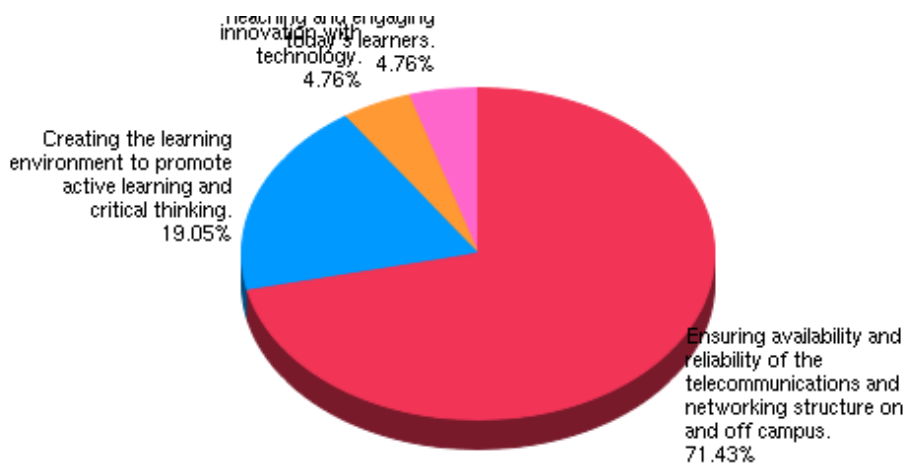


Campus Technologies Client Survey

July 07, 2009

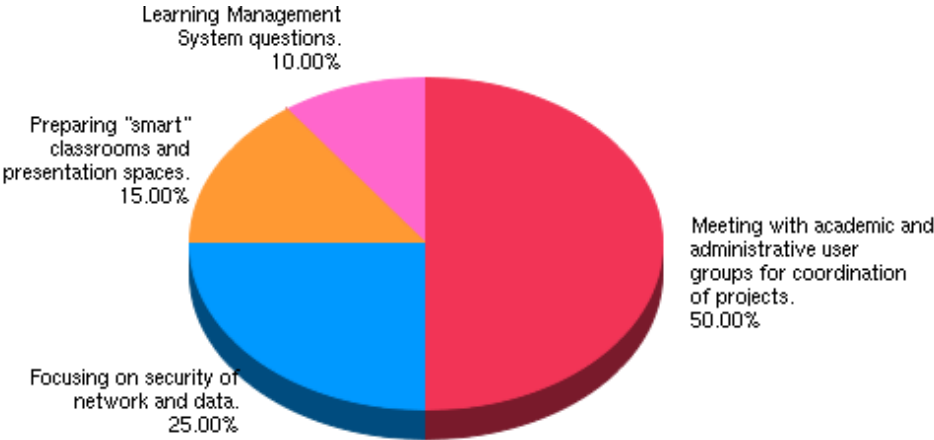
1. C.T's most important contribution and critical task at Mansfield is:



Item	Count	Percent %
Ensuring availability and reliability of the telecommunications and networking structure on and off campus.	15	71.43%
Creating the learning environment to promote active learning and critical thinking.	4	19.05%
Encouraging faculty adoption of and innovation with technology.	1	4.76%
Reaching and engaging today's learners.	1	4.76%

Total responses to this question: 21

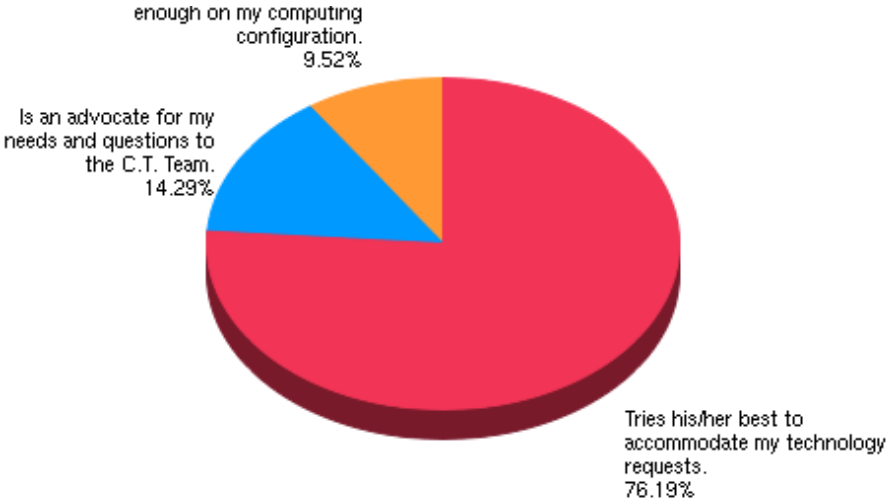
2. C.T. should spend more time:



Item	Count	Percent %
Meeting with academic and administrative user groups for coordination of projects.	10	50.00%
Focusing on security of network and data.	5	25.00%
Preparing "smart" classrooms and presentation spaces.	3	15.00%
Helping faculty with Learning Management System questions.	2	10.00%

Total responses to this question: 20

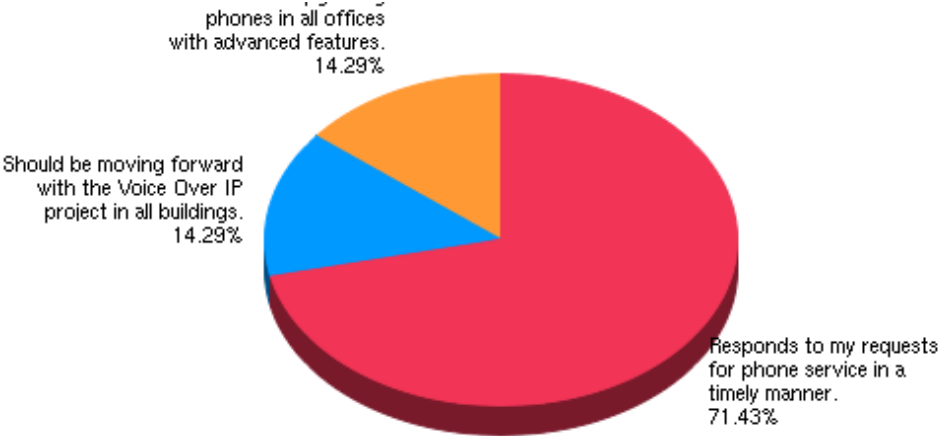
3. My C.T. support technician:



Item	Count	Percent %
Tries his/her best to accommodate my technology requests.	16	76.19%
Is an advocate for my needs and questions to the C.T. Team.	3	14.29%
Is NOT knowledgeable enough on my computing configuration.	2	9.52%

Total responses to this question: 21

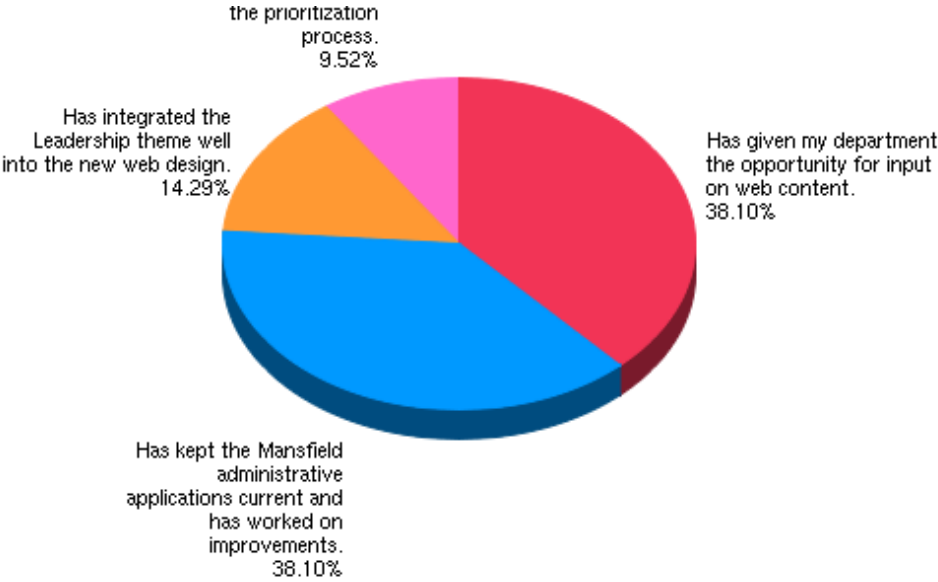
4. The C.T. Telecom team:



Item	Count	Percent %
Responds to my requests for phone service in a timely manner.	15	71.43%
Should be moving forward with the Voice Over IP project in all buildings.	3	14.29%
Should be upgrading phones in all offices with advanced features.	3	14.29%

Total responses to this question: 21

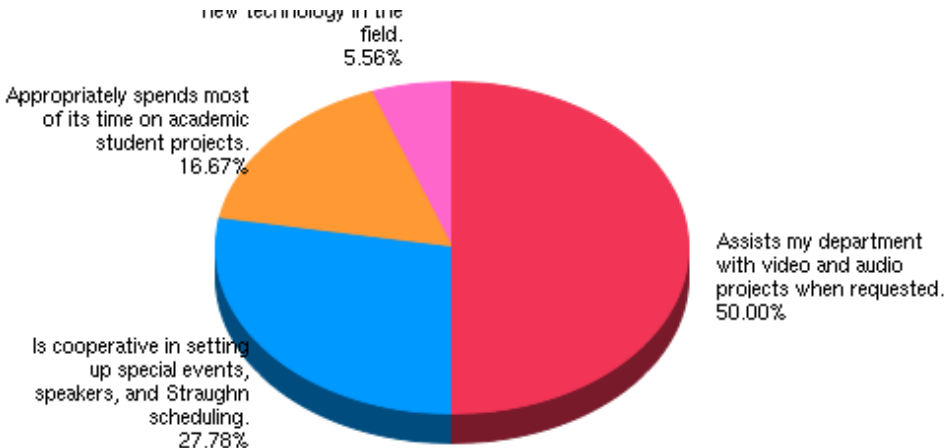
5. The C.T. Web and Application Development Team



Item	Count	Percent %
Has given my department the opportunity for input on web content.	8	38.10%
Has kept the Mansfield administrative applications current and has worked on improvements.	8	38.10%
Has integrated the Leadership theme well into the new web design.	3	14.29%
Has used the Administrative Users' Group to keep departments informed and a part of the prioritization process.	2	9.52%

Total responses to this question: 21

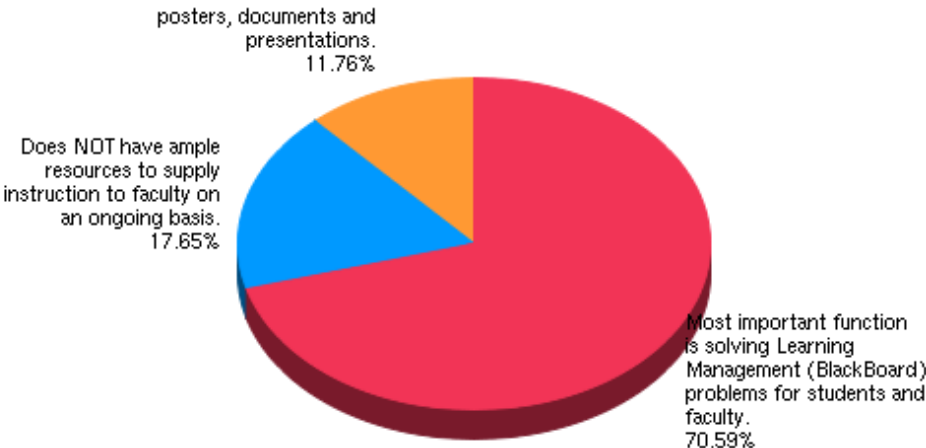
6. C.T. Media Services



Item	Count	Percent %
Assists my department with video and audio projects when requested.	9	50.00%
Is cooperative in setting up special events, speakers, and Straughn scheduling.	5	27.78%
Appropriately spends most of its time on academic student projects.	3	16.67%
Should spend more time on new technology in the field.	1	5.56%

Total responses to this question: 18

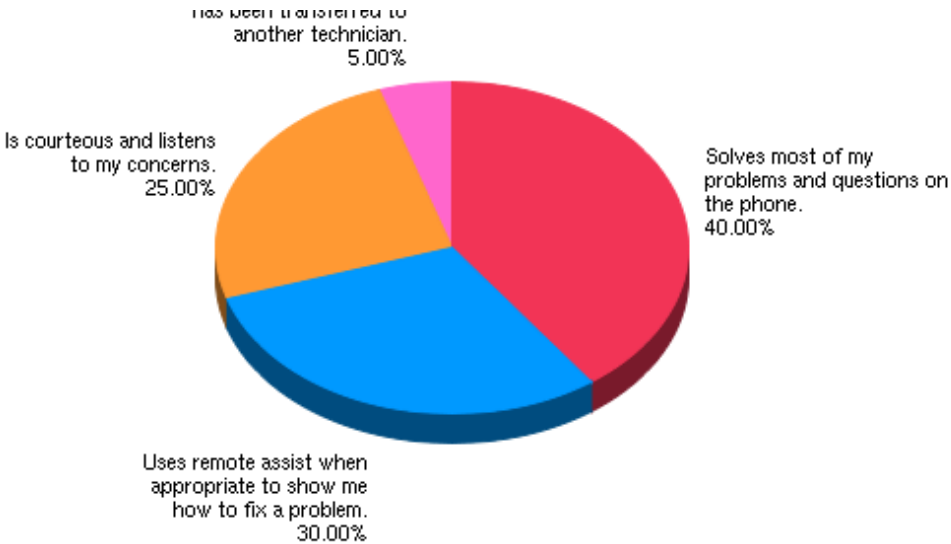
7. C.T. Academic Support Team



Item	Count	Percent %
Most important function is solving Learning Management (BlackBoard) problems for students and faculty.	12	70.59%
Does NOT have ample resources to supply instruction to faculty on an ongoing basis.	3	17.65%
Captures data graphically and supports programs in posters, documents and presentations.	2	11.76%

Total responses to this question: 17

8. The C.T. Helpdesk



Item	Count	Percent %
Solves most of my problems and questions on the phone.	8	40.00%
Uses remote assist when appropriate to show me how to fix a problem.	6	30.00%
Is courteous and listens to my concerns.	5	25.00%
Advises me when a ticket has been transferred to another technician.	1	5.00%

Total responses to this question: 20

9. Please rate your overall satisfaction with C.T. team services.

Table 1 of 2	Item	Very Satisfied	Satisfied	Neutral	Dissatisfied
#0	CT Helpdesk	42.9%	42.9%	14.3%	
#1	CT Building Technical Services	23.8%	42.9%	23.8%	4.8%
#2	CT Telecom	33.3%	57.1%	9.5%	
#3	CT Network	28.6%	57.1%	14.3%	
#4	CT Media Services	47.6%	23.8%	14.3%	
#5	CT Web & Application Development	33.3%	38.1%	28.6%	
#6	CT Security	28.6%	33.3%	33.3%	4.8%
#7	Average %	34.0%	42.2%	19.7%	1.4%

Table 2 of 2	Very Dissatisfied	Not Applicable	Total
#0			21
#1	4.8%		21
#2			21
#3			21
#4		14.3%	21
#5			21
#6			21
#7	0.7%	2.0%	147.0

Total responses to this question: 21

Appendix 1: If selecting administrative support/reporting, do you have an outstanding request and if so, what is it?

Open Text Responses:

Total responses to this question: 0

Appendix 2: If selecting training on software questions, please describe your exact needs.

Open Text Responses:

Total responses to this question: 0

Appendix 3: If selecting technical problems, please describe the situation and the expected outcome.

Open Text Responses:

Total responses to this question: 0

Appendix 4: If selecting too much time spent on technology upgrades, what isn't being done that is required?

Open Text Responses:

Total responses to this question: 0

Appendix 5: If your needs for assistance haven't been prioritized appropriately, please list your outstanding requests.

Open Text Responses:

Total responses to this question: 0

Appendix 6: Please tell us about your needs for audio/video support.

Open Text Responses:

Total responses to this question: 0

Appendix 7: Please tell us about your outstanding request for new technology.

Open Text Responses:
I never get enough time to work on MY projects.

Total responses to this question: 1

Appendix 8: What tools are needed?

Open Text Responses:

Total responses to this question: 0

Appendix 9: What technology is needed?

Open Text Responses:

Total responses to this question: 0

Appendix 10: If not getting the desired solution, what should be done to change this?

Open Text Responses:

Total responses to this question: 0

Appendix 11: Comments you would like to share with us.

Open Text Responses:

I would love to see more time spent on assisting departments (non-academic) with automating processes; currently many of our processes continue to be manual and in this day and age that should not be the case.

CT staff are always patient and listen to the problems I experience related to technology. I appreciate when they explain how to do the simpler things as well, so that I know for future reference.

Total responses to this question: 2