OCIS Effectiveness Survey Summary
Count and Percent

	Count	Percent
1. To which of the following do you belong?		
(Not Answered)	2	1.49 %
Administration	14	10.45 %
Faculty	62	46.27 %
Staff	56	41.79 %
Total Responses	**134**	100%
2. Over the past six months, have you contacted OCIS for any service, assistance or information?		
Yes	132	98.51 %
No (Skip to Question 6)	2	1.49 %
Total Responses	**134**	100%
3. About how long did it take OCIS to respond to your request?		
(Not Answered)	2	1.49 %
Immediately	20	14.93 %
In one hour or less	37	27.61 %
Two to four hours	30	22.39 %
One day	24	17.91 %
Several days	17	12.69 %
Several weeks	1	0.75 %
I did not receive a response.	3	2.24 %
Total Responses	**134**	**100 %**
4. Did the time required to complete your request meet your needs?		
(Not Answered)	3	2.24 %
My request was completed faster than I required.	73	54.48 %
My request took longer to complete than I required.	27	20.15 %
I really had no specific time requirements.	31	23.13 %
Total Responses	**134**	100%

OCIS Effectiveness Survey Summary
Count and Percent

	Count	Percent
5. How satisfied were you with the service you received?		
(Not Answered)	2	1.49 %
Very satisfied	73	54.48 %
Satisfied	39	29.10 %
Neither satisfied nor dissatisfied	10	7.46 %
Very dissatisfied	2	1.49 %
Dissatisfied	8	5.97 %
Total Responses	**134**	**100 %**
6a. How often do you use DSConnect Support? (Email and Portal)		
Use Frequently	111	82.84 %
Use Often	4	2.99 %
Use Occasionally	13	9.70 %
Never Use	6	4.48 %
Total Responses	**134**	**100 %**
6b. How often do you use Administrative Support? (Banner, PeopleSoft)		
(Not Answered)	3	2.24 %
Use Frequently	74	55.22 %
Use Often	20	14.93 %
Use Occasionally	23	17.16 %
Never Use	14	10.45 %
Total Responses	**134**	**100 %**
6c. How often do you use Data and Report Requests?		
(Not Answered)	2	1.49 %
Use Frequently	16	11.94 %
Use Often	19	14.18 %
Use Occasionally	49	36.57 %
Never Use	48	35.82 %
Total Responses	**134**	**100 %**Fe

OCIS Effectiveness Survey Summary
Count and Percent

		Count	Percent
6d. How often do you use Office PC and Peripheral Support?			
(Not Answered)		1	0.75 %
Use Frequently		53	39.55 %
Use Often		14	10.45 %
Use Occasionally		49	36.57 %
Never Use		17	12.69 %
	Total Responses	**134**	**100 %**
6e. How often do you use Classroom and Computer Lab Support?			
Use Frequently		32	23.88 %
Use Often		14	10.45 %
Use Occasionally		42	31.34 %
Never Use		46	34.33 %
	Total Responses	**134**	**100 %**
6f. How often do you use Faculty/Staff Training?			
(Not Answered)		1	0.75 %
Use Frequently		17	12.69 %
Use Often		23	17.16 %
Use Occasionally		59	44.03 %
Never Use		34	25.37 %
	Total Responses	**134**	**100 %**
6g. How often do you use Online and Hybrid Course Development Support (DSVista)?			
(Not Answered)		2	1.49 %
Use Frequently		15	11.19 %
Use Often		9	6.72 %
Use Occasionally		26	19.40 %
Never Use		82	61.19 %
	Total Responses	**134**	**100 %**

OCIS Effectiveness Survey Summary
Count and Percent

		Count	Percent
6h. How often do you use Web Page Creation and Support?			
(Not Answered)		5	3.73 %
Use Frequently		9	6.72 %
Use Often		14	10.45 %
Use Occasionally		45	33.58 %
Never Use		61	45.52 %
	Total Responses	**134**	**100 %**
6i. How often do you use the Helpdesk?			
(Not Answered)		2	1.49 %
Use Frequently		34	25.37 %
Use Often		32	23.88 %
Use Occasionally		55	41.04 %
Never Use		11	8.21 %
	Total Responses	**134**	**100 %**
6j. How often do you use After Hours Support?			
(Not Answered)		2	1.49 %
Use Frequently		3	2.24 %
Use Often		7	5.22 %
Use Occasionally		33	24.63 %
Never Use		89	66.42 %
	Total Responses	**134**	**100 %**
7a. How useful or beneficial has the DSConnect Support (Email and Portal) been to you?			
(Not Answered)		6	4.48 %
Always Useful		89	66.42 %
Often Useful		27	20.15 %
Occasionally Useful		9	6.72 %
Never Useful		3	2.24 %
	Total Responses	**134**	**100 %**

OCIS Effectiveness Survey Summary
Count and Percent

	Count	Percent
7b. How useful or beneficial has the Administrative Support Service (Banner, PeopleSoft) been to you?		
(Not Answered)	11	8.21 %
Always Useful	68	50.75 %
Often Useful	33	24.63 %
Occasionally Useful	15	11.19 %
Never Useful	7	5.22 %
Total Responses	**134**	**100 %**
7c. How useful or beneficial has the Data and Report Requests been to you?		
(Not Answered)	19	14.18 %
Always Useful	41	30.60 %
Often Useful	26	19.40 %
Occasionally Useful	18	13.43 %
Never Useful	30	22.39 %
Total Responses	**134**	**100 %**
7d. How useful or beneficial has the Office PC and Peripheral Support been to you?		
(Not Answered)	13	9.70 %
Always Useful	61	45.52 %
Often Useful	33	24.63 %
Occasionally Useful	18	13.43 %
Never Useful	9	6.72 %
Total Responses	**134**	**100 %**
7e. How useful or beneficial has the Classroom and Computer Lab Support been to you?		
(Not Answered)	22	16.42 %
Always Useful	42	31.34 %
Often Useful	23	17.16 %
Occasionally Useful	18	13.43 %
Never Useful	29	21.64 %
Total Responses	**134**	**100 %**

OCIS Effectiveness Survey Summary
Count and Percent

	Count	Percent
7f. How useful or beneficial has the Faculty/Staff Training been to you?		
(Not Answered)	19	14.18 %
Always Useful	45	33.58 %
Often Useful	26	19.40 %
Occasionally Useful	28	20.90 %
Never Useful	16	11.94 %
Total Responses	**134**	**100 %**
7g. How useful or beneficial has the Online and Hybrid Course Development Support been to you?		
(Not Answered)	24	17.91 %
Always Useful	33	24.63 %
Often Useful	20	14.93 %
Occasionally Useful	14	10.45 %
Never Useful	43	32.09 %
Total Responses	**134**	**100 %**
7h. How useful or beneficial has the Web Page Creation and Support been to you?		
(Not Answered)	24	17.91 %
Always Useful	28	20.90 %
Often Useful	20	14.93 %
Occasionally Useful	25	18.66 %
Never Useful	37	27.61 %
Total Responses	**134**	**100 %**
7i. How useful or beneficial has the Helpdesk been to you?		
(Not Answered)	10	7.46 %
Always Useful	61	45.52 %
Often Useful	34	25.37 %
Occasionally Useful	23	17.16 %
Never Useful	6	4.48 %
Total Responses	**134**	**100 %**

OCIS Effectiveness Survey Summary
Count and Percent

	Count	Percent
7j. How useful or beneficial has the After Hours Support been to you?		
(Not Answered)	31	23.13 %
Always Useful	22	16.42 %
Often Useful	17	12.69 %
Occasionally Useful	13	9.70 %
Never Useful	51	38.06 %
Total Responses	**134**	**100 %**

OCIS Effectiveness Survey Summary Comments

8a. How would you improve <u>DSConnect Support</u> to make it more useful?

* allow email forwarding, or switch to another email software/service. The current email system has some improvement, but is still not as user-friendly as I wish for.

* Subcontract the email to gmail

* have DSC users' names show up in the from field. Currently just email addresses display for DSC email so if the sender doesn't sign his/her email you don't know who it's from, and if a student has changed their last name during their DSC enrollment the only clue you have to the sender is a first initial

* Match standards to those of free commercial email services. Current service has too many limitations and compatibility issues.

. * Less steps to navigate, change font too small in some areas

* A request form that is user friendly.

* Correct the problem with forwarded messages.

* Being sure that settings are easy to manipulate. Example: the Login Page on DSConnect doesn't show full screen.

* The classroom portal program seems clunky and old.

* Find another email service. Outlook is much better, more efficient and "heaven forbid" allows for the addresses to be automatically inserted into address book. DSConnect is antiquated! Other institutions in Ga. use Outlook.

* Don't take down system in bad weather.

* Compacting the sub folders when opening the folder list. Right now, all sub folders appear as a very long list, whenever we click on the folder list.

* Better response time. Sometimes you can get help right away. Other times, you are told they'll call you back, and they forget to call. If you don't call every 30 minutes to check, you don't know if they got the message or are still at lunch or if they are overloaded with earlier requests or what.

* A more user friendly, up-to-date, efficient program. I have used other email programs at other companies and this is one of the worst. Continuous updates for use of iphones, ipads, etc.

* Should fix that glitch that students can get into each other's' email if the browser isn't closed.

* An email system much like Gmail would be helpful. More fluidity between calendar, inbox and contacts. Emailing students in a class is laborious and doesn't always work through the Faculty tab of DSConnect.

* The possibility of a new email system should at least be explored.

* A new email system.

* Improve the functions and performance of the site; stop making excuses for poor programming.

* Have a Spam folder like Yahoo does.

* need new email system that has improved functionality

* Have it where we can reset our own passwords instead of having to call in.

* Be able to copy e-mail more easily to save it. Now if you want to copy all e-mail in a batch to a thumb drive, etc. it is not possible to do. It would also be nice to have a seach feature on e-mail that did not click back to the regular inbox every time you open a new e-mail when doing a search. . . very annoying.

OCIS Effectiveness Survey Summary Comments

8a. How would you improve the <u>DSConnect Support</u> to make it more useful? (continued)

* get an easier click and drag e-mail system.
* Change it
* Improve the portal software to make it more comprehensive and user friendly.
* The possibility of a new email system should at least be explored.
* I don't like the email interface very much. I would like my emails to come from "My Name" instead of "myname@daltonstate.edu" -- also I would like my pre-set signature to appear at the top of an email, not the bottom - when replying to emails, the order goes 1. My new email, 2. Email received that I am replying to, 3. Signature. That makes no sense.

8b. How would you improve the <u>Administrative Support Service</u> to make it more useful?

* Delete the need to enter the 9000 part of the number. Have picture visible on tranguide vs another screen.
* Make the CAAP reports accurate and useful.
* I think the ADP Portal is very frustrating and believe the previous way of doing payroll worked much better. Faculty should not have to approve their own time cards.
* I don't like that new features or links just appear without any announcement or anything. OCIS seems to have the idea that we'll discover new things eventually, so there is no need to announce changes.
* Have support available AFTER hours for those who work from off-campus. This has been a constant problem.
* When accounts are requested for new staff, I would love it if it could happen pretty quick.
* Provide more training and implementation.
* Inform faculty that the percent symbol enables them to search multiple sections.
* Have more online self-service help.
* ADP could be more intuitive.
* an overall banner training class for the business office and financial aid office would be benificial so that we may understand how to communicate more efficiently with each other in banner.
* Get rid of ADP
* we need more training
* needs to be more user friendly. PeopleSoft is terrible and unless you have been trained over and over, it is very difficult to utilize the programs for reimbursement without having to re-do the reports again and again due to mistakes and not knowing appropriate information and codes. Needs a "cheat sheet" for those who don't use it but a couple of times a year.

OCIS Effectiveness Survey Summary Comments

8c. How would you improve the <u>Data and Report Requests</u> to make it more useful?

* Sometimes I do not know the correct questions to ask in order to get the desired data - perhaps if OCIS would also ask the questions - "What will you use this for? What do you need to learn? etc., it would help.

* Need to make it easier for end users to extract data they need to run reports on their own

* Some organizations allow simple reports to be generated by filling out an online web form and then presenting the results to that immediately. Is this something that could be accomplished with the system we use on campus?

8d. How would you improve the <u>Office PC and Peripheral Support</u> to make it more useful?

* This group can be rude, at times and impatient. Improvement could be had in this area.

* Some student assistants don't know what they're doing.

* Takes a bit too long these days.

* Overall updates needs to be addressed. Computers are behind. Very slow, software not updated.

* Be timely and thorough; multiple requests/visits for the same service should not be necessary. It would also help if the cables were not left in a tangle.

* Maybe have a chat function with the Techs so we don't have to call or email as much. Quicker.

8e. How would you improve the <u>Classroom and Computer Lab Support</u> to make it more useful?

* teacher's workstation should have a fast computer or install more RAM memory since it takes too long some time to load application

* It took several days to get printers working recently. We need them ASAP.

* When something goes wrong in the classroom, I need help at that moment--not later.

* Be able to add folders for classes taught in classrooms without deep freeze getting rid of.

* Have staff available for evening and Saturday classes.

* Speed up the computers in the Seq115 lab. They are very slow. Also be able to lock out the use of the internet to keep students attention on the topic rather than surfing the web, playing games, or reading email.

* All writing classes, but especially the Learning Support, should be in computer classrooms.

* The lab pc's need to be blown out with compressed air instead of trying to clean keyboards. The dust in the pc itself mounts up quick.

8f. How would you improve <u>Faculty & Staff Training</u> to make it more useful?

* more forward-looking tech training, teach new tech and skills
* Excellent, but not frequent enough.
* Advanced level software training specific to some programs is never available.

* There is training for a few major new computer programs, but after that, you're on your own. Could be greatly improved. Offered sporadically. Classes often cancelled. Should assess what faculty want to know and teach that.

OCIS Effectiveness Survey Summary Comments

8f. How would you improve <u>Faculty & Staff Training</u> to make it more useful? ? (continued)

* Hire someone to assist the Technology Specialist; she is spread so thin we cannot get her help as much as needed(not her fault).

* Offer training sessions at multiple days/times and don't cancel at last minute, even there is only one person.

* need a facutly/staff training room so everything stays set up all the time and we don't have to find a room and do the set up each time we need to do training

* Perhaps a base learning system for those new to computer usage? Maybe even a PC troubleshooting class to save time.

* have training session at the beginning of each semester for new employees

* I would appreciate hands-on practice for the most basic GeorgiaView tasks.

* more cross training between enrollment and financial offices.

* an overall banner training class for the business office and financial aid office would be benificial so that we may understand how to communicate more efficiently with each other in banner.

* we need more training

* More options more frequently. Technology training for various online and hybrid technologies. Video and audio file creation and splicing.

* Need photo shop help

* The training sessions have always been highly organized. However, not everyone learns best in a lecture format. More varied opportunities to work with staff to develop new programs or learn new features of communication would be very helpful.

8g. How would you improve the <u>Online & Hybrid Course Development Support</u> to make it more useful?

* need more information sharing and training

* Training only focuses on basic how-to's and not on online pedagogy. There is little support for faculty.

* Need more than one person responsible training for Ga. View. Also, offer have a consultant who truly knows and understands how to develop hybrid courses to offer professional development at DSC. Bring in consultants from outside that have knowledge regarding using technology in the classroom, or go to technical program, ETC and ask them to provide prof. development addressing these issues.

* we need more training

* We need someone to help us move from theory to implementation.

8h. How would you improve the <u>Web Page Creation and Support</u> to make it more useful?

* We need a user friendly way to update web pages. Getting any changes done takes forever.
* This is often slow and it takes many requests to get what I want and need.

OCIS Effectiveness Survey Summary
Comments

8h. How would you improve the <u>Web Page Creation and Support</u> to make it more useful? (continued)

* a little confusing with new software; each faculty should have had a sit down with a technician for help.
* Unless it already exists and I don't know about it, a self-help website would be helpful. A separate website other than the helpdesk email for website concerns for the personal faculty websites would be helpful. Also, bookstore and final exam schedule are difficult to locate. Also, it would be nice to have a banner message on the homepage to announce the school is open or closed and the hours.
* Currently, I do not have the software needed to update my homepage.
* Make certain when we change website providers and therefore addresses, that this doesn't in turn break hundreds if not thousands of links in faculty website and SACS documents that have to be re-established.
* we need more training
* Need help on how to set up
* it is unfortunate that it cannot be accessed for creation, updating, etc. by the faculty member. Too time consuming to have to go through several channels to make minor changes.
* I would like to know what help is available to us regarding Web Page Creation and Support.
* Be more receptive to requests. Often requests are ignored, or at the very least, completed long after requests are made.

8i. How would you improve the <u>Helpdesk</u> to make it more useful?

* More informative techs. Techs need customer service training.
* Some services should not require a scheduled date to install or update; they should just be performed.
* The emails used to list why the person came when they asked for feedback. Now it just has a number. I don't keep track of the number of my request, so having the information about what I'm supposed to be rating and not just a number in that email would be helpful.
* As is the case with many help deskstech support is uneven. Sometimes it's slow, arrogant, and incomplete. Other times it's timely and solves problems quickly. Sorry to say, I'd score it between D and C.
* Chat function would be really useful.
* Have the people who come do the work do it correctly the first time.
* I think works orders should be done in order of priority. If your computer is not working, you should be moved to the first of the list over someone that is having problems but is able to use their computer.
* I think more full-time employees would better serve the college instead of multiple student workers who have little to no experience.
* I would like it if the person who answers the phone could actually help me, rather than referring me to other people.
* I have used the helpdesk, but it doesn't work in a crisis. If we knew they were actually getting the message and how many days it would be until they could send someone out, it would help us to plan what to do in the meantime.

8j. How would you improve the <u>After Hours Support</u> to make it more useful?

* Have a backup person for when the regular support person is sick or on leave. Also assign and rotate staff to respond to weekend support needs. There needs to be more cross-training so that if someone is off, support can still be offered.

OCIS Effectiveness Survey Summary Comments

8j. How would you improve the After Hours Support to make it more useful? (continued)

* I don't believe this is available. If it is, I don't know how to make use of it. Are you telling me someone would help me in the evening or on the weekend if I had an equipment failure? I kind of doubt it.

* Do not do any upgrades during work hours…schedule updates and "shut downs" from midnight to 6 a.m. Then, give the employees earned time off during the day/s of their choosing.
  Other institutions do not shut down during work hours.

* Earlier than 8 a.m. someone should be here. With the first classes starting at 8 and programs on campus that start at 8, if there's no one here to help, if can make the class or session start poorly.

* Have staff available to assist the library when it is open.

* I have never successfully used despite several attempts.

* need better coverage after hours

* Again, chat function would be useful.

* Actually be able to contact someone.

* Is 24/7 a possibility?

* We work many hours outside the 8-5 range. Definitely we need trained OCIS available, especially in the early evenings. Some classes only meet once a week, and if our tech system is down, we need immediate help.

* Have support when students work and study. When faculty/staff come to the office other than 8 - 5, service is not available. Let's be like a college, not a high school. People work all hours.