Q1 Are you

Answered: 45   Skipped: 0
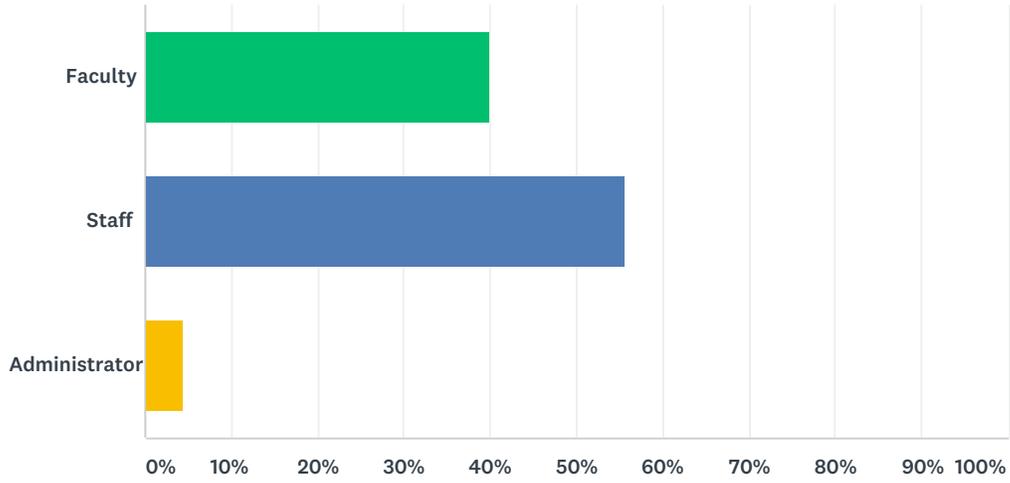
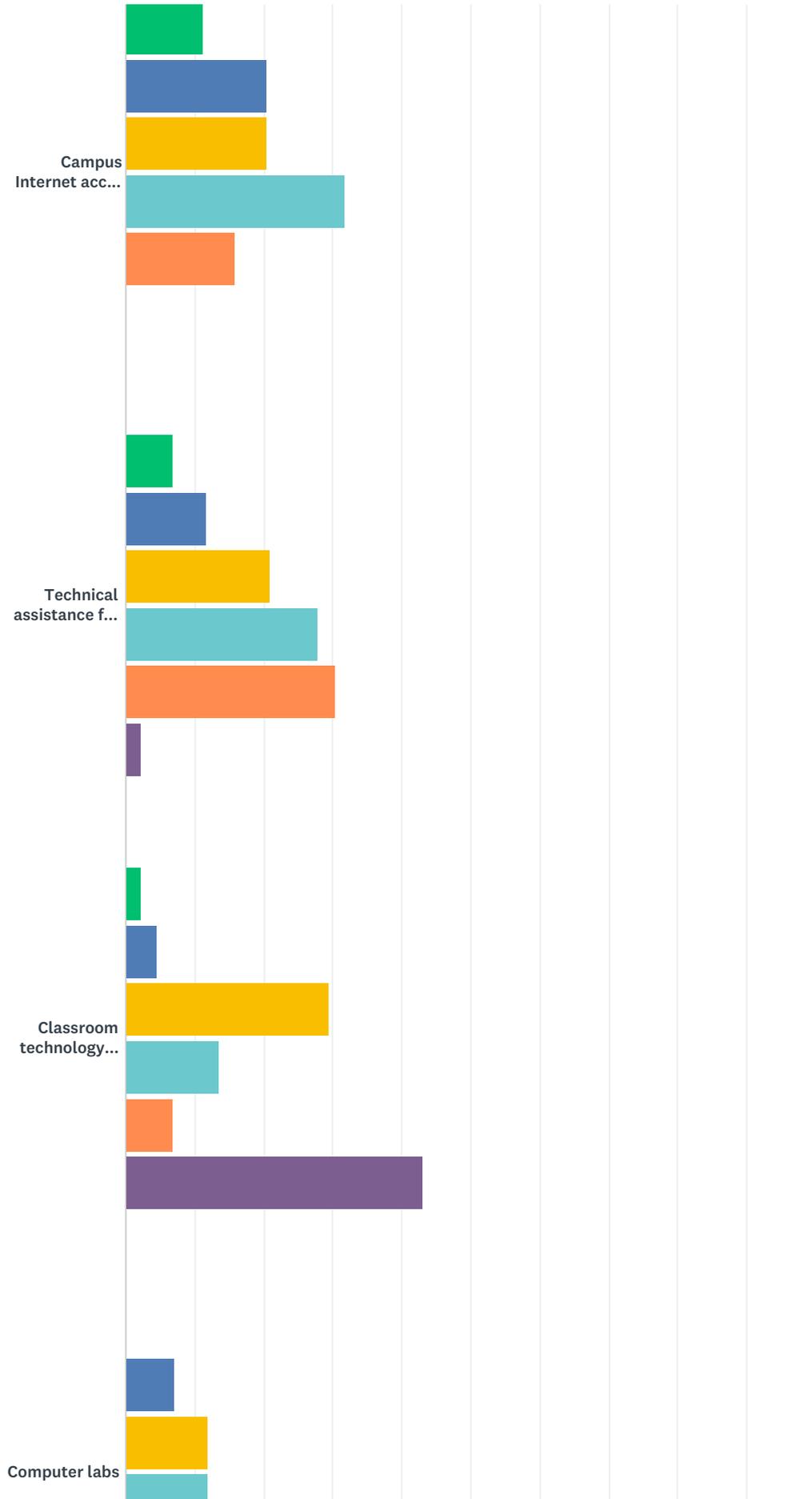| ANSWER CHOICES	RESPONSES	
Faculty	40.00%	18
Staff	55.56%	25
Administrator	4.44%	2
TOTAL		45

Q2 How would you rate the following services?

Answered: 45   Skipped: 0
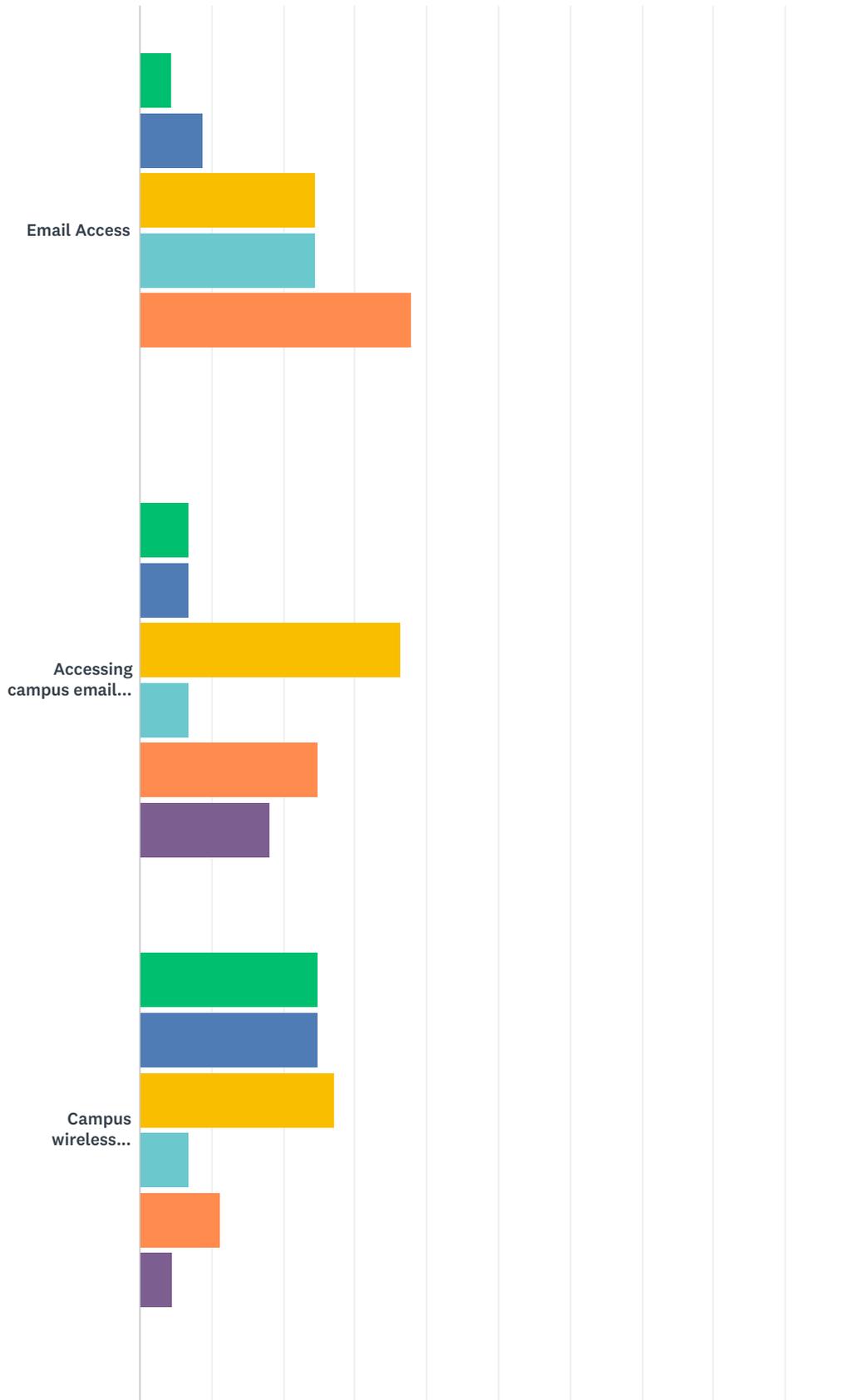
Service Area Survey - Information Technology

Campus
Internet acc...

Technical
assistance f...

Classroom
technology...

Computer labs

Service Area Survey - Information Technology
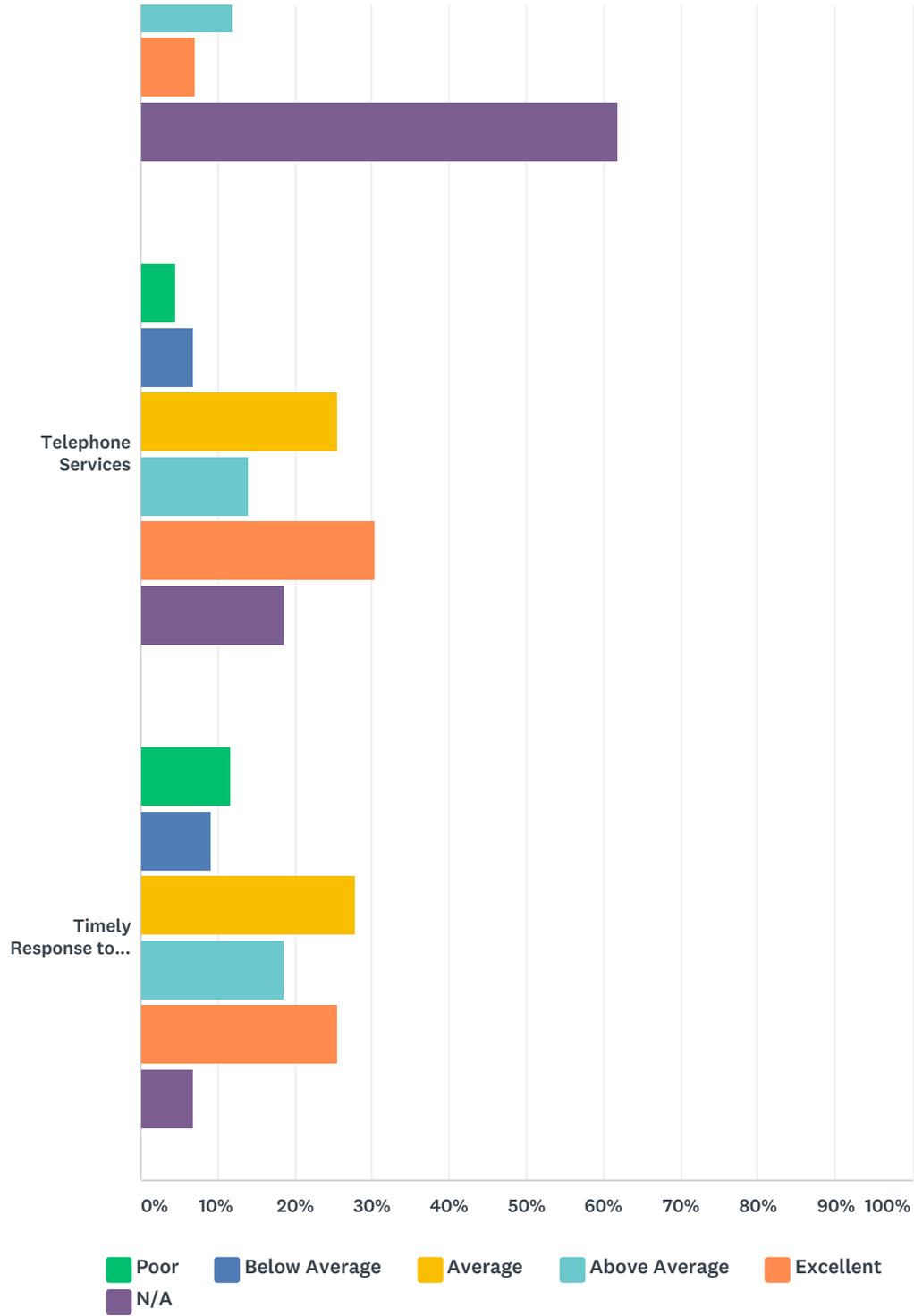
	POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Email Access	4.44% 2	8.89% 4	24.44% 11	24.44% 11	37.78% 17	0.00% 0	45	3.82
Accessing campus email from a mobile device such as a smartphone or tablet	6.82% 3	6.82% 3	36.36% 16	6.82% 3	25.00% 11	18.18% 8	44	3.44
Campus wireless networking	25.00% 11	25.00% 11	27.27% 12	6.82% 3	11.36% 5	4.55% 2	44	2.52

Campus Internet access and reliability	11.36% 5	20.45% 9	20.45% 9	31.82% 14	15.91% 7	0.00% 0	44	3.20
Technical assistance from help desk	6.98% 3	11.63% 5	20.93% 9	27.91% 12	30.23% 13	2.33% 1	43	3.64
Classroom technology support	2.27% 1	4.55% 2	29.55% 13	13.64% 6	6.82% 3	43.18% 19	44	3.32
Computer labs	0.00% 0	7.14% 3	11.90% 5	11.90% 5	7.14% 3	61.90% 26	42	3.50
Telephone Services	4.65% 2	6.98% 3	25.58% 11	13.95% 6	30.23% 13	18.60% 8	43	3.71
Timely Response to Work Request	11.63% 5	9.30% 4	27.91% 12	18.60% 8	25.58% 11	6.98% 3	43	3.40

| #	COMMENTS FOR "EMAIL ACCESS"	DATE
1	Need more space and assistance archiving so we can keep files.	6/19/2017 2:53 PM
2	The dracoian move to password changes every 90 days is absurd. Even if you follow the guidelines for creating the passrod, it doesn't work.	6/14/2017 1:56 PM
3	Access intermittent on main computer and mobile devices	6/12/2017 3:43 PM
4	EVeryone at IT was great during the hack recently	6/7/2017 2:32 PM
5	PC trained IT department, they hate helping the Mac departments	6/6/2017 5:12 PM
6	have not used. but work and service orders are too complex	6/6/2017 1:02 PM
7	There is not management of workloads and no priority of tasks.	6/6/2017 12:04 PM
#	COMMENTS FOR "ACCESSING CAMPUS EMAIL FROM A MOBILE DEVICE SUCH AS A SMARTPHONE OR TABLET"	DATE
1	Intermittent access at many campus locations	6/12/2017 3:43 PM
2	I don't have a smart phone	6/7/2017 2:32 PM
3	I would not put the system on my phone no way	6/6/2017 5:12 PM
4	can't connect to lavc wifi	6/6/2017 2:10 PM
5	Off campus is fine using my phone but on campus I have to turn off my Wi-Fi to be able to get service.	6/6/2017 12:04 PM
#	COMMENTS FOR "CAMPUS WIRELESS NETWORKING"	DATE
1	Still inconsistent in many spaces around campus.	6/19/2017 2:53 PM
2	It has improved in the l;ast few years, but still a long way to go.	6/14/2017 1:56 PM
3	Not always up and running	6/7/2017 2:32 PM
4	Network guy ▓▓▓▓▓▓▓▓▓). Wireless down all the time. Slow, intermittent	6/6/2017 8:46 PM
5	My building Art has absolutley no wifi, unacceptable	6/6/2017 5:12 PM
6	always here the students complain no service!	6/6/2017 2:54 PM
7	can't connect	6/6/2017 2:10 PM
8	Hardly works in new Admin building	6/6/2017 1:12 PM
9	We have had many issues with the server going down	6/6/2017 1:02 PM
10	Wifi is more of a hinderance. Very slow.	6/6/2017 12:01 PM
#	COMMENTS FOR "CAMPUS INTERNET ACCESS AND RELIABILITY"	DATE
1	Teachers still have problems at night and on weekends	6/7/2017 2:32 PM
2	WE should have wifi, its 2017 eathernet is so outdated	6/6/2017 5:12 PM
3	can't connect	6/6/2017 2:10 PM

4	We have had many issues with the server going down	6/6/2017 1:02 PM
5	Always available with a wired connection.	6/6/2017 12:01 PM
#	**COMMENTS FOR "TECHNICAL ASSISTANCE FROM HELP DESK"**	**DATE**
1	Staff is helpful and attentive.	6/19/2017 2:53 PM
2	Completely unlreliable. The helpdesk doesnt answer the phone, and there is no email address on the website to send messages, and there is no accountability. Who is in charge? no way to know from the webpage	6/14/2017 1:56 PM
3	please hire more staff	6/7/2017 12:39 PM
4	friendly and helpful	6/6/2017 5:12 PM
5	The staff is excellent.	6/6/2017 3:19 PM
6	Your helpdesk personnel are fantastic!	6/6/2017 3:13 PM
7	no one is there to pick up most times	6/6/2017 1:02 PM
#	**COMMENTS FOR "CLASSROOM TECHNOLOGY SUPPORT"**	**DATE**
1	Classroom tech has improved over the last couple of years.	6/14/2017 1:56 PM
2	usually not available at night	6/7/2017 2:32 PM
3	please hire more staff	6/7/2017 12:39 PM
4	Your helpdesk personnel are fantastic!	6/6/2017 3:13 PM
5	very responsive if you can get a hold of someone.	6/6/2017 1:02 PM
#	**COMMENTS FOR "COMPUTER LABS"**	**DATE**
1	stations are clean and working	6/7/2017 2:32 PM
2	We have had many issues with the server going down	6/6/2017 1:02 PM
#	**COMMENTS FOR "TELEPHONE SERVICES"**	**DATE**
1	please hire more staff	6/7/2017 12:39 PM
2	never get help from the operator	6/6/2017 2:54 PM
3	no one is there to pick up most times	6/6/2017 1:02 PM
#	**COMMENTS FOR "TIMELY RESPONSE TO WORK REQUEST"**	**DATE**
1	The staff has been very attentive adn responsive to our requests even in the midst of dealing with larger campus issues.	6/19/2017 2:53 PM
2	It takes several calls to get any attention, and y9ou have to get lucky and call when they are answering the phone.	6/14/2017 1:56 PM
3	Consider the volume doing well	6/12/2017 3:43 PM
4	IT often takes MONTHS to respond to work requests.	6/10/2017 10:11 AM
5	sometimes immediately	6/7/2017 2:32 PM
6	please hire more staff	6/7/2017 12:39 PM
7	They sre understaffed and can't get to all of us.	6/6/2017 5:12 PM
8	no one is there to pick up most times	6/6/2017 1:02 PM

Q3 How would you rate the following?

Answered: 45   Skipped: 0
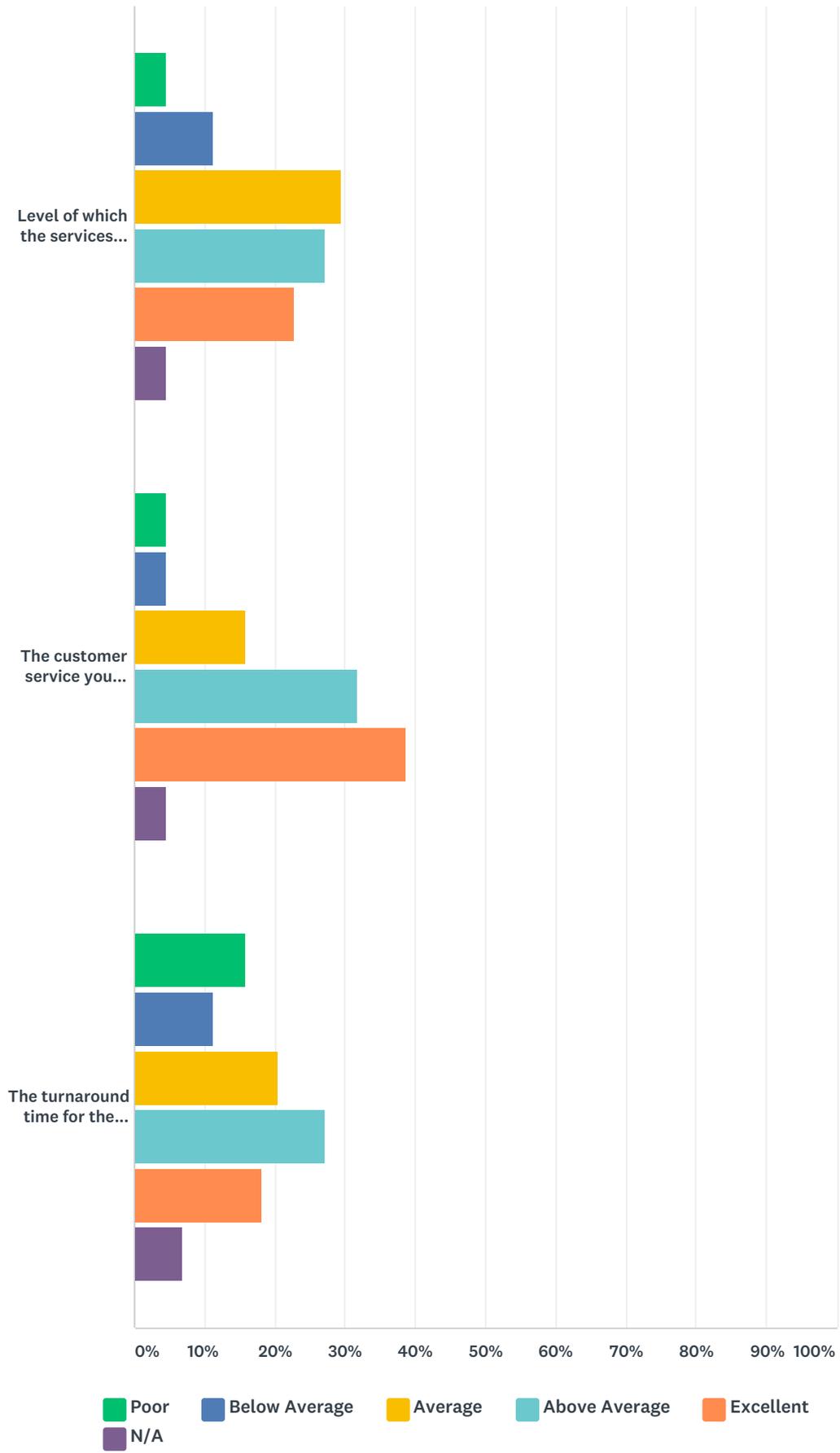
Service Area Survey - Information Technology

Legend: Poor, Below Average, Average, Above Average, Excellent, N/A

Service Area Survey - Information Technology

	POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Level of which the services meet your needs	4.55% 2	11.36% 5	29.55% 13	27.27% 12	22.73% 10	4.55% 2	44	3.55
The customer service you receive from the department staff	4.55% 2	4.55% 2	15.91% 7	31.82% 14	38.64% 17	4.55% 2	44	4.00
The turnaround time for the service provided by the department	15.91% 7	11.36% 5	20.45% 9	27.27% 12	18.18% 8	6.82% 3	44	3.22

#	COMMENT	DATE
1	I still cannot access email since the last password change. The person who was helping me said "it works for everyone else, so it will eventually work for you too". Not very helpful.	6/14/2017 1:56 PM
2	IT takes months to respond to requests. Often rude/poor customer service when they arrive.	6/10/2017 10:11 AM
3	Well done, IT!	6/7/2017 8:36 AM
4	Not enough IT staff. They are overworked. They are great	6/6/2017 8:46 PM
5	My computer still doesn't work correctly	6/6/2017 5:12 PM
6	Sometimes slow at repairs of tech in classrooms	6/6/2017 12:07 PM

	POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE

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

Answered: 17   Skipped: 28

#	RESPONSES	DATE
1	I believe they just need a better infrastructure and additional staff.	6/19/2017 2:53 PM
2	More I.T staff for tech support	6/15/2017 12:45 PM
3	1. Answer the phone 2. Listen to the person's problem 3. Work with the person until the problem is solved 4. Provide service in the evening hours for faculty 5. Provide accountability on your website. If a person needs to call a supervisor, who do they call? Is there an email address?	6/14/2017 1:56 PM
4	Need more staff to support needs	6/12/2017 3:43 PM
5	They need more staff.	6/11/2017 9:53 AM
6	More timely responses; try to be less rude to those you are "helping."	6/10/2017 10:11 AM
7	More IT staff	6/8/2017 9:12 PM
8	More protection from hacks in the future. I would attending classes to do our part, if they were offered.	6/7/2017 2:32 PM
9	Hire more workers. The current staff are AWESOME !! but overloaded. IT is the most intricate part of college life, the department should be heavily staffed and equipped with the latest technology to keep up with threats with cyber security and improving current software.	6/7/2017 12:39 PM
10	Thanks	6/7/2017 11:24 AM
11	Just more IT staff	6/6/2017 8:46 PM
12	new server to accommodate adobe suite 7. the current server will crash if we by the most current software	6/6/2017 5:12 PM
13	Please make the LACCD Portal available off-campus so we can complete work orders	6/6/2017 3:13 PM
14	full time receptionist to answer the phone and then get a hold of at IT person immediately. How about an on-call number?	6/6/2017 1:02 PM
15	Updates for computer done more frequently. Such as Java, Silverlight, etc	6/6/2017 12:11 PM
16	Up to date training of systems used on campus.	6/6/2017 12:04 PM
17	Better response time. perhaps put your request on a que.	6/6/2017 12:01 PM

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

Answered: 16   Skipped: 29

#	RESPONSES	DATE
1	The staff has been very helpful and insightful in assisting us with our operational needs. They have also helped us be innovative and increase efficiency.	6/19/2017 2:53 PM
2	I understand that we are all overwhelmed at times, but the lack of IT support in the midst of so many changes has a significant effect on the ability to fulfill the university mission. I haven't been able to log into my office computer since the beginning of the summer session. The help-desk went to the office and put in new memory. Great, but if I cant log in, it does me no good. I asked to meet with someone in the evening hours, but there is no IT help in the evenings. We are switching to peoplesoft, and I would like to begin familiarizing myself with this system before the Fall 2017 term.	6/14/2017 1:56 PM
3	very resourceful with challenging and/or limited equipment	6/11/2017 9:53 AM
4	Please refrain from using the words "honey" and "sweetie" in place of a female's real name, especially when they have asked you to call them by their actual name several times. Borderline Title IX violation.	6/10/2017 10:11 AM
5	I really appreciate the warnings about specific spam emails that are sent periodically.	6/7/2017 2:32 PM
6	Invest in programs/tools/apps that will make clerical duties more efficient. Hire more staff !!	6/7/2017 12:39 PM
7	Thanks	6/7/2017 11:24 AM
8	need more employees to help the number of computers and faculty on campus	6/7/2017 9:58 AM
9	Despite a heavy workload, LAVC's IT Department is always helpful, courteous, and responsive to the needs of the campus.	6/7/2017 8:36 AM
10	Undermanned	6/6/2017 8:46 PM
11	Hire more staff and more people who are Mac friendly	6/6/2017 5:12 PM
12	Thank you for everything you have done for the ESL Dept. You made a big difference in our ability to function.	6/6/2017 3:13 PM
13	Once I get a hold of someone, the work requested gets done very quickly.	6/6/2017 2:10 PM
14	full time receptionist to answer the phone and then get a hold of at IT person immediately. How about an on-call number?	6/6/2017 1:02 PM
15	We are such a big campus. More IT personnel is needed to accommodate all the technology on campus.	6/6/2017 11:44 AM
16	Excellent staff and customer service.	6/6/2017 10:07 AM