

**DALTON STATE COLLEGE
OFFICE OF COMPUTING AND INFORMATION SERVICES
SATISFACTION SURVEY RESULTS**

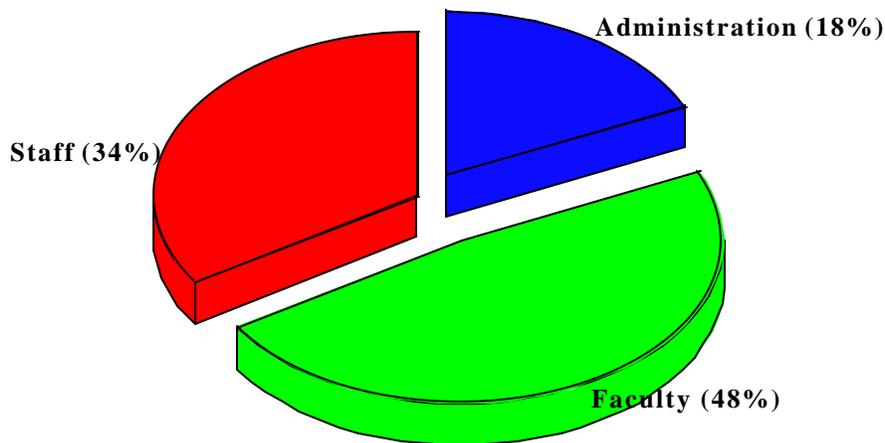
Introduction

The Office of Computing & Information Services (OCIS) is responsible for directing the management and support of computing, networking, and information technology services at Dalton State College. The services provided by OCIS include management and support of: academic and administrative computing, local and wide area networking, microcomputer hardware and software applications, computer labs, Internet access, and electronic mail. The primary goal of OCIS is to provide quality service and access to information technology tools for the students, faculty, and staff of the College. OCIS also provides assistance to executive management in the establishment of policies and procedures governing the access, use, and control of administrative and academic technology resources. During the Spring semester of 2001, the office, with the assistance of the Office of Institutional Research & Planning, conducted a survey of faculty, classified staff and administrators to measure the effectiveness and satisfaction of users of the services provided by OCIS. Users were also polled for suggestions on how to improve OCIS services for the College community. Surveys were sent to approximately 200 full-time faculty and staff.

Description of Users

OCIS received a total of 102 survey responses. Almost all (98%) except two respondents had contacted the office for assistance/service or information in the last six months. The majority of users of OCIS services were faculty (Figure 1).

Figure 1 OCIS - User Distribution

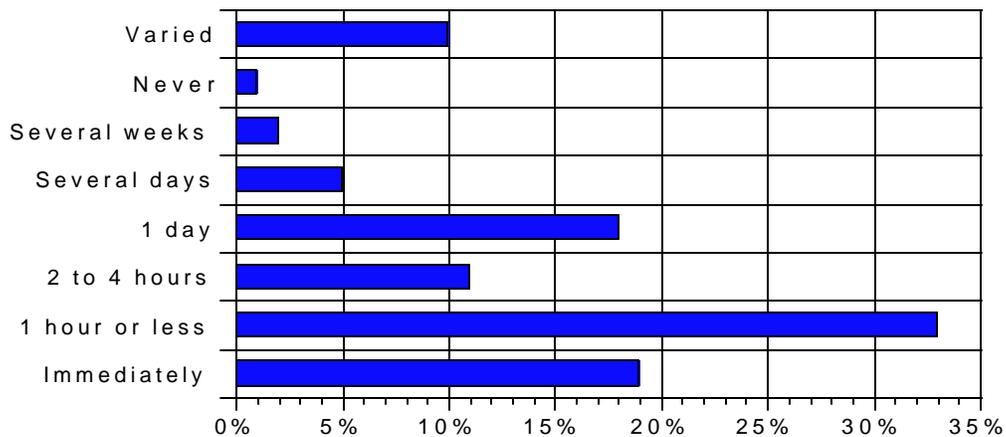


Satisfaction with Time to Respond to Service Requests

Respondents were two questions about how long it took OCIS to respond to their request for assistance or service and whether the time required completing their requests met their needs or expectations.

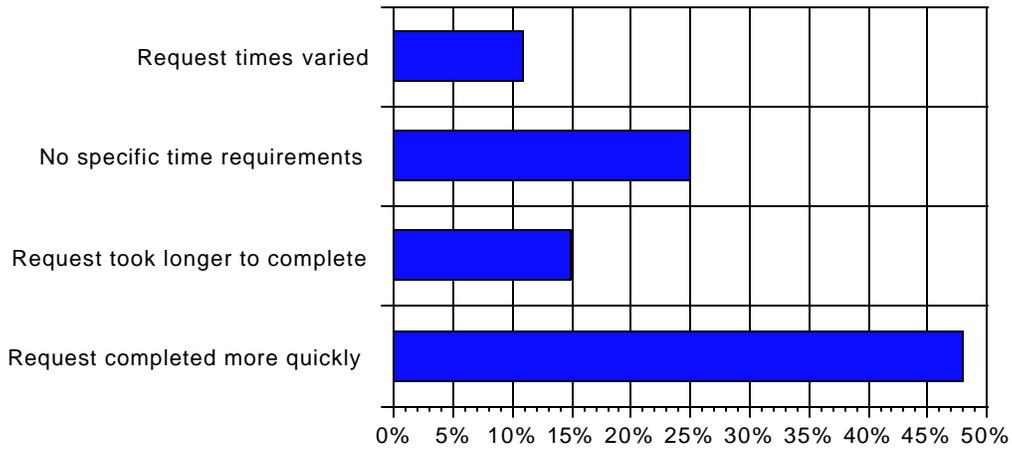
Responses to how long it took to respond to service or assistance requests varied from “Immediately” to “Varied” (Figure 2). Only one said his or her request was never responded to. The majority (33%) indicated their overall response time was “in one hour or less.”

Figure 2 Users Response Time



On whether the time required to complete their requests met their needs or expectations, almost 50% of the respondents said their request was completed more quickly than they required. A quarter of respondents had really no specific time requirements to their service requests, and the number of respondents who said their requests took longer to complete and those whose request times varied were about equally divided (Figure 3).

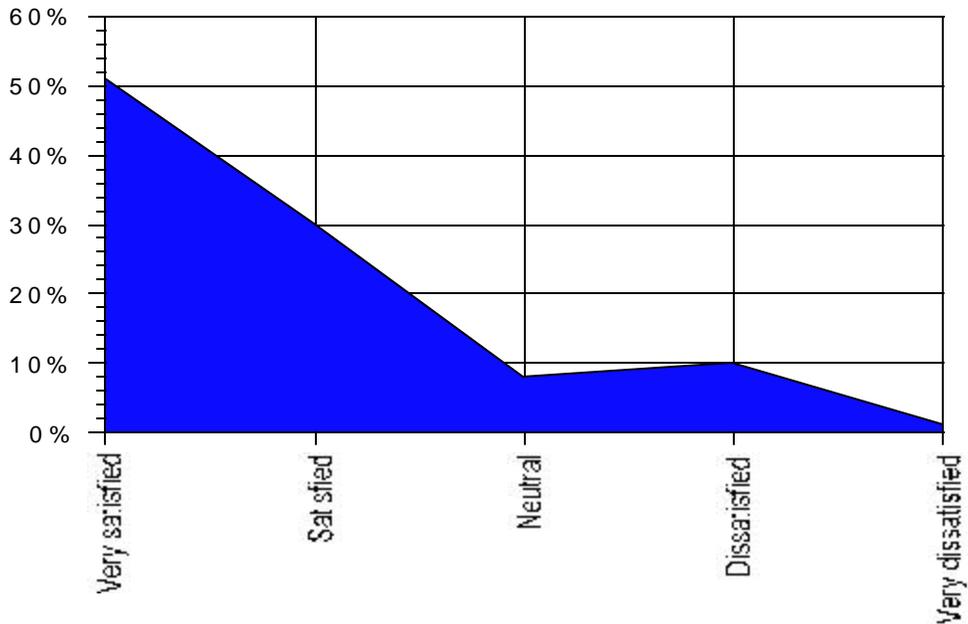
Figure 3 Users Time Expectations



Satisfaction with Service Received

As well, respondents were asked to indicate how satisfied they were with the service or assistance they received from OCIS. On the whole, users were satisfied with the services they received from OCIS. Eighty percent indicated they were satisfied or very satisfied with OCIS services (Figure 4).

Figure 4 Satisfaction with OCIS Services



Frequency of OCIS Serviced Used

OCIS provides a number of services to the Dalton State College community. The Table below provides a summary of how often users use these services as indicated by their survey responses.

	<i>Use Frequently</i>	<i>Use Often</i>	<i>Use Occasionally</i>	<i>Never Use</i>
Faculty/Staff Training	15%	15%	38%	13%
Hardware Installation and/or Repair	6%	16%	61%	15%
Software Installation and/or Repair	6%	17%	60%	18%
Request for Reports from Banner	6%	8%	20%	67%
Helpdesk Services for Basic Troubleshooting	7%	22%	47%	23%
Web Page Development and Assistance	6%	6%	30%	58%
WebCT Course Creation and Assistance	0%	5%	25%	70%

Usefulness of OCIS Services to Users

Besides how often they use OCIS services, users were also asked to indicate how useful these services have been to them. A summary of their responses appears in the Table below.

	<i>Always Useful</i>	<i>Often Useful</i>	<i>Occasionally Useful</i>	<i>Never Useful</i>
Faculty/Staff Training	45%	30%	20%	5%
Hardware Installation and/or Repair	52%	26%	16%	6%
Software Installation and/or Repair	50%	30%	15%	5%
Request for Reports from Banner	31%	26%	12%	30%
Helpdesk Services for Basic Troubleshooting	55%	20%	13%	12%
Web Page Development and Assistance	28%	12%	24%	36%
WebCT Course Creation and Assistance	15%	10%	15%	60%

Suggestions to Make OCIS Services more Useful

Users were polled on how to make the services provided by OCIS more useful to them. A summary of their suggestions is as follows:

Faculty/Staff Training

- ✓ More classes with software available for use.
- ✓ Presenters need to be more organized.
- ✓ Training sessions could be more focused and detailed.
- ✓ Offer more advanced and in depth topics and allow for more than one session.
- ✓ Provide better lesson plans and tutorials.
- ✓ Alternate times between morning and afternoons.
- ✓ Have two levels of training: one for the novice and the other for the advanced user.
- ✓ Provide online training that could be completed at person's convenience in own office.
- ✓ Provide more individualized training.
- ✓ Spend less time teaching how to open and start programs and more time teaching how to use programs. Need to stress to trainees that they should understand Windows before signing up for all the other classes; too much time is wasted learning how to open a file and save a file, etc.
- ✓ Find out what staff really needs and plan accordingly.
- ✓ Teach longer classes; one can't really grasp the class in an hour.
- ✓ Maybe offer special classes for the totally unknown in computer lingo. OCIS trainers often assume we know more than we do.
- ✓ Provide in-department sessions that can be tailored to a specific department needs.

Hardware Installation and/or Repair

- ✓ OCIS should let users know status of repair requested. Often left in the dark.
- ✓ OCIS should keep a project list and check off items when done.
- ✓ OCIS should inform users in advance before showing up to make repairs.
- ✓ Need a quicker response time for installation and repairs. Users' hands are sometimes tied without computers; that can be frustrating.
- ✓ OCIS need to let College community know who in the office are assigned for hardware installation and repairs. This will help to know who to call for service.
- ✓ Make sure you send student workers who are knowledgeable and know what to do.
- ✓ Give classes on the basics of hardware installation and/or repair.

Software Installation and/or Repair

- ✓ Have people come when they make appointments.
- ✓ Be sure person knows about it in advance.
- ✓ Respond more readily and quickly.
- ✓ Provide help sheets on popular packages.
- ✓ Need to know who to call for service.

Helpdesk Services for Basic Troubleshooting

- ✓ Keep a project list, check off items when done, and review for oversights/incompletes.
- ✓ Provide more information for ways to avoid problems.
- ✓ Improve the promptness of a response.

Web Page Development and Assistance

- ✓ Notify/discuss ahead of time before changes.
- ✓ Need more training sessions.
- ✓ More on-hands/frequent training.

Strengths of OCIS

When asked what they feel are the strong points of the Office of Computing and Information Services, many had an opinion or two. Here are samples of responses.

- Assistance in purchasing computer equipment.
- Friendliness and time required for help is quick turn-around
- Always available when needed
- They keep up the computer lab classrooms well.
- All the staff is very personable, supportive and helpful.
- Knowledge of current technology.
- Friendly, willing to help and prompt most of the time.
- Knowledgeable and good at sharing technology information.
- Flexibility to help other departments when needed.
- Training sessions
- Courteous and willingness to help
- The initial contact personnel (i.e. Jackie, Kim and Pam) are helpful.
- Always eager to be of service. Staff competent to meet my needs.
- Willingness to help—I think this department is doing a great job.
- OCIS has the strongest “team” of workers that it has ever had. I am so very pleased with the leadership and all of the staff members.
- They are always ready to help, but I have never needed their services.
- They are helpful and prompt. The classes they set up are wonderful.
- Keeping computing services going despite running on a shoestring.
- Timely response to questions and help.
- Their great attitudes and willingness to help no matter how basic the question. The check out of equipment is a real plus.
- Nice, enjoyable staff, well trained. Current leadership and staff are great.
- Knowledge of hardware and software installation.
- They have responded quickly to calls for services. I think the current staff is pleasant to work with.
- Quick response to requests. Personally, my requests for assistance from Chris Bedwell have

always been handled quickly. His attitude makes it easy to ask for help. He is always willing to help accomplish what needs to be done.

- Updating equipment and software
- Promptness of troubleshooting.
- Strong points are their willingness to stay with you until the job is finished.
- Good attitude; easy to get along with
- Troubleshooting basic problems
- I would consider the staff a strong point. Everyone that works in the office is great!
- Helpdesk
- Much improved in last few months
- Availability to assist and repair quickly
- Everyone I have dealt with has been very courteous.
- Professional staff (Kim, Terry, Lawrence, Tim, Diana, Jackie, Pam) and excellent student assistants (Micah Norton).
- Their eagerness and willing to also assist with problems.

Weakness of OCIS

Respondents also noted points of weakness for OCIS. These are summarized below.

- OCIS does not have software available for use after taking classes; most of the time, the software are checked out and none expected in.
- Having to leave messages without anybody to talk to or seek assistance.
- Not following up on requests for hardware repairs
- After contact is made there is no sense of follow-up.
- Inadequate staff to perform equipment setup in classrooms—i.e. PowerPoint.
- Have noticed a few times when labs were unmanned; student assistant vanishes, and students needing help couldn't find an assistant.
- Systems overload and slow down during registration.
- Lack of coordination regarding use of computer labs.
- Being understaffed and having to rely too much on student assistants rather than full- or part-time personnel. Have to double up on jobs to cover requests/needs.
- Sometimes forgetting to explain what the trouble is and how to avoid questions problems in the future.
- Treating staff as if they are stupid (e.g., asking if your computer is turned on).
- Having equipment installations unsupervised thereby having much trouble after installation due to improperly installed or left incomplete.
- Unsupervised student workers.
- Blasé attitude of repair personnel.
- Responding to service requests.
- Level of expertise.
- Hard to know sometimes who to call for help. Detail information about who does what will be

useful.

- Promptness.
- Still not sure of the delineation of responsibilities.
- Too many people trying to work on one computer
- Some of the student assistants don't seem to know what is going on when they come to the office, so the repair takes much longer than it should.
- Not enough people on the academic side of campus computing.
- Disorganized.
- Need to follow up on inventory items to purchasing
- Down time for service

Comments and Suggestions on how the College can improve its Computing Services

Finally, users of OCIS services were asked to comment on the various aspects of the survey and particularly to suggest ways of improving the services provided by the office to the College community. These include:

- Make knowledgeable staff available to assist with problems in a timely manner.
- OCIS should admit if there is a persistent problem that the office cannot fix, and outsource the work if possible.
- Academic and administrative computing services should be separated.
- Clarify the roles and responsibilities of OCIS staff and faculty with respect to the development and maintenance of faculty web pages. What is the role of OCIS staff? Is it to assist faculty create a web page after consultation with the faculty member or is it to show faculty how to develop their own web page and then leave it up to them to maintain the web page? This needs to be clarified.
- OCIS needs to structure its services to the extent they need to be. A more scripted approach with everyone moving along at the same pace would be more beneficial.
- Staff needs to honor and be on time for appointments made with users.
- Develop a student degree plan worksheet and incorporate into Banner to speed up advising.
- Separate the technical and administrative functions of OCIS.
- Because the College community is extremely dependent on computing services, here are a few suggestions for improvement:
 - ✓ Lobby administration to commit budget and staff to this essential resource
 - ✓ Burning CDs of important files for all campus offices. There should be at least one person in each office, division, or department with a CD-R and training to maintain such records. The VPFS's office, President's office, VPAA's office, VP Enrollment Services, Institutional research and Continuing Education are among the more important
 - ✓ Catalogs, schedules, handbooks, statutes, etc. should be preserved at least yearly.
 - ✓ OCIS has CD-Rs and can keep its own records, but should not have to keep records for other offices; they only need to provide instruction. Files sitting on an individual's hard drive or on servers are vulnerable despite backups.
- Sign in or check in with person(s) in charge when you have student assistant workers doing

repairs, etc. Sometimes they do not wear their name badges so we do not know who they are. They just show up and begin work without identifying themselves.

- OCIS should provide more advanced training. An example here is more training about developing web pages including HTML.
- If possible provide all students with campus email so that faculty and staff could communicate with them with respect to advertise campus services and events.
- Improve the instruction provided by some OCIS staff; find some of the instructors poor, especially the ones that just “read” the manuals or web site information.
- Provide support for continuous web page development.
- Increase the customer service skills of student workers that troubleshoot computer problems.
- Stay on topic during training classes; no need to waste hours showing basic functions of Windows.