has bothered me for years. The operator's voice is often a person's first contact with the school, and I think it gives a terrible, apathetic (at best), unhelpful bordering on rude, impression of our great college.	11/28/2018 10:20 AM
8	Not able to access voice mail from other phones, only my work station phone.	11/28/2018 10:14 AM
#	COMMENTS FOR "TIMELY RESPONSE TO WORK REQUEST"	DATE
1	N/A	12/12/2018 11:10 AM
2	There are far too many instances to list about this. This is based on my experience, as well as stories that have been shared by other staff.	11/29/2018 8:07 AM
3	At times, email I sent indicating the problem was fixed, but it was not fixed at all.	11/28/2018 9:20 PM
4	Requested printer be connected to office computer and years have gone by	11/28/2018 5:43 PM
5	Response time is dependent on the assigned technician; some work orders have been marked as fulfilled, but the work was not completed until several attempt to remedy the oversight	11/28/2018 4:31 PM
6	Work requests take constant follow ups, if they are completed at all. I have records of several instances in which a work request was made, approved, and noted as completed without any such work being completed. When it is completed it takes weeks. Campus workers and maintenance staff are also routinely entering my personal faculty office without any notice or consent.	11/28/2018 1:29 PM
7	Even though they are short staffed, they do a fantastic job.	11/28/2018 11:30 AM
8	Almost always ready to assist by phone.	11/28/2018 11:23 AM
9	This is a hard one because it can vary depending on the issue and the amount of departments effected. So, somewhere between Avg and Above Avg.	11/28/2018 11:17 AM
10	Need to hire more people.	11/28/2018 10:21 AM

Q3 How would you rate the quality of customer service experience?

Answered: 80 Skipped: 19



	POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT	TOTAL
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How well did our service meet your needs?	3.85% 3	14.10% 11	28.21% 22	29.49% 23	24.36% 19	78
How would you rate the customer service received from the department and the department staff?	2.53% 2	8.86% 7	29.11% 23	29.11% 23	30.38% 24	79
How was the turnaround time for the service provided by the department?	6.25% 5	13.75% 11	32.50% 26	26.25% 21	21.25% 17	80

#	COMMENTS	DATE
1	There's an [REDACTED] who works in IT and is always grumpy and in a bad mood. I think he's the manager.	11/29/2018 9:15 PM
2	I have found IT to be more responsive in recent years. I don't know if it the staff or increased numbers of staff, but I am greatfull.	11/29/2018 12:48 PM
3	Again, this all varied, depending on the issue, and which I.T. staff member was involved. My ratings are based on my overall experience.	11/29/2018 8:58 AM
4	[REDACTED] is amazingly helpful whenever I have a tech problem/question!!	11/29/2018 8:57 AM
5	same as previous statement	11/28/2018 5:46 PM
6	At present, it's almost shocking to phone an IT department, and have an actual person answer on the first or second ring!! Excellent! Your team deserves many kudos! I work on three college campuses, and on two of them--calls are NEVER answered ("leave a message"), and messages left are never returned! Thank you!	11/28/2018 4:30 PM
7	[REDACTED] is so helpful. He always does his best to get things done in a timely manner. Great customer service skills!!	11/28/2018 2:44 PM
8	Not sure what "customer service" you are referring to. I am a faculty member on campus not a customer.	11/28/2018 1:32 PM
9	Great staff and department	11/28/2018 11:31 AM
10	Numerous call have been made but no one is available to assist staff.	11/28/2018 11:03 AM
11	I am always pleased with the IT department when I need my email placed on my mobile device. They are exceptionally courteous and work is done in a timely manner.	11/28/2018 11:00 AM
12	helpful and follow up to fix personal computer issues	11/28/2018 10:39 AM
13	Don't know what to compare it to.	11/28/2018 10:27 AM
14	we have a great team working here who are willing to support the work we do!	11/28/2018 10:26 AM
15	IT is understaffed.	11/28/2018 10:22 AM
16	They need to hire more people.	11/28/2018 10:11 AM

Q4 What other services/improvements would you like to see from the department?

Answered: 25 Skipped: 74

#	RESPONSES	DATE
1	Wireless printing.	12/7/2018 7:00 PM
2	Thanks!	11/30/2018 11:01 AM
3	Maybe a better manager for that department.	11/29/2018 9:15 PM
4	For some reason, I can not add an attachment to emails stent from my LAVC email account. Why is that? I don't really know who to call for that.	11/29/2018 3:46 PM
5	Additional staffing to assist with IT problems in offices or classrooms	11/29/2018 2:17 PM
6	How often can our computers be upgraded and shouldn't software be automatically upgraded?	11/29/2018 12:48 PM
7	Hire more staff. The below average ratings are not necessarily related to the competency of the staff. Rather, they seem to have a difficult time servicing the campus because they are understaffed.	11/29/2018 11:04 AM
8	More staff should be helpful. I also have to wonder if there are standard practice guides, and procedure guides in use to ensure a thorough response. If they exist, they should be followed. If they don't exist, their creation and use would bring great improvements. Also, if there was an online form that could be used by college staff to provide feedback on each response from the I.T. department, this could provide real time information to management about the status and performance of each interaction.	11/29/2018 8:58 AM
9	Friendlier IT and more efficient. Better customer service oriented	11/28/2018 9:21 PM
10	Please make better wireless in the art department. Our students and faculty need it.	11/28/2018 6:09 PM
11	Better PR or attitude	11/28/2018 5:46 PM
12	Protection from outside emails is excellent-just continue to keep us informed.	11/28/2018 4:06 PM
13	none, this department works efficiently and superiority, they should use this department to train Admission and Records so A&R isnt so slow and unresponsive	11/28/2018 3:02 PM
14	More workers hired so I don't have to negotiate with IT staff to come to my classroom to fix a broken monitor, locked computer, lack of electricity, faulty thermostat because they are "the only person working on campus right now". As far as I know there are only 1-2 people working in IT on the entire campus based on my correspondence with them.	11/28/2018 1:32 PM
15	Fix the wireless connection for instructor and staff to access.	11/28/2018 12:53 PM
16	They are responsive to questions and concerns, but can't always get to you due to lack of staff. Also, some of us still need access to DEC and there is no one who can reset the password.	11/28/2018 12:34 PM
17	They should be allowed to hire more staff	11/28/2018 11:31 AM
18	N/A	11/28/2018 11:04 AM
19	Improvement would be someone who can come in a timely fashion to correct problems.	11/28/2018 11:03 AM
20	None	11/28/2018 11:00 AM
21	More staff is needed to service the campus.	11/28/2018 10:27 AM
22	Stay on track with what you do now. It is very much appreciated, i.e. [REDACTED]	11/28/2018 10:26 AM
23	In terms of services, none. Everyone is pretty responsive, polite, and do want to help you. Sometimes it's the equipment that needs improvements.	11/28/2018 10:15 AM
24	Workshops from IT department	11/28/2018 10:11 AM
25	all ok	11/28/2018 10:09 AM

Q5 Please share your comments and/or suggestions about the department.

Answered: 18 Skipped: 81

#	RESPONSES	DATE
1	In our department (Kinesiology) we really need update our computer. 75% of them are very old. :(12/10/2018 8:00 AM
2	Better communications about outages and changes to the campus network.	12/7/2018 7:00 PM
3	Needs training in customer service.	11/29/2018 9:15 PM
4	Provide the department with the necessary support. LAVC is behind other campuses in terms of IT services. The dept. needs support from the campus. Expectations of IT are not in line with the support.	11/29/2018 11:04 AM
5	I'm hopeful that recent additions to the staff will be retained, and the workload will be shared among the I.T. staff in a way that brings significant improvement to the timeliness and thoroughness of the responses the department provides.	11/29/2018 8:58 AM
6	Show of friendly offer of assistance	11/28/2018 5:46 PM
7	Everyone is really kind and patient.	11/28/2018 4:06 PM
8	It would be helpful if a staff member could pick up the phone rather than the voicemail.	11/28/2018 2:44 PM
9	There has been a lot of talk about lower enrollment/retention rates on campus. In conversations with students the primary reason shared with me is poor facilities. Without addressing those concerns this should be expected to continue.	11/28/2018 1:32 PM
10	Staff works very hard to support the campus and they are very much appreciated.	11/28/2018 11:18 AM
11	N/A	11/28/2018 11:04 AM
12	need more technicians to assist faculty and staff.	11/28/2018 11:03 AM
13	Excellent Customer Service	11/28/2018 11:00 AM
14	IT does a great job!	11/28/2018 10:28 AM
15	Thanks for all you do!!	11/28/2018 10:27 AM
16	██████████ has always been helpful. So has ██████████ (Don't know her last name). IT is mysterious, but I guess that's by design so they don't have droves of people showing up in person to figure out problems. Perhaps a way to improve the customer service experience would be to offer designated hours every week where people with questions/issues/problems could show up and receive help. Maybe staff could rotate to provide those hours, or a particular skilled at interpersonal communication (and obviously IT) could be assigned. Thanks for asking. Happy to provide feedback.	11/28/2018 10:27 AM
17	See above	11/28/2018 10:26 AM
18	They are polite, responsive, and do want to help/assist you.	11/28/2018 10:15 AM