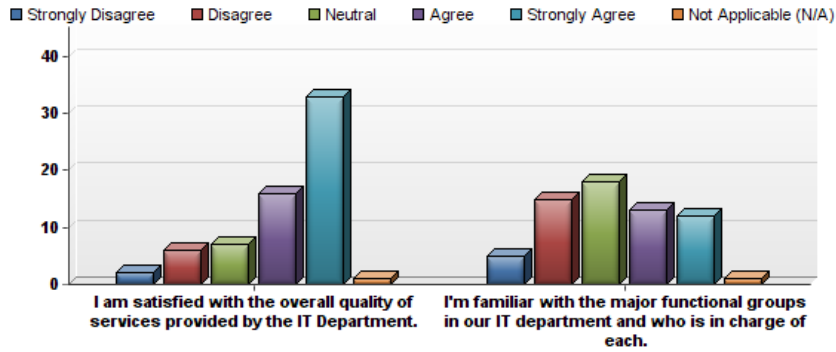


Initial Report

Last Modified: 08/27/2015

1. Overall Satisfaction



#	Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable (N/A)	Total Responses	Mean
1	I am satisfied with the overall quality of services provided by the IT Department.	2	6	7	16	33	1	65	4.15
2	I'm familiar with the major functional groups in our IT department and who is in charge of each.	5	15	18	13	12	1	64	3.23

Statistic	I am satisfied with the overall quality of services provided by the IT Department.	I'm familiar with the major functional groups in our IT department and who is in charge of each.
Min Value	1	1
Max Value	6	6
Mean	4.15	3.23
Variance	1.32	1.61
Standard Deviation	1.15	1.27
Total Responses	65	64

2. What is IT doing now that you want us to continue doing?

Text Response

I love that you are available for conversation/collaboration with other departments on campus when necessary. Often such discussions contribute to the overall success of programs, projects, and initiatives.

Friendly voice when I call the help line and prompt resolution of my problem.

Being available Monday - Friday, 8:00 am - 5:00 pm. Being available to address IT needs over the phone and, when possible, resolve over the phone. Making an effort to practice principles of patience, respect, and quality service.

Drupal training is good.

IT has been most responsive to student success initiatives at the state level such as the Education plan, common assessment. I really appreciate this proactive approach.

The loaner and support program for teachers as well as having a human answering the phone.

You keep my computer classroom current and working.

Outstanding, friendly help with any IT question.

Customer service is always great so keep up the good work.

I appreciate how seamlessly much of the technology works at SRJC. I know that many people work hard for seamless operations, and I hope that this continues.

HelpDesk service is AMAZING. Love those folks!

The Help Desk staff are wonderfully friendly and quick to help answer questions and concerns.

Generally speaking, IT responds to user concerns and issues quickly and is helpful. Getting help with equipment when in the classroom has been very helpful. Kudos to that department for be quick and responsive.

Being awesome.

IT help desk is available to help reconfigure each new computer I am assigned to in the Counseling Dept. Thank you-- not sure what I do without you - Tony and Joe

Providing exemplary service and working hard to keep our IT infrastructure systems functioning and modern, even when economics prevent them from being state-of-the-art.

available for drop in emergencies... A few times my laptop would not turn on- they were able to fix the problem within an hour of drop off

Help Desk, ability to put in tickets for problems, communicating directly with programmers on glitches in SIS, planning improvements to our SIS module together

Keep striving to give good 'customer service'.

very responsive to the needs of the department. Always very patient with your instructions and great support

I appreciate the help I get when I ask IT!

Protecting us from spam, phishing and other bad web issues.

Providing timely, courteous responses to faculty requests for assistance.

Continuous communication when problems arise.

IT staff is extremely courteous and I would like to see the positive attitudes of staff to continue.

IT got our CSKLS Math Lab computers installed with short notice (well, it had been planned, but date of installation was kind of a surprise). Many thanks to Mike Roth for coming through with that! Also, we appreciate the improvements in the SRJC web pages. Also, we have found IT staff to be very helpful, friendly, and really trying to do their best.

Communicating with the college community regarding changes and updates. Responding as promptly as possible to tech problems related to classroom instruction.

Providing email updates on campus IT services.

In Petaluma, upgrading classrooms so each is equipped with a computer, projector, and doc. cam.

Providing terrific assistance and communicating clearly Responding to staff input and adjusting schedules as needed, i.e., changing the system update at the start of the semester Providing support to SouthWest Center computers and computer lab

I appreciate the ticket system and receiving updates. I believe IT employees work to the best of their abilities but feel they are still understaffed which causes delays in things being done.

You have been so helpful whether on the phone or in person. Having an electronic black thumb, I have lots of very basic questions and everyone makes me feel like I'm not asking a dumb question. I really appreciate that since it makes it a lot easier to learn. For example the two guys that were at the desk on Tuesday 8/24. Thanks Guys!

Very responsive.

Staff support

Prompt service. When I have called with a problem I have gotten an answer almost immediately.

Providing daily service during working hours. Ability to assist over the phone, sometimes able to resolve problem at that point. Ability to schedule an appointment online; although, the response time seems slower than if done by phone message or talking to a technician.

Continue to modernize our systems and enable SRJC to act and interact on par with other California Community Colleges. We need to move away from our provincial roots.

Promptly responding to concerns as they are voiced.

I love the help desk folk, they are always kind and quick to respond to my questions.

Very attentive help desk

Holy moly, what are you NOT doing? The main interactions I've had are really just in classroom support - wow, you are quick to come help! And assistance with my silly questions regarding X drives and such as I navigate my own new role. I deeply appreciate all of you.

Statistic	Value
Total Responses	41

3. What would you like IT to do now that it is not already doing?

Text Response	
Education opportunities, like the Outlook class scheduled for PDA day, to improve our use of the technology we have available.	
Alert faculty when we are due for computer upgrade or may be using outdated software; both can make our instructional responsibilities easier. Work more closely with Media Services and Petaluma IV technicians to assure that all are distributing the same information to faculty.	
Re: Drupal - IT is probably already on this, but either figure out the problem and fix it or at least in training sessions, tell people how to fix the problem themselves. I believe it is relatively simple fix. Drupal webpages act differently depending on what browser is being used. I've only used Chrome and IE. Sometimes the cursor doesn't work properly in one or the other - totally random. The link dialog box does not work properly in IE - at all.	
Find an alternative to Share Point. It was not a good tool for SLOs (unable to print, unable to sort), nor for accreditation. Yet, we do need an information sharing software.	
I requested an upgrade on the MAC computer in my office, Bussman 1475. The MAC in that office is out-of-date and I am not able to interface with the website I use in my class at that location. I don't have a laptop, so I have to depend on students to bring a laptop to the office appointment if working with website issue. My website requires the most current version of Mozilla Firefox which, I have been told, the SRJC server cannot provide, given that I am working on a MAC. There is a PC in that office, but it doesn't seem to work and I would need lessons on it anyway.	
It is confusing with all the talk about getting new systems. Perhaps I am missing where to find general information about the status and what actually is in the works versus rumors. Communicating where the process is at and when/if the entire computer system is in the works for replacement.	
Being more open minded about Macs for all employee groups. People are more productive when using an environment they are the most comfortable with, especially because IT does not have anything to speak of in regards to employee training. Replacing the trainer position would be a awesome. Being more responsive on the programming side when requests for customized reports are placed. Update the blog weekly with projects that are being worked on and completed, which will help with transparency and show the college community how busy you all are.	
I would like IT to ensure that all classrooms are smart, to update computers so that they are running up-to-date software, and to place the antiquated SIS with a more robust and modernized EMS.	
You used to answer calls, it was great speaking to a live person. Now we get the impersonal listen to the following options.... now "leave a message" even when it's urgent.	
Clarify organizational structure.	
Make it easier to access staff emails with fewer clicks.	
Hire the Help Desk STNCs into permanent positions. They're gold. Clearly communicate IT plans -- i.e., please inform every affected area (Scheduling, academic depts., etc) when upgrading classrooms to labs.	
Some of the user interfaces and web pages are not particularly "user friendly" and some are especially difficult to access as an end user. I would really like IT to consider the user interface as it is seen and utilized by the end user and to rework areas that need attention.	
Force SRJC to move to an integrated ERP system.	
No suggestions here	
utilize our internal CS and BAD talent to provide more training/ learning opportunities to learn how to better utilize the resources we have... online storage, course file resources organization, etc...	
provide efficient mac support willingly and happily	
Don't know if you are doing this or not - but I could use help synchronizing the various calendars and devices I'm using, and having occasional training or guidance related to our program's specific needs (e.g., moving to electronic/paperless systems). Would love to see SIS integrated with SARS - we are doing a lot of duplicate entry of data and duplicate reports from different perspectives.	
Revise the ticket system. If you want us to use it for more than technical support (e.g., data requests) please revise the form to ask appropriate questions.	
There seems to be a lack of consistency with the Help Desk and their knowledge about district IT functions/set-ups, etc.	
NA	
Equipping all regular faculty with working, current computers that their departments deem adequate for them.	
?	
I don't know.	
More transparency with regards to the future of the current systems in place to support staff: SIS, EMS, etc. A central place to get accurate updates of what's going on or where the process is. What the SIG group has recorded, etc.	
Put a more dynamic picture on your homepage. Bussman in the winter does not set the tone for the potentially exciting things going on in IT.	
Testing repairs and installations of new tech to be sure it's functional before signing off on it.	
Provide a list or link on the labs web pages of textbook "lab" copies available in the labs for student use.	
Fix the software problem in Room 693 on Petaluma campus so there is a functional sound system.	
Listen. Communicate more clearly. Get Faculty feedback before you schedule 6 hours of IT outage time. Consider our OL students.	
Help students or post where students need to go	
I don't know if this falls under your jurisdiction, but the website is pretty bad as far as college websites go. The recent facelift was an improvement, but the overall layout is still very confusing. And most of the site still looks like from 1990.	
Ability to assist with questions regarding software, especially power point, as many instructors use this software for lecture format. Technician informed me that they know nothing about power point and have had no training with this software. Seems like they should receive training with software that instructors are using as an instructional tool in the classroom.	
Increase responsiveness by adding permanent staff. One more Help Desk tech, for example, is obviously and painfully needed.	
I would like to see classes offered to staff. We can take a semester length class, but most of us just need a quick refresher. Word, Outlook, Excel.	
The slowness of the SIS class registration process during Priorities 2 and 3 are incredibly frustrating and embarrassing.	
I'm curious about the schedule of computer and display screen maintenance? I've noticed that sometimes some touch screens in the classroom are wonky, needing either recalibration (?maybe?) or just cleaning - it hasn't been anything significant enough to call about, but still piqued my curiosity...	
Statistic	Value
Total Responses	37

4. What one thing would you like IT to concentrate on for the next 12 months?

Text Response

Helping connect to Canvas!

Practice patience with faculty that might not understand IT process or be familiar with IT language, especially when it may take numerous interactions to attempt to resolve the problem. Front desk technicians are often the first encounter with IT Help services and there is room for improvement in the area of respect, patience, and humility.

Drupal training - maybe more advanced training such as how to make forms. Also informing Drupal users of the existing bugs - so that we don't spend time thinking it's something we just aren't figuring out correctly. It'll probably end up being a big manual, but will be helpful.

Please concentrate on evaluating and procuring a new Student System to replace SIS. My participation in the SIG analysis of enrollment management and scheduling convinces me that there are much better approaches that would also be cost savings (both in paper and personnel time). Also, somebody needs to convince HR that they are living in the dark ages. The systems are antiquated and labor intensive for all of us.

Upgrading my office MAC; providing the most current version of Mozilla Firefox in my classroom , Bussman 1454, for the instructor station and for the student stations.

Replacing staff members seems to be the priority and what would ultimately serve everyone's needs better.

Replacing SIS,

I think there may be potential with OneDrive so we can access our files regardless of location, so we no longer have to use a VPN like Citrix.

Responding to urgent calls (messages now) within a timely manner. 5-10 minutes, even though that is a long time when your computer is down and you can't do anything.

Contacting departments to inquire about what training needs they have for faculty. For example, we have a new computer lab classroom with new equipment, and faculty would like an orientation to the room and training on equipment.

User access to all of the data available on the website. Since I know it is on the horizon, cleaning up and organizing the FAQ and Help pages for faculty when Canvas is implemented will be very important.

Hiring - you guys need more people and are too short staffed.

No suggestions here

1. More consistent hardware/ software resources in classrooms/labs, and 2. Addition of lab controls for the instructor, such as the ability to exert some degree of management, collaboration activities, and control over the PC's in the lab, like those in "Insight (from Faronics) or Synchron-eyes

hiring a mac tech

Email overload and policies or training that would make this whole system less time-consuming.

Making data more accessible to district employees. This could be done through reinstating reports, and/or direct access to data.

Either getting rid of Citrix (as it is an outdated system) or make it work properly when it comes to doing work through Citrix verses outside of Citrix and updates/deletions are not updated. Very frustrating! Also, make sure the 'collective we' are using the same software versions and that all computers in each department are mapped correctly so any one of us can sit down and use a computer at any station.

NA

Continuing to respond to faculty and student requests for assistance.

I don't know.

Nothing comes to mind.

Continuing to support departments and programs with web design. I know this requires more staff, but most departments simply can't handle their sites on their own. Also, transitioning out of SIS as soon as possible.

I realize there are many tech needs, and I don't have the knowledge base to decide which one is currently the most pressing.

Nothing

Better faster internet connection

If possible get the website up to standard. Otherwise, great job.

Being more respectful when they take our calls, being available at the times that is indicated on the IT door, especially in the morning; not going for coffee or coming late and apologizing for being a little late as they were getting coffee. If an instructor discovers an IT problem or challenge early in the morning or the previous evening, comes into the IT office at 8:00 am for help, it would be nice to have a technician there to assist them and it would be even better to be receive with respect and patience.

Continue to standardize software and systems to improve SRJC ability to function, and move into the 21st century in terms of technology.

Keeping classroom equipment updated and functioning

Improving the class registration process to provide an adequate user experience.

I have NO idea - you all know what's needed far better than I would. Keep doing what you're doing.

Statistic	Value
Total Responses	32

5. If you would like to nominate one outstanding IT staff member for recognition, please specify the name below:

Text Response

Don Webb

Debbie Conover

Mark!!

Marc Berger - such a loss for your department.

Greg Tilles for EMS

Liko, Robert T.

Gregg Tilles

Tony Sawyer

Andre' Sientoph

MIKE ROTH!!!

Antoine Saragossa

Scott Conrad

Tony ?

Every tech assistant! - everyone of them has been great!

Mike Roth!

Andre

Andre' Sientoph

Marshall M.

Gregg Tilles

Mike Roth

Mike Roth

see above!

Russell Shields

Mark

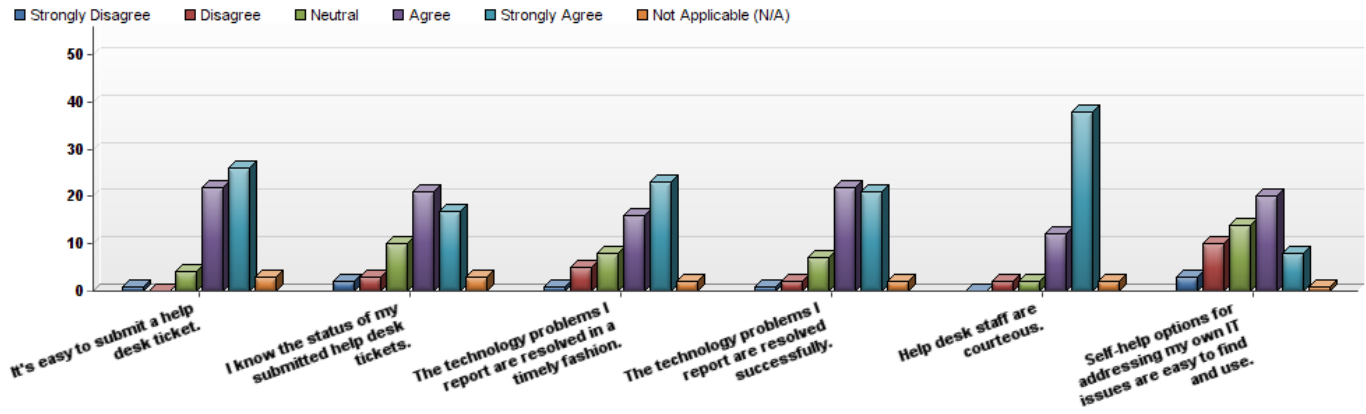
Randy Gallimore

Antoine

Liko. He's always awesome.

Statistic	Value
Total Responses	27

7. Help Desk Support



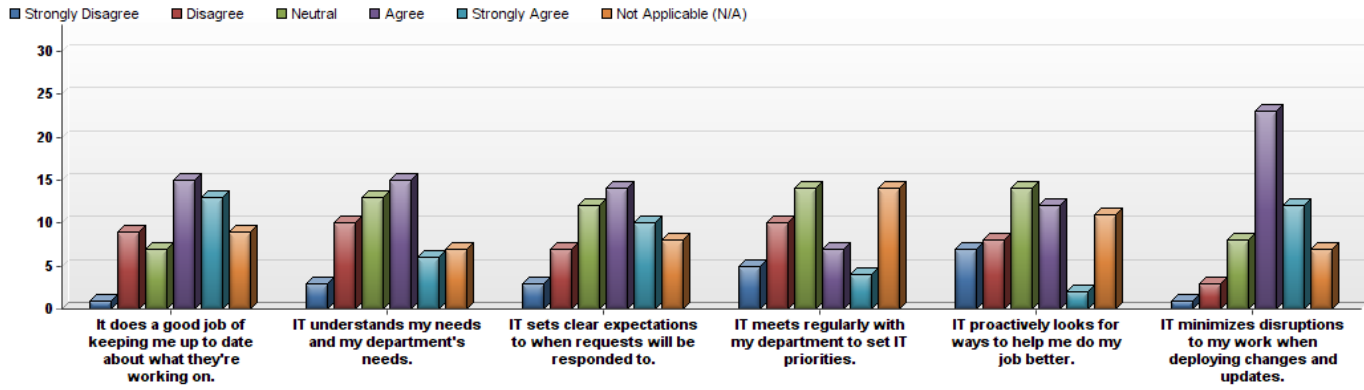
#	Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable (N/A)	Total Responses	Mean
1	It's easy to submit a help desk ticket.	1	0	4	22	26	3	56	4.45
2	I know the status of my submitted help desk tickets.	2	3	10	21	17	3	56	4.02
3	The technology problems I report are resolved in a timely fashion.	1	5	8	16	23	2	55	4.11
4	The technology problems I report are resolved successfully.	1	2	7	22	21	2	55	4.20
5	Help desk staff are courteous.	0	2	2	12	38	2	56	4.64
6	Self-help options for addressing my own IT issues are easy to find and use.	3	10	14	20	8	1	56	3.41

Statistic	It's easy to submit a help desk ticket.	I know the status of my submitted help desk tickets.	The technology problems I report are resolved in a timely fashion.	The technology problems I report are resolved successfully.	Help desk staff are courteous.	Self-help options for addressing my own IT issues are easy to find and use.
Min Value	1	1	1	1	2	1
Max Value	6	6	6	6	6	6
Mean	4.45	4.02	4.11	4.20	4.64	3.41
Variance	0.72	1.25	1.25	0.94	0.60	1.34
Standard Deviation	0.85	1.12	1.12	0.97	0.77	1.16
Total Responses	56	56	55	55	56	56

8. Help Desk Support Comments:

Text Response	
The Help Desk staff is AMAZING! Always helpful, never condescending, always friendly. The only thing I would appreciate is being able to look up a ticket I approved but didn't submit.	
If you don't know the answer to IT problem, seek assistance from other senior technicians or supervisors to resolve problem; instead of just saying, "I don't know how to help you, or what else to do."	
The Help desk staff are great. With one phone call, my problems are usually resolved right away (or, I submit a ticket for something a little less urgent).	
My experience has been great!	
have a mac and PC savvy person at all times.	
I am not familiar with all help desk procedures.	
The ticket system is designed for technology problems. If IT wants to use it for all IT requests, it should be altered accordingly. It is frustrating to use it for other purposes as the questions do not apply, and must be answered or the ticket form will not be accepted.	
Continued training of the Help Desk staff needs to happen as you get different answers from different techs.	
great people	
Thank you Help Desk!	
Keep up the fine work!	
None	
Always prompt and friendly, components of successful customer service	
Great!	
THANKS, you guys are GREAT!!!!!!!!!!!!!!!!!!!!	
The current team is skillful and very friendly, and they are also clearly overworked.	
Just thank you.	
Statistic	Value
Total Responses	17

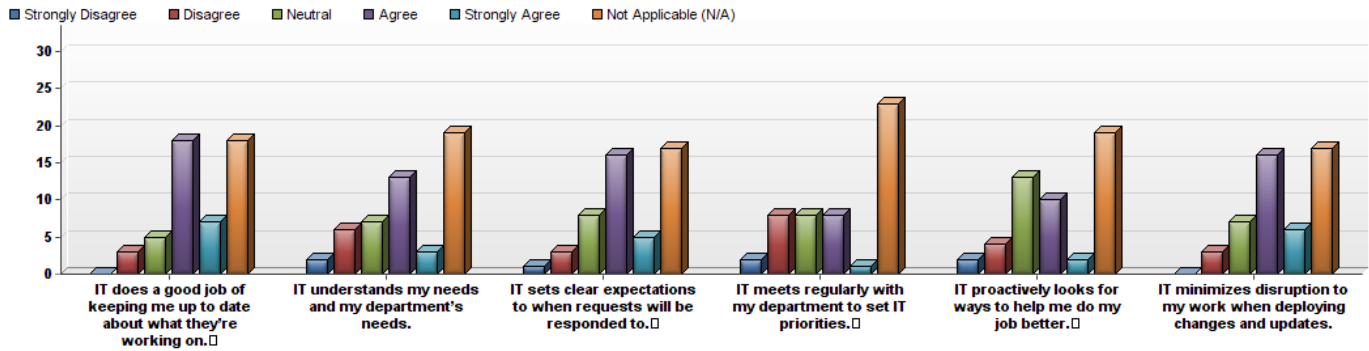
9. Communications: Sys & Programming (SIS & Escape)



#	Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable (N/A)	Total Responses	Mean
1	It does a good job of keeping me up to date about what they're working on.	1	9	7	15	13	9	54	4.06
2	IT understands my needs and my department's needs.	3	10	13	15	6	7	54	3.59
3	IT sets clear expectations to when requests will be responded to.	3	7	12	14	10	8	54	3.83
4	IT meets regularly with my department to set IT priorities.	5	10	14	7	4	14	54	3.69
5	IT proactively looks for ways to help me do my job better.	7	8	14	12	2	11	54	3.50
6	IT minimizes disruptions to my work when deploying changes and updates.	1	3	8	23	12	7	54	4.17

Statistic	It does a good job of keeping me up to date about what they're working on.	IT understands my needs and my department's needs.	IT sets clear expectations to when requests will be responded to.	IT meets regularly with my department to set IT priorities.	IT proactively looks for ways to help me do my job better.	IT minimizes disruptions to my work when deploying changes and updates.
Min Value	1	1	1	1	1	1
Max Value	6	6	6	6	6	6
Mean	4.06	3.59	3.83	3.69	3.50	4.17
Variance	1.90	1.98	2.03	2.90	2.67	1.27
Standard Deviation	1.38	1.41	1.42	1.70	1.63	1.13
Total Responses	54	54	54	54	54	54

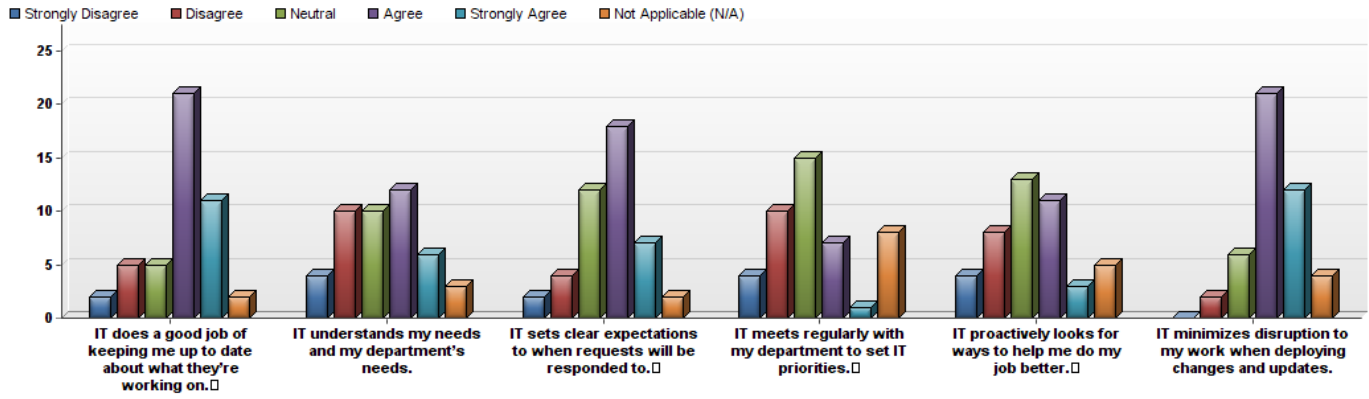
10. Communication: Instructional Computing



#	Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable (N/A)	Total Responses	Mean
1	IT does a good job of keeping me up to date about what they're working on.	0	3	5	18	7	18	51	4.63
2	IT understands my needs and my department's needs.	2	6	7	13	3	19	50	4.32
3	IT sets clear expectations to when requests will be responded to.	1	3	8	16	5	17	50	4.44
4	IT meets regularly with my department to set IT priorities.	2	8	8	8	1	23	50	4.34
5	IT proactively looks for ways to help me do my job better.	2	4	13	10	2	19	50	4.26
6	IT minimizes disruption to my work when deploying changes and updates.	0	3	7	16	6	17	49	4.55

Statistic	IT does a good job of keeping me up to date about what they're working on.	IT understands my needs and my department's needs.	IT sets clear expectations to when requests will be responded to.	IT meets regularly with my department to set IT priorities.	IT proactively looks for ways to help me do my job better.	IT minimizes disruption to my work when deploying changes and updates.
Min Value	2	1	1	1	1	2
Max Value	6	6	6	6	6	6
Mean	4.63	4.32	4.44	4.34	4.26	4.55
Variance	1.52	2.51	1.88	2.96	2.48	1.63
Standard Deviation	1.23	1.58	1.37	1.72	1.58	1.28
Total Responses	51	50	50	50	50	49

11. Communications: Infrastructure & Networks - Staff, Faculty Support



#	Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable (N/A)	Total Responses	Mean
1	IT does a good job of keeping me up to date about what they're working on.	2	5	5	21	11	2	46	3.87
2	IT understands my needs and my department's needs.	4	10	10	12	6	3	45	3.33
3	IT sets clear expectations to when requests will be responded to.	2	4	12	18	7	2	45	3.67
4	IT meets regularly with my department to set IT priorities.	4	10	15	7	1	8	45	3.33
5	IT proactively looks for ways to help me do my job better.	4	8	13	11	3	5	44	3.36
6	IT minimizes disruption to my work when deploying changes and updates.	0	2	6	21	12	4	45	4.22

Statistic	IT does a good job of keeping me up to date about what they're working on.	IT understands my needs and my department's needs.	IT sets clear expectations to when requests will be responded to.	IT meets regularly with my department to set IT priorities.	IT proactively looks for ways to help me do my job better.	IT minimizes disruption to my work when deploying changes and updates.
Min Value	1	1	1	1	1	2
Max Value	6	6	6	6	6	6
Mean	3.87	3.33	3.67	3.33	3.36	4.22
Variance	1.36	1.91	1.27	2.36	2.00	0.90
Standard Deviation	1.17	1.38	1.13	1.54	1.42	0.95
Total Responses	46	45	45	45	44	45

12. Communication Comments:

Text Response

The implementation of the "cloud" was an example of good communications. IT anticipates needs before I even know I have them.

With regard to the disagree about IT proactively looks for ways to help me do my job better, was motivated by the fact that staffing is compromised at IT. There are so many needs, it seems unrealistic to expect this. The needs of Curriculum are so complex is seems impossible that IT could be proactive.

I do not think IT meets with my instructional department...

Keep up the fine work!

this looks like a repeating screen....

None

13. Name (optional):

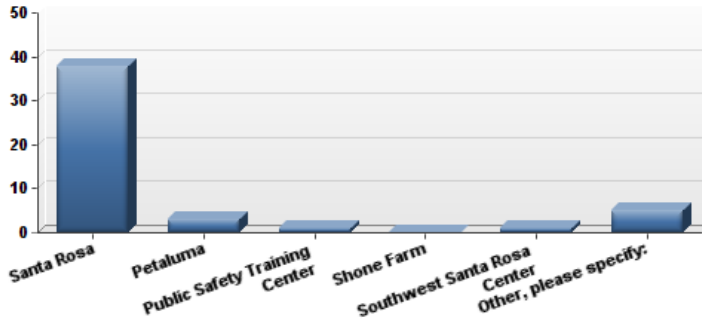
Text Response
Lisa Beach
Tricia Shortridge
Kris Abrahamson
Maureen McCarthy
Shannon
Sheryl Cavales Doolan
Jonathan Cohen
Diane Larson
Carol Hatrick
Wanda Burzycki
Dianne Crabtree
Terry Ehret
Ron Redmon
Brian Antonson
Melissa Gory

Statistic	Value
Total Responses	15

14. Department:

Text Response	
Distance Education	
Petaluma Admin.	
Academic Affairs	
English	
Mathematics	
Curriculum	
LRET	
Engineering & Applied Technology	
English	
Math	
English	
Counseling	
BAD	
Child Development	
Health Science	
College Skills	
mathematics	
English	
Social Sciences	
CS	
College Skills	
ESL	
Computer Studies	
English	
ESL	
Mathematics	
Health Occupations	
Communications	
Health Sciences, ADN Program, Psychiatric Nursing	
Statistic	Value
Total Responses	29

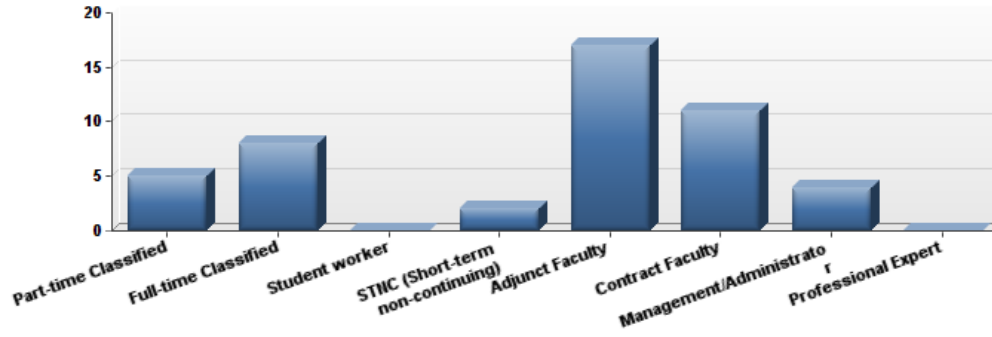
15. Primary work location:



#	Answer	Bar	Response	%
1	Santa Rosa		38	79%
2	Petaluma		3	6%
3	Public Safety Training Center		1	2%
4	Shone Farm		0	0%
5	Southwest Santa Rosa Center		1	2%
6	Other, please specify:		5	10%
	Total		48	

Other, please specify:
Santa Rosa
Online
Online Instructor Only
Classified position at SR campus & adjunct at SWCenter

16. Employee type:



#	Answer	Bar	Response	%
1	Part-time Classified		5	11%
2	Full-time Classified		8	17%
3	Student worker		0	0%
4	STNC (Short-term non-continuing)		2	4%
5	Adjunct Faculty		17	36%
6	Contract Faculty		11	23%
7	Management/Administrator		4	9%
8	Professional Expert		0	0%
	Total		47	