

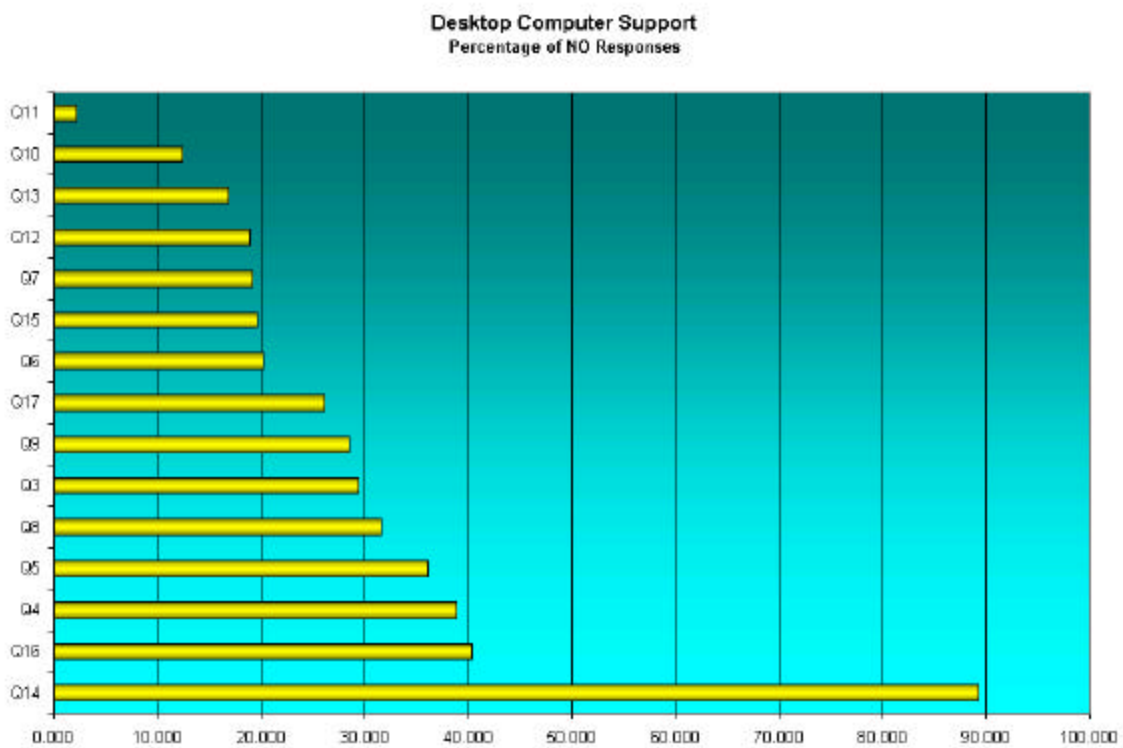
# **Information Technology User Survey**

**Spring 2001**

## Executive Summary

In Spring of 2001 a new IT survey was developed and administered by the Alvin Community College IT Department with assistance from the Office of Institutional Effectiveness and Research. This survey covered desktop computer support, email, the network, the web, Colleague use, general software use, and telephone support. Most items on the survey required either a YES or NO response. However, the survey also allowed respondents to make comments on a variety of issues. The survey was delivered by email to faculty and staff, and ninety-eight responses were received.

### Desktop Computer Support

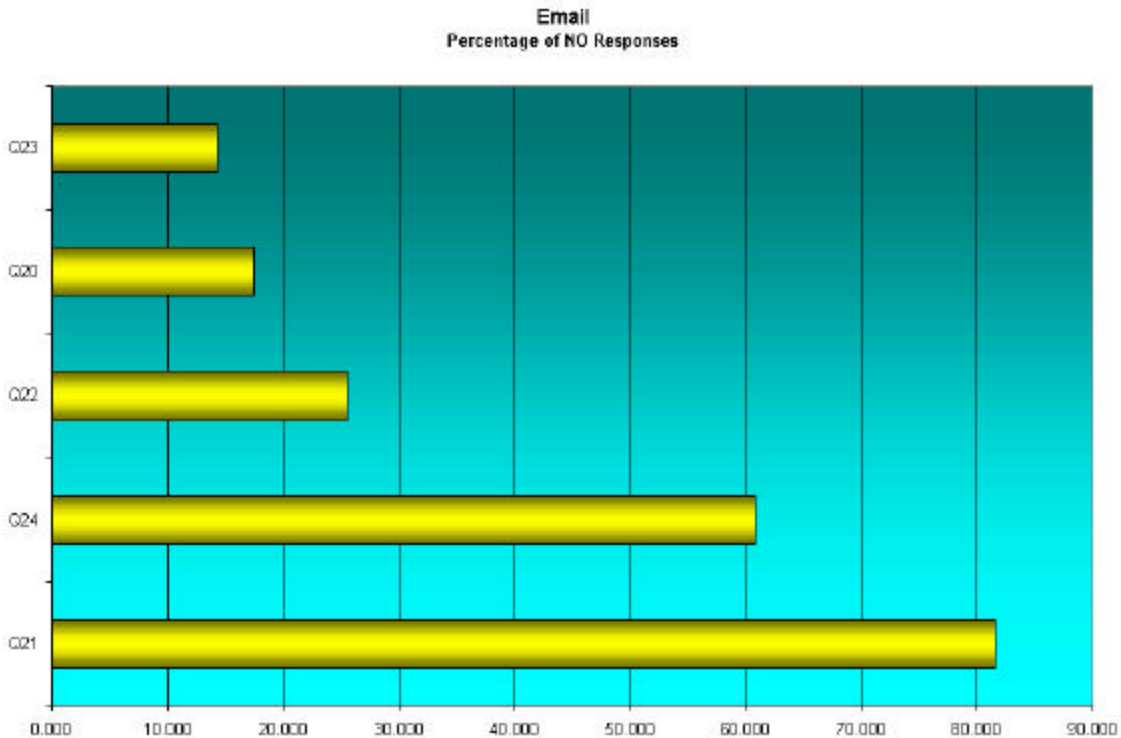


Questions 3 through 17 solicited YES or NO responses on matters pertaining to desktop computer support. For all of these questions, with the exception of question 16, a NO response would be taken as a negative. The top six NO responses received and the corresponding percentages are listed below.

- Question 14, 89% NO: Do you update your virus definition file at least once a month?
- Question 16, 40% NO: Do you feel you need more training in the use of your computer system?
- Question 4, 39% NO: Are you satisfied with the time it takes for a computer problem to be resolved by IT?

- Question 5, 36% NO: Do you know that there is a secure location where you can save data that only you can access and is backed up every night?
- Question 8, 32% NO: Have you noticed an improvement in the amount of time it takes to complete a work request?
- Question 3, 29% NO: Are you satisfied with the current level of support for your computer?

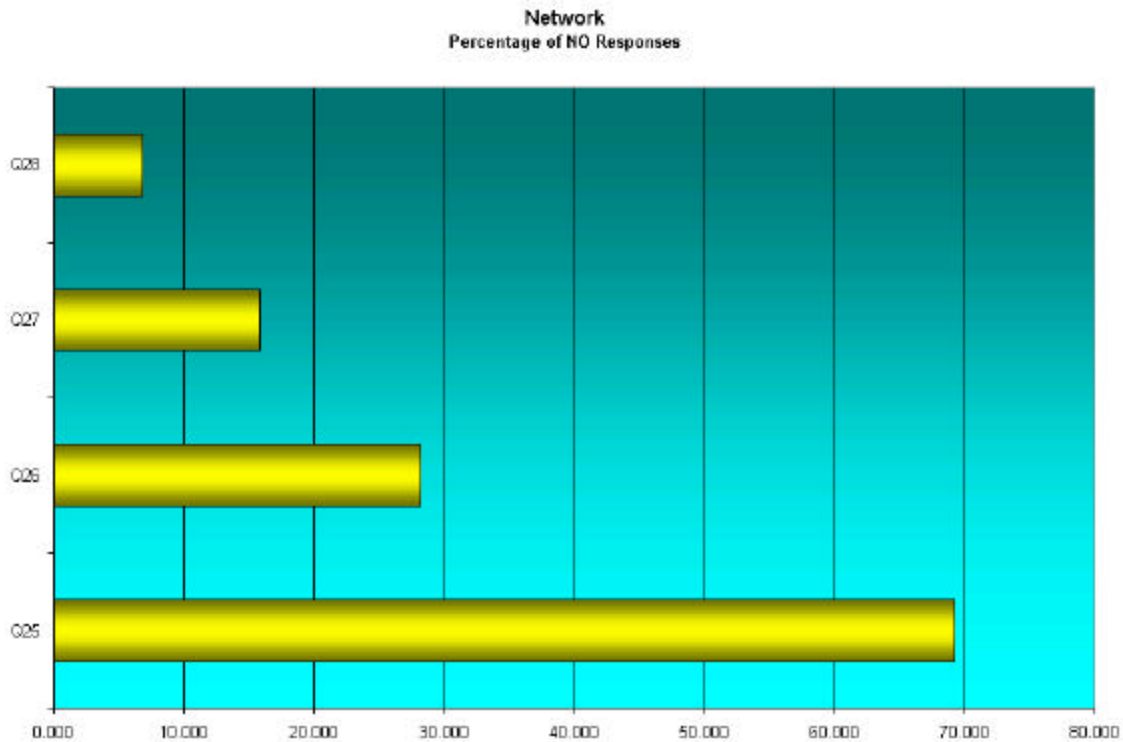
## Email



Five YES/NO questions were asked regarding email software. Of these, a NO response to questions 20 through 23 is considered negative while a NO response to question 24 could be considered a positive. The results are presented below.

- Question 21, 82% NO: Do you regularly use the calendar/scheduling tool in GroupWise?
- Question 24, 61% NO: Do you feel that you need more training in the use of GroupWise?
- Question 22, 26% NO: Do you know that you can access your email from the Web?
- Question 20, 18% NO: Are you satisfied with the current email software (GroupWise)?
- Question 23, 14% NO: Do you know who to contact if you have a problem with email?

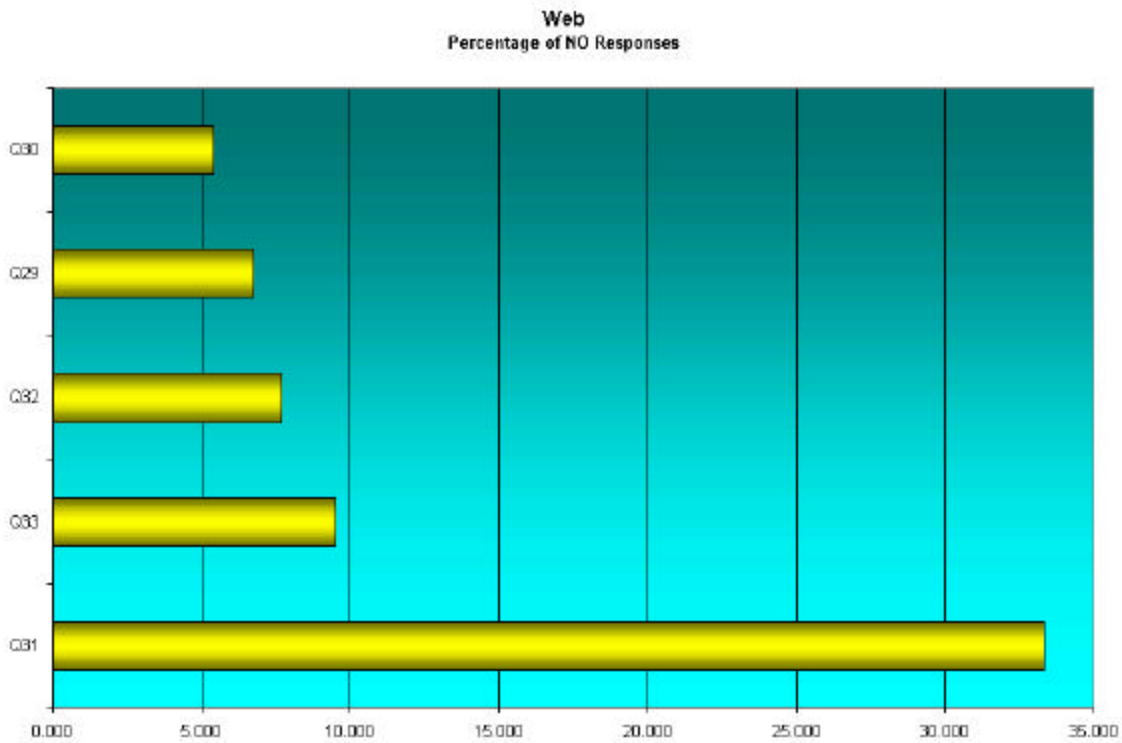
## Network



Four YES/NO questions were asked about the network. Regarding these, a NO response is considered negative for questions 26, 27, and 28. The NO frequencies observed are given below in descending order.

- Question 25, 69% NO: Do you often have problems connecting to the network?
- Question 26, 28% NO: Do you know the procedure to report a network problem?
- Question 27, 16% NO: Do you know who to contact if you have a problem logging onto the network?
- Question 28, 7% NO: Are network problems resolved in a timely manner?

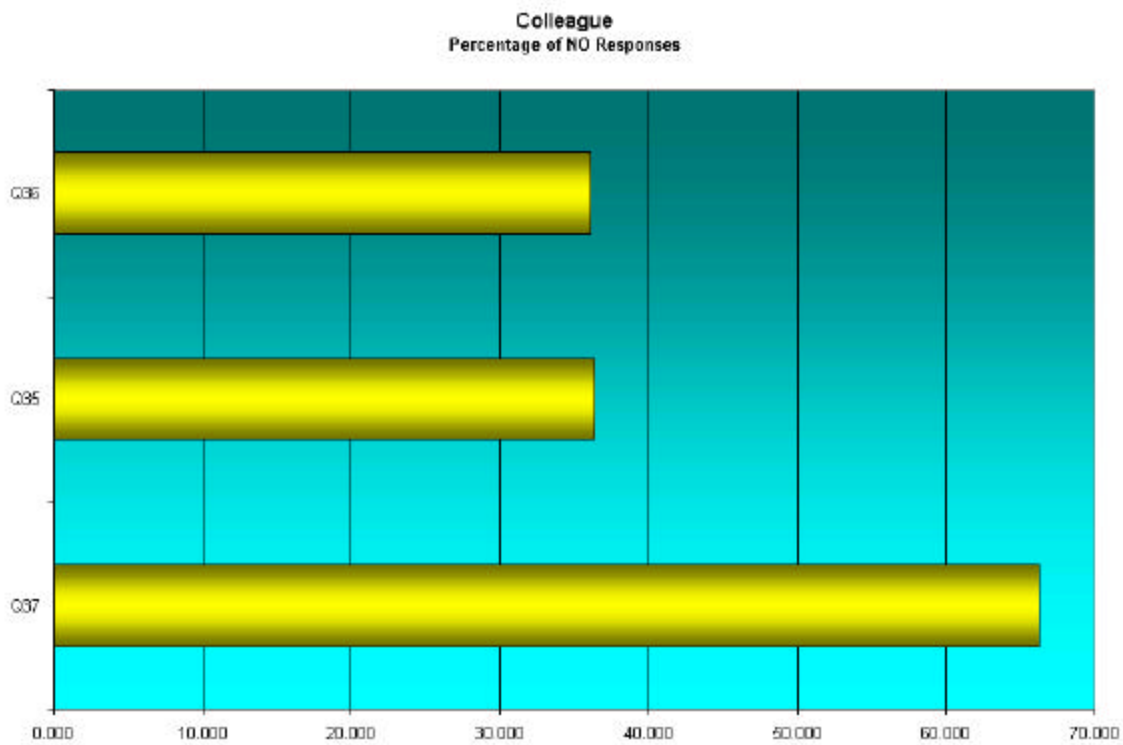
## Web



Questions 29 through 33 queried users on ACC's web page. The first three of these questions permitted YES/No responses while the last two questions also allowed respondents to select NA. For each of these questions, NO would be considered a negative response. The percentages of NO responses are given below in descending order.

- Question 31, 33% NO: Do you know who to contact if you wish to update or put any information on-line?
- Question 33, 10% NO: If you have submitted information to be placed on the web, have you been satisfied with the results?
- Question 32, 8% NO: If you have had information placed on the web, have you been satisfied with the response time?
- Question 29, 7% NO: Are you satisfied with the current web site for ACC?
- Question 30, 5% NO: Do you know that all degree information and schedules are available on-line?

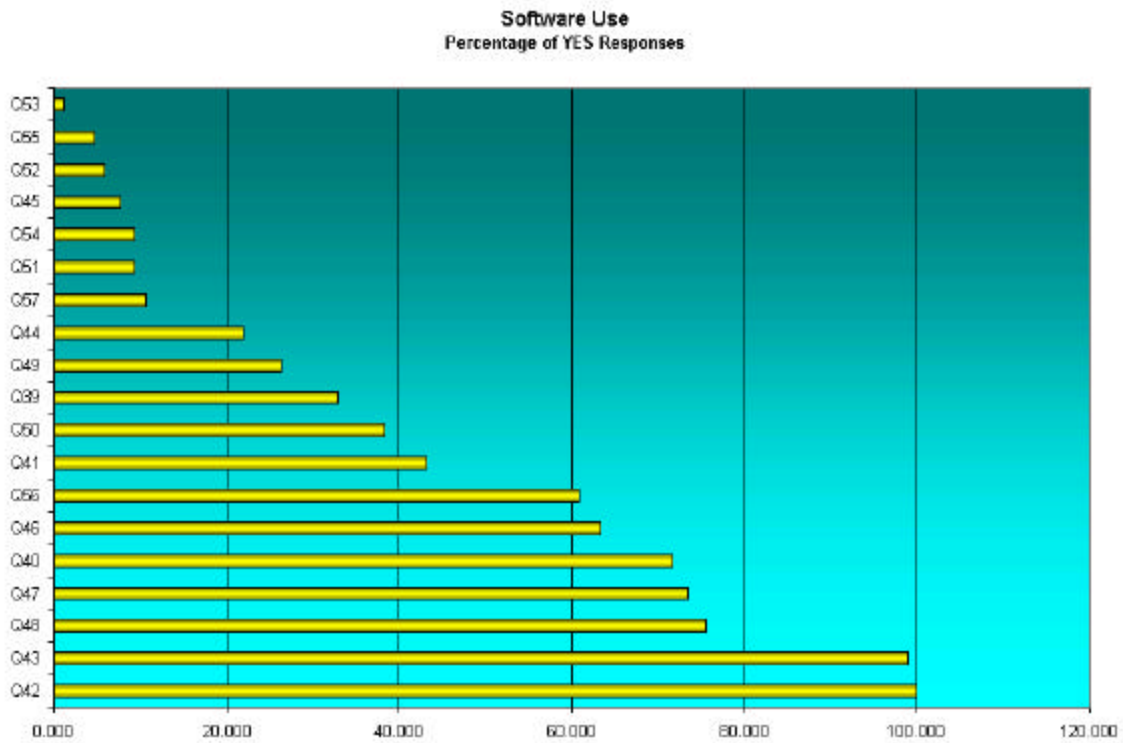
## Colleague



Questions 35, 36, and 37 asked users about Colleague. Each question permitted a YES/NO response, and for each of these questions, NO would be considered a negative response. The percentages of NO responses are given below in descending order.

- Question 37, 66% NO: Do you feel that you are adequately trained in using Wintegrate/Colleague?
- Question 35, 36% NO: Are you satisfied with Wintegrate as a tool for retrieving information from Colleague?
- Question 36, 36% NO: Do you feel that the support provided for Colleague is adequate?

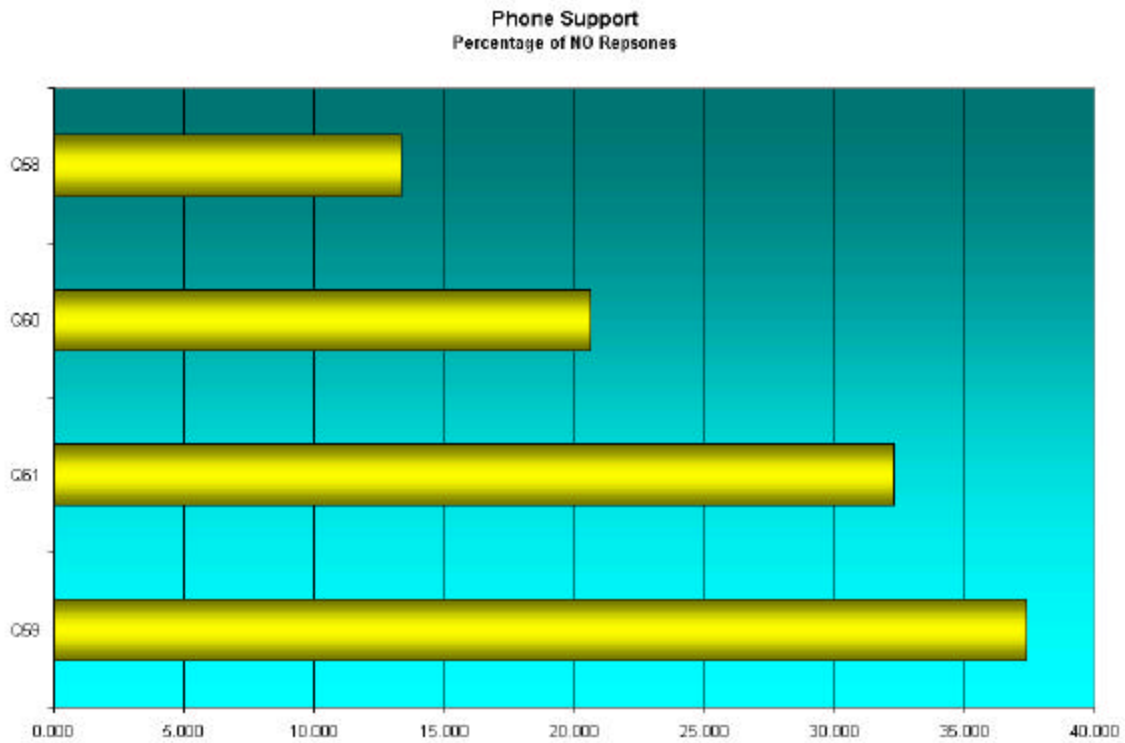
## Software Use



Respondents were questioned on their use of nineteen different software packages and types of applications. Listed below are the six packages and applications that received the highest percentages of YES responses to the instruction, "Indicate if you ever do the following as part of your job."

- Question 42, 100% YES: Use GroupWise
- Question 43, 99% YES: Use Netscape or Internet Explorer
- Question 48, 76% YES: Use Microsoft Word
- Question 47, 73% YES: Use WordPerfect
- Question 40, 72% YES: Retrieve data from Colleague
- Question 46, 63% YES: Use Microsoft Excel

## Phone Support



Four questions were asked regarding the new telephone system, and the frequency of NO responses is given below.

- Question 59, 37% NO: Do you feel that you were adequately trained in its use?
- Question 61, 32% NO: Do you know who to contact for phone problems
- Question 60, 21% NO: Would you like to learn more about the advanced features on your phone and voicemail?
- Question 58, 13% NO: Are you satisfied with the new phone system?

## Comments

Respondents were also given the opportunity to make comments about a variety of IT services. The full text of the comments made is presented later in this report. Of particular interest, though, were the responses to questions about software training. Below are the responses that are most pertinent to planning future instruction.

Question 19: Is there any specific software you would like to be trained in?

<u>NUMBER OF REQUESTS</u>	
MS Word	11
MS Excel	9
MS Access	7
MS PowerPoint	7
Graphics	4
Groupwise	4
Wintegrate	3
Colleague	2
Internet	2
MS Front Page	2
MS Office	2
Web CT	2
Windows	2
Dreamweaver	1
MS Outlook	1
Pagemaker	1
Pagemill	1
PhotoShop	1
QuarkXpress	1
Virus updates	1
WordPerfect	1

Question 38: What areas (of Colleague) would you like more training in?

<u>NUMBER OF REQUESTS</u>	
Student Information Access	37
Overall Use of Colleague	34
Budget Information	24
Query	4
Communications Module	1
Detailing	1
Top View	1

## **Conclusions**

Survey results indicate that, in general, there is high satisfaction with the college's network and web page as well as the use of GroupWise for email. Also, the software applications that are most frequently used are GroupWise, web browsers, word processors, Wintegrate, and Excel. However, approximately a third of the respondents are dissatisfied with desktop computer support. Additionally, there appears to be a great need for training. In particular, 60% of the respondents indicated they need more training on their computer system, 66% feel they are not adequately trained on Colleague/Wintegrate, 37% indicated that they were not adequately trained in the use of the new phone system, and most people do not use the advanced features available in GroupWise. Furthermore, based upon the comments made, many people want additional training primarily on the components of Microsoft Office and secondarily on graphics software, GroupWise, and Colleague related software. With regard to Colleague, many of the respondents indicated that they would like more training on student information access, the overall use of Colleague, and retrieval of budget information.

# INFORMATION TECHNOLOGY USER SURVEY

Spring 2001

## Frequency Distribution for QUESTION 1

From (>=)	To (<)	Count	Percent
1.000	2.000	28	29.167
2.000	3.000	68	70.833
	Total	96	100.000

## Frequency Distribution for QUESTION 2

From (>=)	To (<)	Count	Percent
1.000	2.000	9	9.574
2.000	3.000	19	20.213
3.000	4.000	31	32.979
4.000	5.000	35	37.234
	Total	94	100.000

## Frequency Distribution for QUESTION 3

From (>=)	To (<)	Count	Percent
1.000	2.000	65	70.652
2.000	3.000	27	29.348
	Total	92	100.000

## Frequency Distribution for QUESTION 4

From (>=)	To (<)	Count	Percent
1.000	2.000	58	61.053
2.000	3.000	37	38.947
	Total	95	100.000

## Frequency Distribution for QUESTION 5

From (>=)	To (<)	Count	Percent
1.000	2.000	62	63.918
2.000	3.000	35	36.082
	Total	97	100.000

## Frequency Distribution for QUESTION 6

From (>=)	To (<)	Count	Percent
1.000	2.000	71	79.775
2.000	3.000	18	20.225
	Total	89	100.000

**Frequency Distribution for QUESTION 7**

From (>=)	To (<)	Count	Percent
1.000	2.000	76	80.851
2.000	3.000	18	19.149
	Total	94	100.000

**Frequency Distribution for QUESTION 8**

From (>=)	To (<)	Count	Percent
1.000	2.000	65	68.421
2.000	3.000	30	31.579
	Total	95	100.000

**Frequency Distribution for QUESTION 9**

From (>=)	To (<)	Count	Percent
1.000	2.000	65	71.429
2.000	3.000	26	28.571
	Total	91	100.000

**Frequency Distribution for QUESTION 10**

From (>=)	To (<)	Count	Percent
1.000	2.000	70	87.500
2.000	3.000	10	12.500
	Total	80	100.000

**Frequency Distribution for QUESTION 11**

From (>=)	To (<)	Count	Percent
1.000	2.000	90	97.826
2.000	3.000	2	2.174
	Total	92	100.000

**Frequency Distribution for QUESTION 12**

From (>=)	To (<)	Count	Percent
1.000	2.000	77	81.053
2.000	3.000	18	18.947
	Total	95	100.000

**Frequency Distribution for QUESTION 13**

From (>=)	To (<)	Count	Percent
1.000	2.000	79	83.158
2.000	3.000	16	16.842
	Total	95	100.000

**Frequency Distribution for QUESTION 14**

From (>=)	To (<)	Count	Percent
1.000	2.000	10	10.753
2.000	3.000	83	89.247
	Total	93	100.000

**Frequency Distribution for QUESTION 15**

From (>=)	To (<)	Count	Percent
1.000	2.000	78	80.412
2.000	3.000	19	19.588
	Total	97	100.000

**Frequency Distribution for QUESTION 16**

From (>=)	To (<)	Count	Percent
1.000	2.000	56	59.574
2.000	3.000	38	40.426
	Total	94	100.000

**Frequency Distribution for QUESTION 17**

From (>=)	To (<)	Count	Percent
1.000	2.000	17	73.913
2.000	3.000	6	26.087
	Total	23	100.000

**Frequency Distribution for QUESTION 20**

From (>=)	To (<)	Count	Percent
1.000	2.000	80	82.474
2.000	3.000	17	17.526
	Total	97	100.000

**Frequency Distribution for QUESTION 21**

From (>=)	To (<)	Count	Percent
1.000	2.000	18	18.367
2.000	3.000	80	81.633
	Total	98	100.000

**Frequency Distribution for QUESTION 22**

From (>=)	To (<)	Count	Percent
1.000	2.000	73	74.490
2.000	3.000	25	25.510
	Total	98	100.000

**Frequency Distribution for QUESTION 23**

From (>=)	To (<)	Count	Percent
1.000	2.000	84	85.714
2.000	3.000	14	14.286
	Total	98	100.000

**Frequency Distribution for QUESTION 24**

From (>=)	To (<)	Count	Percent
1.000	2.000	36	39.130
2.000	3.000	56	60.870
	Total	92	100.000

**Frequency Distribution for QUESTION 25**

From (>=)	To (<)	Count	Percent
1.000	2.000	28	30.769
2.000	3.000	63	69.231
	Total	91	100.000

**Frequency Distribution for QUESTION 26**

From (>=)	To (<)	Count	Percent
1.000	2.000	69	71.875
2.000	3.000	27	28.125
	Total	96	100.000

**Frequency Distribution for QUESTION 27**

From (>=)	To (<)	Count	Percent
1.000	2.000	80	84.211
2.000	3.000	15	15.789
	Total	95	100.000

**Frequency Distribution for QUESTION 28**

From (>=)	To (<)	Count	Percent
1.000	2.000	82	93.182
2.000	3.000	6	6.818
	Total	88	100.000

**Frequency Distribution for QUESTION 29**

From (>=)	To (<)	Count	Percent
1.000	2.000	83	93.258
2.000	3.000	6	6.742
	Total	89	100.000

**Frequency Distribution for QUESTION 30**

From (>=)	To (<)	Count	Percent
1.000	2.000	88	94.624
2.000	3.000	5	5.376
	Total	93	100.000

**Frequency Distribution for QUESTION 31**

From (>=)	To (<)	Count	Percent
1.000	2.000	62	66.667
2.000	3.000	31	33.333
	Total	93	100.000

**Frequency Distribution for QUESTION 32**

From (>=)	To (<)	Count	Percent
1.000	2.000	36	92.308
2.000	3.000	3	7.692
	Total	39	100.000

**Frequency Distribution for QUESTION 33**

From (>=)	To (<)	Count	Percent
1.000	2.000	38	90.476
2.000	3.000	4	9.524
	Total	42	100.000

**Frequency Distribution for QUESTION 35**

From (>=)	To (<)	Count	Percent
1.000	2.000	49	63.636
2.000	3.000	28	36.364
	Total	77	100.000

**Frequency Distribution for QUESTION 36**

From (>=)	To (<)	Count	Percent
1.000	2.000	46	63.889
2.000	3.000	26	36.111
	Total	72	100.000

**Frequency Distribution for QUESTION 37**

From (>=)	To (<)	Count	Percent
1.000	2.000	27	33.750
2.000	3.000	53	66.250
	Total	80	100.000

**Frequency Distribution for QUESTION 39**

From (>=)	To (<)	Count	Percent
1.000	2.000	30	32.967
2.000	3.000	61	67.033
	Total	91	100.000

**Frequency Distribution for QUESTION 40**

From (>=)	To (<)	Count	Percent
1.000	2.000	66	71.739
2.000	3.000	26	28.261
	Total	92	100.000

**Frequency Distribution for QUESTION 41**

From (>=)	To (<)	Count	Percent
1.000	2.000	38	43.182
2.000	3.000	50	56.818
	Total	88	100.000

**Frequency Distribution for QUESTION 42**

From (>=)	To (<)	Count	Percent
1.000	2.000	95	100.000
2.000	3.000	0	0.000
	Total	95	100.000

**Frequency Distribution for QUESTION 43**

From (>=)	To (<)	Count	Percent
1.000	2.000	94	98.947
2.000	3.000	1	1.053
	Total	95	100.000

**Frequency Distribution for QUESTION 44**

From (>=)	To (<)	Count	Percent
1.000	2.000	20	21.978
2.000	3.000	71	78.022
	Total	91	100.000

**Frequency Distribution for QUESTION 45**

From (>=)	To (<)	Count	Percent
1.000	2.000	7	7.692
2.000	3.000	84	92.308
	Total	91	100.000

**Frequency Distribution for QUESTION 46**

From (>=)	To (<)	Count	Percent
1.000	2.000	57	63.333
2.000	3.000	33	36.667
	Total	90	100.000

**Frequency Distribution for QUESTION 47**

From (>=)	To (<)	Count	Percent
1.000	2.000	69	73.404
2.000	3.000	25	26.596
	Total	94	100.000

**Frequency Distribution for QUESTION 48**

From (>=)	To (<)	Count	Percent
1.000	2.000	71	75.532
2.000	3.000	23	24.468
	Total	94	100.000

**Frequency Distribution for QUESTION 49**

From (>=)	To (<)	Count	Percent
1.000	2.000	24	26.374
2.000	3.000	67	73.626
	Total	91	100.000

**Frequency Distribution for QUESTION 50**

From (>=)	To (<)	Count	Percent
1.000	2.000	33	38.372
2.000	3.000	53	61.628
	Total	86	100.000

**Frequency Distribution for QUESTION 51**

From (>=)	To (<)	Count	Percent
1.000	2.000	8	9.412
2.000	3.000	77	90.588
	Total	85	100.000

**Frequency Distribution for QUESTION 52**

From (>=)	To (<)	Count	Percent
1.000	2.000	5	5.814
2.000	3.000	81	94.186
	Total	86	100.000

**Frequency Distribution for QUESTION 53**

From (>=)	To (<)	Count	Percent
1.000	2.000	1	1.163
2.000	3.000	85	98.837
	Total	86	100.000

**Frequency Distribution for QUESTION 54**

From (>=)	To (<)	Count	Percent
1.000	2.000	8	9.302
2.000	3.000	78	90.698
	Total	86	100.000

**Frequency Distribution for QUESTION 55**

From (>=)	To (<)	Count	Percent
1.000	2.000	4	4.651
2.000	3.000	82	95.349
	Total	86	100.000

**Frequency Distribution for QUESTION 56**

From (>=)	To (<)	Count	Percent
1.000	2.000	53	60.920
2.000	3.000	34	39.080
	Total	87	100.000

**Frequency Distribution for QUESTION 57**

From (>=)	To (<)	Count	Percent
1.000	2.000	9	10.714
2.000	3.000	75	89.286
	Total	84	100.000

**Frequency Distribution for QUESTION 58**

From (>=)	To (<)	Count	Percent
1.000	2.000	78	86.667
2.000	3.000	12	13.333
	Total	90	100.000

**Frequency Distribution for QUESTION 59**

From (>=)	To (<)	Count	Percent
1.000	2.000	57	62.637
2.000	3.000	34	37.363
	Total	91	100.000

**Frequency Distribution for QUESTION 60**

From (>=)	To (<)	Count	Percent
1.000	2.000	73	79.348
2.000	3.000	19	20.652
	Total	92	100.000

**Frequency Distribution for QUESTION 61**

From (>=)	To (<)	Count	Percent
1.000	2.000	63	67.742
2.000	3.000	30	32.258
	Total	93	100.000

## SPRING 2001 IT USER SURVEY COMMENTS

**Question 18: If you have a DELL system and are not satisfied with it, please list the problems you have experienced or any concerns you may have.**

I'll let you know.

It still freezes several times a week. I plan to obtain a new one next year.

It continues to freeze occasionally when asked to print from email.

Lost info in the conversion. System won't let me save files over existing documents in my folder.

My new computer system still does not shut down properly. Because of this, I get a message every time I start it that "Windows was not shut down properly." IT has already looked at my computer and could not find anything wrong with it.

Memory Drive Error.

Dell computers have been great and seem stable.

Noisy, even with new part.

Too many problem: modem, unable to receive email.

**Question 19: Is there any specific software you would like to be trained in?**

GroupWise, Windows

Wintergrate

Graphics - Uses of and ways to import pictures without taking up so much memory, PowerPoint, Using the Internet in Educational documents.

Programs used in computer generated Art.

Microsoft Word, PowerPoint, Front Page, Graphics

PowerPoint, Something to create fliers.

More training in Web CT.

Wintergrate.

Front Page, Microsoft Access, Microsoft Word if this is adopted as campus standard.

Excel, Windows 95, Internet, Winteg.

All the Microsoft programs - Access, PowerPoint, etc.

Colleague, Word, Excel.

Excel, How to update virus protection.

Microsoft Word.

Access, GroupWise - all the extra functions, Corel - WordPerfect, Would like some graphic software.

More detailed training all software.

Whatever software you intend to make standard.

MS Access.

GroupWise with all the options, all things Colleague.

Microsoft Word.

Excel.

Photo Shop.

Quark Express.

Excel, Access, PowerPoint.

MS Office Suite(Excluding Access)

PowerPoint, Excel.

MS Office.

Dreamweaver, Adobe Pagemail and Pagemaker.

Word and Excel.

Access.

Excel, Access.

GroupWise, Word, Web CT, Excel.

MS Outlook.

**Question 24: Do you feel you need more training in the use of GroupWise?**

Making groups

Just basic information about the uses of GroupWise

I'd like to have an email autoresponder to acknowledge email receipt until I can answer in depth.

Sending files to other people off web sites. Draft documents used over and over.

Automatic email response when off campus. Using calendar/schedule book.

Attachments. Forwarding.

General training since I am now somewhat familiar with it. Maybe the training will “take hold” now!

Maybe an overview of what you can do in GW.

Calendaring.

Calendar planning.

Yes. The functions and uses of diff. Keys. How to ref. Web sites and/or addresses.

Calendar/Scheduling.

I would like to know what the system is capable of doing. Short tutorial would help.

Calendar/Scheduling tool.

Integration -> w/Palm Pilot so I can keep just one calendar.

How to utilize the various options available.

Scheduling.

It depends on what the program is capable of.

**Question 34: What elements would you like to see on the ACC web site?**

Online applications.

Registration, budget, class closings during regular registration.

A more up to date screen. Changes are good so far, but we still look like a toddler in aesthetics.

I think it's great! Good job.

Better photographs.

Student organizations.

Boring compared to others.

Much faster update of information.

Register more domain names, ability to register online, ability to complete admission app. Online, ability to pay on fine, ability to look up student fees and pay online/access class schedule on line, more detailed financial aid and scholarship info., portals that invite interactivity, e-mail academic advising.

The web page looks great! However, I'm still waiting to be given access to my department's directory so that I can upload changes myself.

Informational news items - i.e. Kids College.

On-line registration/Application ETC...

Volleyball and baseball information statistics - Bios etc.

The college website needs a new, fresh, and student oriented look. More graphics and pictures from around the campus with a different set-up of links.

Web Registration, Admission.

Looks great!

Application processing, Registration.

**Question 38: What areas (of Colleague) would you like more training in?**

Student information access, Overall use of Colleague.

Student information access, budget information, overall use of Colleague.

Budget information, overall use of Colleague.

Student information, budget information, overall use of Colleague.

Overall use of Colleague.

Student information access, budget information.

Student Information, budget information.

Student information access.

Student information access.

Student information access.

Student information access, overall use of Colleague.

Student information access, overall use of Colleague.

Student information, budget information, overall use of Colleague, Detailing.

I need more training in everything, but I can't seem to find the time - I know that's not a problem you can solve. Thanks for asking.

Student information access.

Student information access, I need a cheat sheet for basic applications.

Student information access.

Student information access, budget information.

Overall use of Colleague.

Student information access.

Budget information.

Student information, budget information, overall use of Colleague.

Student information access.

Overall use of Colleague.

Student information, budget information, overall use of Colleague, Query.

Overall use of Colleague.

Student information access, overall use of Colleague. I would like to be able to make queries myself. When I need it, etc. - Not enough man power to accommodate all the request Queries.

Overall use of Colleague.

Student information access, budget information, overall use of Colleague.

Student information access.

Student information access, budget information.

Overall use of Colleague.

Overall use of Colleague.

Overall use of Colleague.

Queries, communication module.

Student information access, budget information, overall use of Colleague, Queries via Colleague, Top View(actually, just installation and a manual would be nice)

Student information access, budget information, overall use of Colleague.

Overall use of Colleague.

Student information access, budget information, overall use of Colleague.

Student information access, budget information, overall use of Colleague.

Budget information, overall use of Colleague.

Overall use of Colleague.

Budget information, overall use of Colleague.

Budget information.

Student information access.

Student information access, budget information, overall use of Colleague.

Student information access, overall use of Colleague.

Student information access, budget information, overall use of colleague.

Student information access, budget information, overall use of colleague.

When I do registration on Colleague, or try to generate statistics for Dr. Hertenberger regarding PCC, I don't always have access to the information I need. I think we could all use training in reports. I'd like more detailed information in the budget screens - I understand it is a security issue.

Student information access, overall use of Colleague.

Budget information.

Student information access.

Student information access.

Student information access, overall use of Colleague.

Student information access.

Overall use of Colleague.

Question 62: Use the space below to make any additional comments that you would like.

Nice Job by IT.

I think it has helped a lot to have Network Administrator, Webmaster, and Distance Learning Coordinator recognized as separate and placed in the IT department. Looking forward to the new network.

The phones are wonderful! Computer Services have improved greatly. However, we still need someone to help on an individual basis. (one-on-one when needed)

Thanks for your help. D. LaValley

I think IT is doing a terrific job - particularly Jason and Patrick. Just one negative comment - shouldn't we have been able to respond to this survey on-line??!!

Much improved. Keep up the good work.

Computers need to be upgraded. Need PowerPoint projectors. Need more repair persons. Need more responsiveness from computer dept., more courteousness.

Phone system still has an echo when calling certain area codes.

I think IT does a great job with the manpower they have but it is frustrating when I depend so much on data that I need in order to do my job and because they are backed logged I cannot get my data faster.

I ask for help from IT only as a last resort.

My supervisor has tried several times to get me access to certain areas of Wintegrate and gotten all approval but it has never gone through. My only way now to get access is through a fellow employee's login and password.

I could use more training because I don't use it very often and forget the intricacies.

The IT department has improved tremendously in the past year. I credit this in part to some excellent hiring decisions made by the director. However, I feel that the following areas still need improvement: Colleague training needs to be offered every semester, Everyone should be given printed instructions regarding whom to contact when a problem arises. Perhaps this could even be posted on the web page. An online tracking system for work orders would be helpful. Quite often if a problem can't be solved, the work order is just sent back to me. I don't like that. Solutions to the above may already be in place, and I may simply be ignorant of implementations that have occurred. Thanks for the survey!

IT people need major attitude adjustment. They don't run the college.

Yes - No inadequate choices. Questions direct answers rather than solicit information.

Need to have a "Help" desk to be able to call and get someone on phone - not voicemail and leave a message at least during college work hours.

Thank God for Shirley Pearson. When everyone is unavailable elsewhere, Shirley always helps me with whatever I need. She is a very big asset to the IT dept. We need more support for computer repairs. Linda and Marco do a great job, but must be overwhelmed.

While there was good training before the phones were installed, too much time lapsed before we could use the phones and much of the training was forgotten. As for desktop support, response to immediate problems is usually good but some other work requests are often slow.

I would like to see training in all areas of software. I would like for each semester different software classes to be offered to faculty and staff. The attendance at these classes could serve as a measurement for what the needs on campus are. Some classes could be refresher courses and others might stir some to try software they may never have tried because of not being familiar with the programs. We work at an educational institution, wouldn't it be a good idea to continue to educate employees?

We need a software like "ACT" which is a contact MGMT software. It's used by a lot of people in sales. Can Colleague do this for us or should we start shopping options? Sara Bouse CPWD

More info on computer upgrades.

Since this is coming to you with my e-mail, I don't need to be anonymous! The IT department has come a long way! Service has improved dramatically, but there is still room for more improvement. We have all come to rely heavily on computer technology, and when it doesn't work, we all seem to lack patience. There still seems to be some of the following feeling left over - he who yells loudest gets service fastest; and harder problems not only take longer, but seem to get relegated to the back burner. On some of my difficulties, it seems like every six months, someone gets an idea how to fix it, and they do something that gets me one step closer, but it still doesn't get me all the way. Then it's another six months before someone else gets another idea to try. I have had the Ariel document delivery program for three years now, and I still have not been able to get connected. First, I didn't have a PC for it. That got fixed after about a year. Then, because I was advised to go with NT, it turned out I didn't have access to GroupWise for e-mail for Ariel, because I didn't have Novelle. Jason fixed that for me at PCC last month. It still is not doing something, but I don't know if it's the GroupWise access or something to do with Ariel.

Linda fixed a PC for me to use at ACC as the Ariel station there. I went to install Ariel on it, but it locked up. I made out a work order, but so far.. (and Ariel has now moved up to version 3 - I have 2) Bette Nelson asked if I could put her Math 0309/0310 program on the computers in the PCC library for students to use this summer. I tried to install it, but the video card says it only has 16 bit color, and the program won't work unless it has 256K! Maybe what I really need is a complete re-evaluation of my system. The NT and the library system work fine, as does our Internet connectivity (except when Southwestern Bell messes up), but some of my auxiliary programs don't. Thanks for letting me get this off my mind - what little there is left of it! Gillian

IT department needs to have a status of work orders posted, for personnel to see an estimated time frame of completion.

It would be wonderful if there were enough technical support to have at least 1 person (who is really qualified) available, at least by phone, at all times.

Thanks for allowing me an opportunity for input!

Computer/IT area much improved! Great job! Only minor complaint was the time it took to get computer problems resolved - connecting to e-mail and wintegrate at one point - works fine now.

Hi Sulema and Jamie, Your department is excellent! It is a huge improvement over previous regimes. I can't say enough great things about you - your group is a real asset to the college!  
Judy Endsley

Things are getting better, but there is still more that needs to be done to get to where we need to be. I'm impressed with the improvements over the last year.

# INFORMATION TECHNOLOGY USER SURVEY

## Spring 2001

Circle your response to each question, and return to Sulema Cabrera, Director of IT. Thank you for helping us provide you with better service. (NOTE: "NA" stands for "not applicable.")

<b>Demographics</b>	
1. What is your gender?	MALE      FEMALE
2. What is your job classification?	ADMINISTRATIVE      PROFESSIONAL      FACULTY      TSCM

<b>Desktop Computer Support</b>	
3. Are you satisfied with the current level of support for your computer?	YES      NO
4. Are you satisfied with the time it takes for a computer problem to be resolved by IT?	YES      NO
5. Do you know that there is a secure location where you can save data that only you can access and is backed up every night?	YES      NO
6. Would you use this secure area if it were available to you?	YES      NO
7. Do you know when your work request is completed?	YES      NO
8. Have you noticed an improvement in the amount of time it takes to complete a work request?	YES      NO
9. Have you noticed an improvement in the process for tracking your work request?	YES      NO
10. Do you believe that the desktop computer (workstation) support team are trained and know what they are doing?	YES      NO
11. Do you think the service delivery is friendly and courteous?	YES      NO
12. Do you feel that the computer on your desk serves your needs?	YES      NO
13. Do you have virus detection software on your computer?	YES      NO

14. Do you update your virus definition file at least once a month?	YES	NO
15. Do you know whom to call if you find a virus on your computer?	YES	NO
16. Do you feel you need more training in the use of your computer system?	YES	NO
17. If you have purchased a new DELL system, have you been pleased with your purchase?	YES	NO
18. If you have a DELL system and are not satisfied with it, please list the problems you have experienced or any concerns you may have. (List below)		
19. Is there any specific software you would like to be trained in? (List below)		

<b>Email</b>		
20. Are you satisfied with the current email software (GroupWise)?	YES	NO
21. Do you regularly use the calendar/scheduling tool in GroupWise?	YES	NO
22. Do you know that you can access your email from the Web?	YES	NO
23. Do you know whom to contact if you have a problem with email?	YES	NO
24. Do you feel that you need more training in the use of GroupWise? (If yes, list training needs below)	YES	NO

<b>Network</b>		
25. Do you often have problems connecting to the network?	YES	NO
26. Do you know the procedure to report a network problem?	YES	NO
27. Do you know whom to contact if you have a problem logging onto the network?	YES	NO
28. Are network problems resolved in a timely manner?	YES	NO

<b>Web</b>			
29. Are you satisfied with the current web site for ACC?	YES	NO	
30. Do you know that all degree information and schedules are available on line?	YES	NO	
31. Do you know whom to contact if you wish to update or put any information on-line?	YES	NO	
32. If you have had information placed on the web, have you been satisfied with the results?	YES	NO	NA
33. If you have submitted information to be placed on the web, have you been satisfied with the response time?	YES	NO	NA
34. What new elements would you like to see on the ACC web site? (List below)			

<b>Colleague</b>		
35. Are you satisfied with Wintegrate as a tool for retrieving information from Colleague?	YES	NO
36. Do you feel that the support provided for Colleague is adequate?	YES	NO

37. Do you feel that you are adequately trained in using Wintegrate/Colleague?	YES      NO
38. What areas would you like more training on? (Circle all that apply)  Student information access      Budget information      Overall use of Colleague      Other (list)	

<b>Software Use</b> <b>(Indicate if you ever do the following as part of your job.)</b>		
39. Enter data into Colleague	YES	NO
40. Retrieve data from Colleague	YES	NO
41. Use graphics software	YES	NO
42. Use GroupWise	YES	NO
43. Use Netscape or Internet Explorer	YES	NO
44. Use statistical software	YES	NO
45. Use Quattro Pro	YES	NO
46. Use Microsoft Excel	YES	NO
47. Use WordPerfect	YES	NO
48. Use Microsoft Word	YES	NO
49. Use Microsoft Access	YES	NO
50. Use Microsoft PowerPoint	YES	NO

51. Use Microsoft FrontPage	YES	NO
52. Use Adobe PageMill	YES	NO
53. Use Macromedia Dreamweaver	YES	NO
54. Use Adobe PageMaker	YES	NO
55. Use Quark XPress	YES	NO
56. View pdf files using Adobe Acrobat Reader	YES	NO
57. Create pdf files using Adobe Acrobat	YES	NO

<b>Phone Support</b>		
58. Are you satisfied with the new phone system?	YES	NO
59. Do you feel that you were adequately trained in its use?	YES	NO
60. Would you like to learn more about the advanced features on your phone and voicemail?	YES	NO
61. Do you know whom to contact for phone problems?	YES	NO

<b>Additional Information</b>
62. Use the space below to make any additional comments that you would like.