

Preliminary Pool of Suggested Items for District-wide DETS Survey
9/3/10

- 1) Help Desk (Heaven help us!) – Jeremy
 - a. Are the Help Desk service reps able to resolve your problem?
 - b. Are the Help Desk Service reps consistent in the service they provide?
 - c. Do you use the other features of the Help Desk like Submit a Ticket Online, Live Chat or the Knowledge Base. If so, how do you rate the experience?
 - d. If the Help Desk is unable to resolve your Issue is a ticket created for the issue? If so, were you notified by an onsite technician in a timely manner?
- 2) Deskside Support –Rick
 - a. Are the technicians that come to your office courteous?
 - b. Are the Technicians that come to your office knowledgeable in solving the technical issues associated with your problem.
 - c. Once the on campus technicians get your Helpdesk request support is the problem resolved in a timely manner?
 - d. If the campus technicians run in to problems do the seek assistance from other technicians to resolve your problem?
- 3) Email – Everett
 - a. Has the incidence of Spam and viruses seen by the users changed markedly (detection/prevention)
 - b. Has DCS response to email related issues such as black listings, lost emails, inability to connect to email (usually login issues) improved
 - c. Does overall availability, either on campus or via the Internet, meet your needs
 - d. What are your perceptions of currency of tools, i.e. access to email via mobile device (may not be a good one to ask)
- 4) Instructional Technology – Rick
 - a. Are the smart classrooms easy to use?
 - b. Please rate the service provided by the Audio Visual Department.
 - c. Are you provided with the appropriate technology for you classroom?
 - d. Which of the following technologies do you **Currently** use in the classroom? (Choose as many as you like)
 - a. Built- in Computer
 - b. Laptop Computer
 - c. LCD Projector
 - d. Student polling systems
 - e. Document camera
 - f. Portable touchpad
 - g. Smart board
 - h. PDA
 - i. MP3 player
 - j. iPhone/iTouch/iPad
 - k. DVD
 - l. VCR
 - e. Which of the following technologies do you **Plan** use in the classroom? (Choose as many as you like)
 - a. Built- in Computer
 - b. Laptop Computer
 - c. LCD Projector
 - d. Student polling systems
 - e. Document camera
 - f. Portable touchpad

- g. Smart board
 - h. PDA
 - i. MP3 player
 - j. iPhone/iTouch/iPad
 - k. DVD
 - l. VCR
- f. Which of the follow web resources do you use in the classroom?(Choose as many as you like)
- a. YouTube
 - b. FaceBook
 - c. Wikis
 - d. Twitter
 - e. Blackboard
 - f. EduStream
 - g. Other
- 5) Training – Everett **First, we need to be clear about what DCS/DE delivers vs other training such as desk top applications/PC based tools (Microsoft Office, Adobe, academic software, etc) which is delivered by others**
- a. Has DCS/DE delivered the types of training in the subjects matters needed
 - b. Of the training delivered, how satisfied was the user with the overall experience
 - c. Has DCS/DE been responsive to user requests when training has been requested
 - d. What is the clarity of the process for requesting training
 - e. Is documentation available for the users' job functions
 - f. If available, is documentation adequate to either reinforce training given or substitute for training where appropriate
- 6) Phone Systems – Jeremy
- a. Is your phone and voicemail service reliable?
 - b. Does your phone and voicemail do everything you would expect it to do?
 - c. Do you use any phone features outside the standard use? Ie. call forward, dnd, conference calling etc...
 - d. Are issues reported about your phone or voicemail resolved in a timely manner?
- 7) Communication (How well we communication/follow-up with users) – Rick
- a. The communications you receive about system problem provide too little or too much detail?
 - b. Do you receive appropriate feedback after a problem is resolved?
 - c. Do you receive the appropriate advance notice when technology changes?
 - d. Do you receive the appropriate information about new technologies?
- 8) Web Services – Everett
- a. Has availability to web services been adequate (this can take many forms such as: is the information there at all, is it easily accessible, is the look and feel acceptable, has responsiveness to requests on the web been adequate, etc)
 - b. How responsive is DCS to fixing reported issues
 - c. How responsive is DCS to providing requested new services
 - d. Do provided services meet perceived needs
 - e. Some users are defined as editors with the ability to make content changes themselves without going through DCS. For those, what is the ease of use of the editing and submittal tools/process.
People using Sitecore (new process/tools) should be distinguished from those using tools like Front Page (old process/tools)
- 9) Computer Rotation –Rick
- a. Are you satisfied with the computer you currently have?
 - b. How often do you feel your computer should be replaced?
 - c. Please choose a ranked order for area s that should get their computers replaced first
 - a. Faculty

- b. Staff
- c. Administrators
- d. Labs
- e. Adjunct instructors
- f. Classrooms
- g. Kiosk systems

10) Overall infrastructure reliability – Jeremy

- a. How often, if at all, do you experience a loss in connectivity to the computer network? Ie. E-mail\internet down?
- b. Does the overall computer network perform at a level that allows you to work in an efficient manner?
- c. Are there applications and documents on the computer network that you use consistently available?
- d. Have you ever not been able to work for extended periods of time (more than 30 minutes) because of a loss of connection to the computer network?
- e. Are you able to access all the applications and documents on the computer network in order to do your job efficiently?

11) Programming and support for Administrative Systems (Business Systems in the COS).

- a. What is the satisfaction with analysis services provided (analyst speaks customer's language and gets requirements down correctly)
- b. What is the satisfaction with project coordination services provided (user's know what is happening with projects they have requested)
- c. What is the satisfaction with programming services provided (programs work the way they were specified and without errors)
- d. What is the satisfaction with response time to address reported issues with programs
- e. What is the satisfaction with how service requests such as reports and lists are handled and the speed with which they are handled