



This report includes results stemming from the Crafton Hills College (CHC) Technology Services Satisfaction Survey, disseminated in the Spring 2020 term. As part of an ongoing effort to increase the quality and efficacy of services, an online survey was created by the Office of Institutional Effectiveness, Research and Planning (OIERP) in collaboration with the Director of Technology Services. The link to the online survey was sent to all members of the campus on April 20, 2020 and closed on May 1, 2020; the findings reported herein are as of that date.

The survey was organized to assess campus members’ satisfaction with the Technology Services Department with respect to five themes:

- Professionalism during service interactions
- Helpfulness in meeting technology needs
- Timeliness of response in resolving technical issues
- Ability to understand an individual’s problem
- Satisfaction with the most recent Technology Services interaction

In addition, respondents were asked to recognize a Technology Services staff member for excellent service, indicate level of familiarity with technology services/resources available, and their level of satisfaction with overall quality of services. Finally, they were asked to offer a free response to an open-ended question regarding ways to improve the quality of technical support provided. A total of 58 valid online surveys were received and analyzed. Please note that respondents were not required to provide an answer to each question; therefore, the total number of provided responses varied from 53 to 57 per question.

Professionalism During Service Interactions

First, respondents were asked to indicate their level of satisfaction with the professionalism of the technology staff during service interactions. Table I demonstrates that the overwhelming majority of respondents (95%) indicated being extremely satisfied or satisfied with the level of professionalism of technology services staff during service interactions. Respondents who selected “Dissatisfied” or “Extremely Dissatisfied” were prompted to indicate why they were unsatisfied, as an open-ended question (see Table Ia).

Table I. Respondents’ Level of Satisfaction with Professionalism of Technology Staff

Level of Satisfaction	#	%
Extremely Satisfied	37	64.9
Satisfied	17	29.8
Dissatisfied	2	3.5
Extremely Dissatisfied	1	1.8
Total	57	100.0

Table Ia. Open-ended Responses on Dissatisfaction with Professionalism of Technology Staff

Comments (n=3)
Most of the Tech staff are helpful or at least polite but I have had a couple of interactions with a tech person (don't know [pronoun] name) where [pronoun] was rude, dismissive, and acted as though I was the problem.
Tech Services staff is more often than not quite rude. They are unpleasant to speak to and often act as if you are bothering them. [Name], however, is very helpful.
There appears to be discord within the department, which stems from the abilities or lack thereof from some of the staff. Also, it appears that some staff members do not interact with staff at all and it appears there is an inequity of workload.

Helpfulness in Meeting Technology Needs

Respondents were then asked to indicate their level of satisfaction with the helpfulness of the technology staff in meeting their technology needs. Table 2 demonstrates that all 57 (100%) respondents indicated being extremely satisfied or satisfied with the helpfulness of technology services staff in meeting their technology needs. No respondents selected “Dissatisfied” or “Extremely Dissatisfied”, and as such, none were prompted to indicate why they were unsatisfied.

Table 2. Respondents’ Level of Satisfaction with Helpfulness of Technology Staff

Level of Satisfaction	#	%
Extremely Satisfied	38	66.7
Satisfied	19	33.3
Dissatisfied	0	0.0
Extremely Dissatisfied	0	0.0
Total	57	100.0

Timeliness of Response when Resolving Technical Issues

Respondents were asked to indicate their level of satisfaction with the timeliness of the technology staff when resolving technical issues. Table 3 demonstrates that 93% (n=53) of respondents indicated being extremely satisfied or satisfied with the timeliness of the technology staff when resolving technical issues. Four respondents indicated being dissatisfied or extremely dissatisfied and were prompted to indicate why they were dissatisfied. See Table 3a for offered responses.

Table 3. Respondents’ Level of Satisfaction with Timely Response Resolving Technical Issues

Level of Satisfaction	#	%
Extremely Satisfied	33	57.9
Satisfied	20	35.1
Dissatisfied	3	5.3
Extremely Dissatisfied	1	1.8
Total	57	100.0

Table 3a. Open-ended Responses on Dissatisfaction with Timely Response Resolving Technical Issues

Comments (n=4)
Sometimes I have to wait more than a week for a response or they never reply.
Slow to do more than open a ticket
Lack of coverage during scheduled time off. For example, waited 4 days for staples in the copier because someone took a vacation and there was no one to cover. We all need a vacation, but we also need staples.
Work orders often take several days to receive a response.

Ability to Understand Problems

Respondents were asked to indicate their level of satisfaction with the technology staff’s ability to understand their problem. Table 4 demonstrates that the overwhelming majority (98%) of respondents indicated being extremely satisfied or satisfied with the ability of technology services staff to understand their problem. Table 4a contains the response of the only respondent expressing dissatisfaction.

Table 4. Respondents’ Level of Satisfaction with Understanding of Problem

Level of Satisfaction	#	%
Extremely Satisfied	37	64.9
Satisfied	19	33.3
Dissatisfied	1	1.8
Extremely Dissatisfied	0	0.0
Total	57	100.0

Table 4a. Open-ended Response on Dissatisfaction with Understanding of Problem

Comments (n=1)
Sometimes I can search the internet and find how to fix an issue, when the TS staff do not know how to solve the problem.

Level of Satisfaction with Most Recent Interaction

Respondents were asked to indicate their level of satisfaction with their most recent interaction with a technology services member. Table 5 demonstrates that 98% (n=55) of respondents indicated being extremely satisfied or satisfied with their most recent interaction with a technology services member. One respondent expressed extreme dissatisfaction with their most recent interaction with a technology services member; however, there was no response to the follow-up open-ended question that asked why they were dissatisfied.

Table 5. Respondents’ Level of Satisfaction with Most Recent Interaction

Level of Satisfaction	#	%
Extremely Satisfied	39	69.6
Satisfied	16	28.6
Dissatisfied	0	0.0
Extremely Dissatisfied	1	1.8
Total	56	100.0

Recognition for Excellent Service

Next, respondents were provided with an opportunity to recognize at least one member of the technology services staff for excellent service. Respondents who chose to recognize a technology service member were prompted to provide the names of the individuals in question along with their reasons for having identified them.

Table 6 demonstrates that 63% of respondents chose to recognize a technology services staff member(s) for excellent service. Of the 34 respondents who chose to recognize a technology services member for excellent service, 32 of them specifically identified at least one staff member by name. The remaining two respondents recognized the entire technology department for excellent service by stating “All of you!” and “Everybody”.

Table 6. Recognition of Technology Services Staff Member(s)

Is there a member(s) of the Technology Services staff you would like to recognize for excellent service?	#	%
Yes	34	63.0
No	20	37.0
Total	54	100.0

There was a total of 34 open-ended comments provided as reasons by all the respondents who chose to recognize a technology service member(s) for excellent service. All of the reasons provided were comments expressing praise. As one respondent stated, “Everybody is courteous, patient, and calm when assisting me with my technical needs. There is not one of you whose service and expertise I am displeased with.”

Table 6a. Reasons Provided for Choosing to Recognize a Technology Staff Member(s)

Praise (n=34)
All have been great, but these three have been assisting me most recently
Always goes the extra mile, so very competent
[Name] and [Name] are always ready to help you with what ever question you have. You could not have any better employees as they are.
[Name] was very helpful getting me set up with my laptop and VPN. [Name] was very prompt in addressing my need to re-set my VPN password.
Because she is all of the things I just checked on page 1. In addition, she never makes questions seem silly or not important!
Both of them are always responsive to my needs; they listen to my description of the problem and are able to resolve the issue quickly. They are both professional and easy to work with. :)
Both of these gentleman are approachable, knowable and patient when I have a question or a problem needing to be resolved and almost always are able to fix. I have to say all the IT staff are Great!
Everybody is courteous, patient, and calm when assisting me with my technical needs. There is not one of you whose service and expertise I am displeased with.
Extremely helpful, stayed with the problem until it was resolved.
For always making themselves available for simple questions and providing direction as to when we must open a ticket. Great friendly employees and easy to work with!
For as long as I have been working here, the have been the best at what they do, always on time, and my computer works really well
For resolving my issues every time something is wrong. All are patient and explains the problem in a way I know how to understand.

Table 6a continues on next page

Got my VPN working perfectly.
Great job on getting everyone ready to work remotely. Other school/district still has not figured this whole thing out!
He is always quick to help me and share his knowledge when he isn't bombarded with other tasks.
He is responsive, knowledgeable, courteous, and finds the solution.
He was super helpful and kind even when I had tons of questions!
Helpful, responsive, professional and friendly.
Provided excellent session/ instructions for VPI access. He answered everyone's questions.
Quick to respond and always helpful.
[Name] helped me a great deal with the computers for the [facility].
[Name] is always available to respond to my technical crisis' in (room)!
She is always helpful and responds to my issues immediately.
She is always on the "front line" willing to help with a smile on her face.
She is always willing to help with any situation. Very courteous and professional.
These are the 3 from Tech Support that I have the most interaction with. In every instance they have been responsive, friendly, and helpful. They have been able to resolve my technical problems relatively quickly and also provide me with tips and recommendations to help keep my system running more efficiently.
[Name] has helped me multiple times and is always able to fix the problem pretty fast. She is always professional and very thorough to make sure that the problem is resolved. I also want to recognize [Name]. He has also been very helpful to me through this crises. He is amazing - so talented? Technology Services has really been there for us - Thank you!
[Name] is always going out of her way to be helpful and if there is something she doesn't know, she finds out and gets back to you very quickly. She is fantastic!
[Name] is always quick to respond to any technological issues and has the necessary skills to solve the issue{s}. I really appreciate all of her help.
Very helpful and personable. Was patient with my problem and fixed the issue in a timely manner. So thankful to have his help in a time like this!
Very Professional
When I had trouble he was the one who walked me through the process and returned my calls whenever I left a voicemail. I rate him a 10+. Thank you so much [Name]. :-)
When others cannot solve my tech issue, [Name] can and rather quickly
Without a doubt, I am certain that the transition from work to home would not have gone as smoothly had [Name] not been the point person in this project. As difficult as his job is without significant resources he has done a fantastic job!. [Name] has been another example of someone that is driven by the work and takes initiative to make sure that things work and that people have the assistance they need whether its with their computer or the copiers. She, like [Name], are the reason Technology Services has survived this last year.

End of Table 6a

Level of Familiarity with Technology Services and Resources

Respondents were asked to rate their level of familiarity with technology services and resources available. Respondents were most likely to indicate being extremely familiar with School Dude (39%), followed by Microsoft Office 365 Online (32%), and VPN for working remotely (32%). Respondents were most likely to indicate not being at all familiar with Skype for business (30%) and Adobe Creative Cloud (30%).

Table 7. Technology Services and Resources

Online Tool(s)	Extremely Familiar		Moderately Familiar		Slightly Familiar		Not at all Familiar		Total
	#	%	#	%	#	%	#	%	
School Dude	21	38.9	18	33.3	9	16.7	6	11.1	54
Microsoft Office365 Online Portal	17	31.5	21	38.9	9	16.7	7	13.0	54
VPN for Working Remotely	17	32.1	14	26.4	8	15.1	14	26.4	53
Skype for Business	13	24.5	15	28.3	9	17.0	16	30.2	53
Microsoft OneDrive	12	22.2	18	33.3	15	27.8	9	16.7	54
CHC Remote Technology Support	10	18.5	16	29.6	19	35.2	9	16.7	54
Adobe Creative Cloud	8	14.8	17	31.5	13	24.1	16	29.6	54

Level of Satisfaction with Technology Services' Overall Quality of Services

Respondents were asked to indicate their level of satisfaction with Technology Services' overall quality of services. Table 8 demonstrates that 98% (n=53) of respondents indicated being extremely satisfied or satisfied with the Technology Services' overall quality of services. One respondent expressed dissatisfaction with Technology Services' overall quality of services; however, there was no response provided to the follow-up open-ended question that asked them why they were dissatisfied.

Table 8. Respondents' Level of Satisfaction with Technology Services' Overall Quality of Services

Level of Satisfaction	#	%
Extremely Satisfied	34	63.0
Satisfied	19	35.2
Dissatisfied	1	1.9
Extremely Dissatisfied	0	0.0
Total	54	100.0

Suggestions for Improvement of Technical Support Quality

Lastly, respondents were prompted to specify the ways in which the quality of the technical support provided to them could be improved. There was a total of 20 open-ended comments provided for suggestions on ways to improve the quality of technical support. Categories were created to organize results for better understanding of emerging themes. A limitation to grouping any open-ended responses into categories is that such a grouping is inherently subjective, and as a result, may differ from one researcher to another. Respondents were most likely to provide praise (n=7) and specific suggestions for improvement(s) (n=7).

Table 9. Suggestions for Improvement of Technical Support Quality

Praise (n=7)
Given the overall lack of funding for the college, the department does an outstanding job of keeping essential hardware and software functioning.
I can't think of anything- it's been great so far!
I haven't used any support since we have started working remotely. But I have been happy for the most part.
I wish a phone call could suffice, but i understand that service can get backed up if everybody was on the telephone. You are appreciated!
I'm happy with the setup I have right now. I've only had to call in with a question once while working remotely and the issue was resolved rather quickly. The support being offered is very much appreciated to keep our offices running remotely and from my experience, the Tech Support has done a fantastic job! I am very appreciative of the quick response and the time and efforts that went into the overnight online campus. Bravo! :)
Keep doing what you are doing!
[Name] has done a good job in promoting service in her department.
Suggested Improvement(s) (n=7)
Ensure technology staff knows how to resolve issues. Had a few issues in the past where a few of the technology staff didn't know how to do the fix the problems. Others had to be called in to do the job.
Focus on finding approaches that faculty, staff, administrators, and students being able to complete their work.
I don't know how to change the urgency on the tickets. Some things can wait a day or two, and some are urgent.
Provide 24 hour assistance for Canvas and Outlook
Really dislike school dude. Very outdated. That needs to be upgraded to something better integrated with our portal. The codes and items in School Dude are difficult to understand for many. The faculty need their own secure WIFI connection throughout the school. I believe the current plan of only allowing school computers to access the faculty wifi is not friendly to many adjuncts, or full-timers that have to buy their own technology for work due to budget limitations. Other colleges provide a private channel for secure wifi for their instructors that can be used from any device. The Office 365 activation process for students (and faculty home use) needs to be easier and streamlined. Automatic 365 enrollment should be re-instituted somehow? (Auto-triggered After a student meets with a counselor or other perhaps?)
Send a predictable Covid - 19 Newsletter at a certain time of the week, focusing on the target audience. For example: A newsletter for faculty, a newsletter for staff, and for counseling/student services.
Train staff to be more friendly. Allow us to rate level of importance of work orders on SchoolDude.
General Comments/Requests (n=4)
I hear a lot of complaints about some of the [adjective] staff in this area and think it is time to address the issues that are occurring in this area. I would hate to lose good people because others aren't as skilled, engaged, involved, and caring as others.
It would be great if I had my drives from the office.
My students need hot spots and PC laptops.
None
Miscellaneous (n=2)
Bring lunch or snacks when providing services.
Please fix the connect to the higher authority that can fix the virus and get up back on campus! (Tech does deal with viruses, right?)

Implications and Limitations

Respondents expressed significant levels of satisfaction that ranged from 93% (see Table 3) to 100% (see Table 2), depending on the specific question. Areas of strength, defined as satisfaction and extreme satisfaction of at least 95% of respondents include: (a) level of professionalism of technology services staff during service interactions, (b) helpfulness of technology services staff in meeting technology needs, (c) ability of technology services staff to understand problems, (d) satisfaction with most recent interaction with a technology services member, (e) and Technology Services' overall quality of services. Potential areas of improvement can be illustrated by Table 7, where respondents indicated not being at all familiar with Skype for business and Adobe Creative Cloud.

A limitation to these findings is that the responses received from 58 respondents represent 14% of the entire population of employees that Tech Services serves (414^[1] as of Fall 2018). As a result, the findings cannot be generalized with a high degree of confidence to the entire population of employees. Nevertheless, these findings still represent our best understanding of how the campus community perceives the services offered by the department. Since the survey was anonymous, another limitation to consider is the possibility of multiple survey submissions by an individual. While multiple submissions per person is unlikely, the research office cannot readily identify whether this problem is present in these data.

Finally, when interpreting these results, special consideration should be given to the time during which this survey was administered – namely in the midst of the COVID-19 pandemic and a statewide work from home order. It is possible, therefore, that some or all of the findings reported herein were affected by this broader context.

For questions, please contact Diana Vaichis, Research Analyst, at dvaichis@craftonhills.edu.

^[1]Employee headcount is unduplicated by district (6/14/2019). Source: [CCCCO MIS Database for reporting period Fall Term 2018](#)