

YOUNGSTO



2018

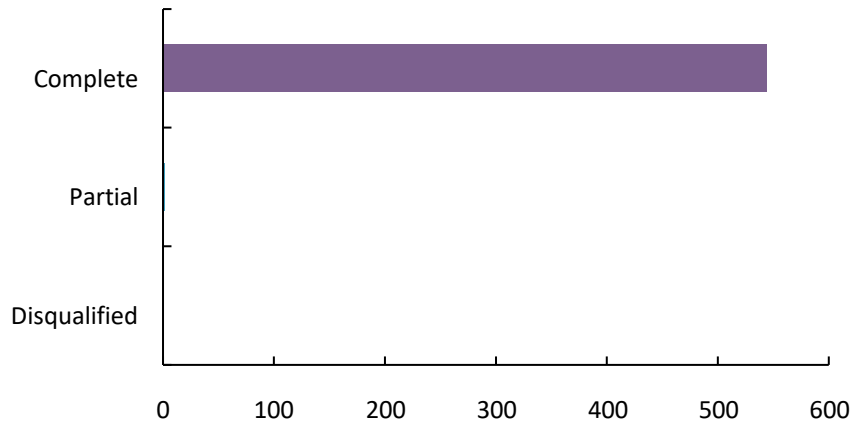
# IT Customer Satisfaction Survey Report

YOUNGSTOWN STATE UNIVERSITY

## Report for IT Customer Satisfaction Survey

IT Customer Satisfaction Survey **Response**

**Statistics**

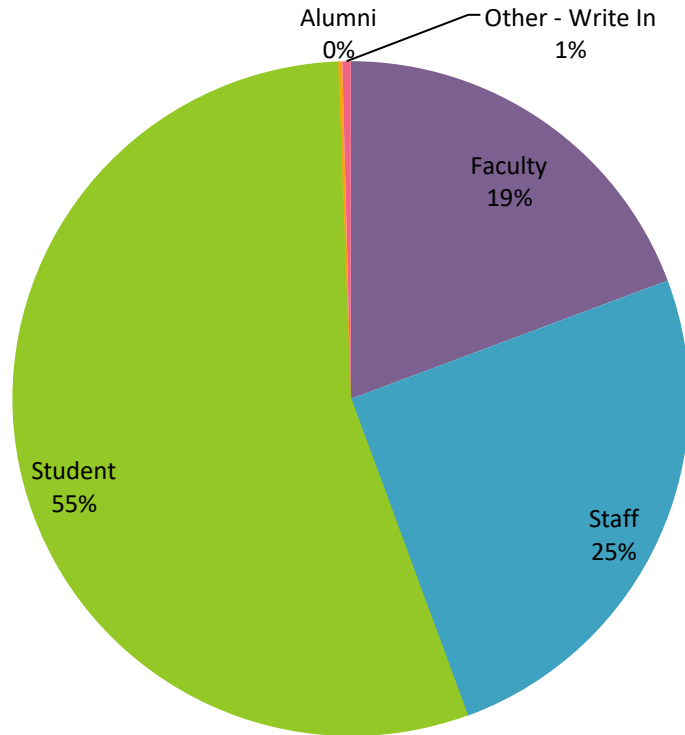


	Count	Percent
Complete	544	99.8
Partial	1	0.2
Totals	545	

Other - Write In
Research Assistant

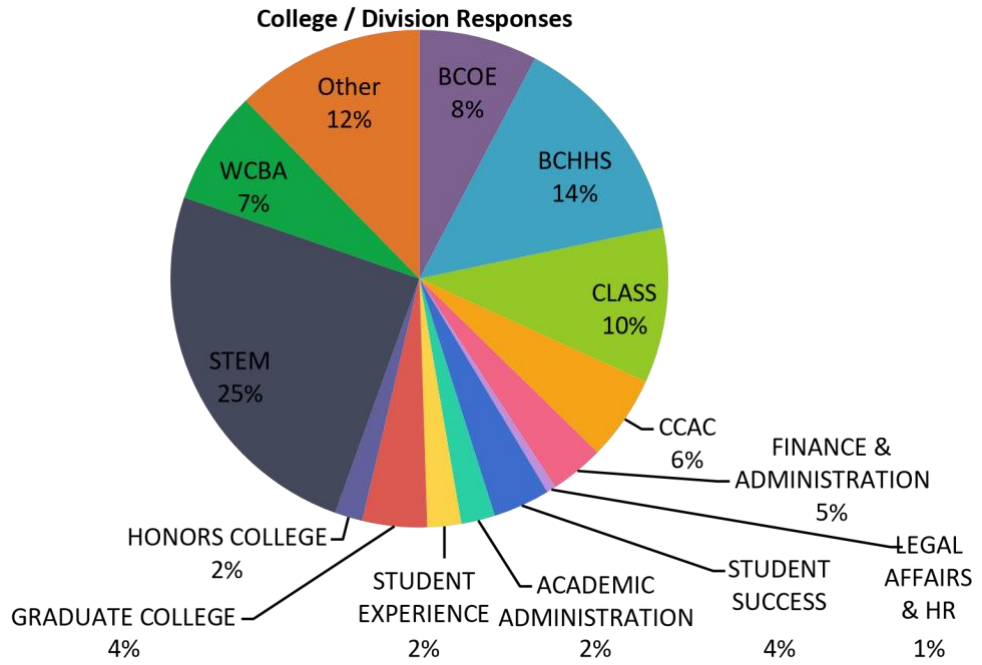
Student Worker (IT - Math)

**1. Please select your primary role.**



Value	Percent
Faculty	19.3%
Staff	25.1%
Student	55.0%
Alumni	0.2%
Other - Write In	0.4%

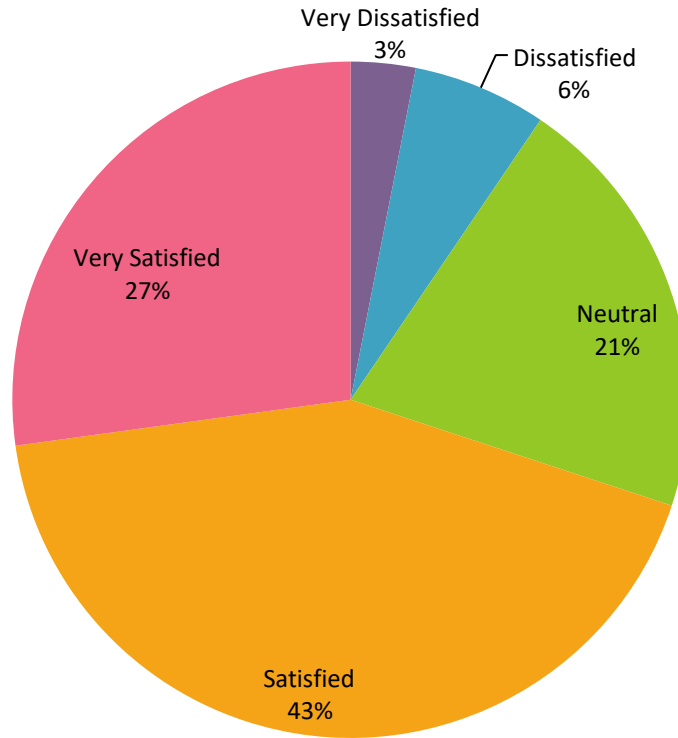
**2. What college/division are you affiliated with?**



Value	Percent
BCOE	7.7%
BCHHS	14.0%
CLASS	10.1%
CCAC	5.5%
FINANCE & ADMINISTRATION	3.5%
LEGAL AFFAIRS & HR	0.6%
STUDENT SUCCESS	3.7%
ACADEMIC ADMINISTRATION	2.2%

STUDENT EXPERIENCE	2.2%
GRADUATE COLLEGE	4.2%
HONORS COLLEGE	1.8%
STEM	24.8%
WCBA	7.4%
Other	12.3%

**3. Overall, please rate your level of satisfaction with the quality of service you receive from Information Technology Services (ITS).**



Value	Percent
Very Dissatisfied	3.1%
Dissatisfied	6.4%
Neutral	20.6%
Satisfied	42.8%
Very Satisfied	27.2%

**4. Please specify why you are dissatisfied with the quality of services.**

Response ID	Response

21	<p>Well just today we had a problem in class where the professor couldn't get the projector to show the computer screens. It took half the class just to get someone to pick up the phone from the tech desk and another 20 minutes for him to show up to help fix the problem. His solution was turning it off and on again and unplug one of the cords from the projector. In doing so, he almost fell off the chair he was standing on and brought down the projector with him. If it weren't for a student to catch him he probably would've gotten seriously injured. Very poor professionalism and they really don't care at all about helping anyone in need.</p>
32	<p>The user name and password for the WiFi is not our ysu login info like we were told it was supposed to be and the I-Mac in the cafaro lab is broken (won't turn on) and the other needs updated to the latest version(last updated in 2014</p>
63	<p>When using the Team Dynamix system, I either get no response or there is an extreme delay on the request. I am also often told that what I am requesting is not necessarily a priority. In addition, it appears as though there is a lack of knowledge on the part of the IT staff to solve certain requests.</p>
74	<p>We have received inconsistent messages regarding technology updates and requirements for purchases.</p>
97	<p>When IT replaces computers, they should clean up the mess they create and not push it on others to clean it up. And not give a snide remark of "We don't do trash". Most departments are shorthanded and under staffed. When IT installs new computers, they should be the ones to either remove the old equipment or coordinate with Recycling or their own department for the removal of the old equipment, boxes, etc. Don't push the cleanup on others; Complete the job in its entirety, especially the small details.</p>
104	<p>Internet suck</p>
105	<p>Cannot connect to internet</p>
106	<p>slow service, misinformation</p>

108	<p>Extremely slow and inefficient. YSU Information Technology Services always seems to be releasing new "policies" that make it harder to obtain computing services to fit needs, but they do it under the veil of "cost savings" - which translates to "service reduction." So tired of hearing about the unwillingness from YSU ITS to provide support for a greater (and less expensive!) range of Dell desktops to meet different customer needs. I'm not buying what is attempted to be sold when the Manager of Campus Technology Services (CTS) says they "cannot" install the YSU software image on different Dell models - this is a cop-out excuse! I've never heard of such an excuse anywhere else. There is one - ONE - standard Dell desktop for everyone. Cost savings could be had with other options, but it is a matter of convenience - not customer support. ITS impedes the research and teaching mission of the University, and its people are more concerned with consolidating power to make their jobs easier. Never seen such an inefficient system full of excuses.</p>
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130	<p>IT apparently no longer provides jump and run service for classroom media that are malfunctioning. With the new work order method in place, it can sometimes take three or more days for a teaching station problem to be addressed. Simply not acceptable. Students are paying tuition and deserve to have functioning media in classrooms.</p>
139	<p>When things are working I have no complaints, however as a student worker whenever a request is out in to fix something it takes an excruciatingly long time for someone to come to fix it. My computer (crucial to my job) did not work for almost 4 weeks at the beginning of the semester and all it needed was an Ethernet cable.</p>
142	<p>I have opened several service tickets over the years that have taken several days to be addressed. Of these addressed issues, only about half are successfully resolved. I have persistently dysfunctional hardware as a result that significantly impedes my ability to teach with technology.</p>
148	<p>A lot of the programs needed for engineering have licensing issues on the desktops</p>
152	<p>Not as much services as much as blackboard is still terrible</p>
178	<p>Little or no support for macs. Long times before repairs. Instituting new rules that make it very difficult, or even impossible to purchase computer equipment that is used for grant-funded research. In the past ITS did not follow common email protocols, leading to me missing emails from a national science funding panel.</p>
187	<p>Don't respond.</p>



198	Adjusting the operation to meet the needs of the service is a wrong approach. Service should be adjusted to meet the needs of the operation.
210	Service is inconsistent. If I get a veteran staff member assigned to my issue I typically get a resolution and good service but if I get a newer staff member I typically do not get resolution.
213	Frequent loss of software licenses. Formation of campus plans that sound great in Meshel Hall but not on the rest of campus.
232	Blackboard is very not user friendly
249	The wifi is horrible and the computers are extremely slow.
275	The Wi-Fi contuously drops the building and IT just leaves everyone on hold
293	I currently have two printers in my office, one is over 10 years old and the other is about 3 years old. The newer one is an "all-in-one" that is NO LONGER supported by the university (i.e., I am no longer able to get toner cartridges for it). This is absolutely absurd! The newer printer has become a very expensive door stop. If administrators are wondering why morale is so low...YSU thinks it makes more sense to support a dinosaur of a printer than a newer model?!? I understand this is a minor issue; however, this "nickel and dime" crap that YSU continually does affects staff and faculty. Why should we show loyalty when the institution seemingly does

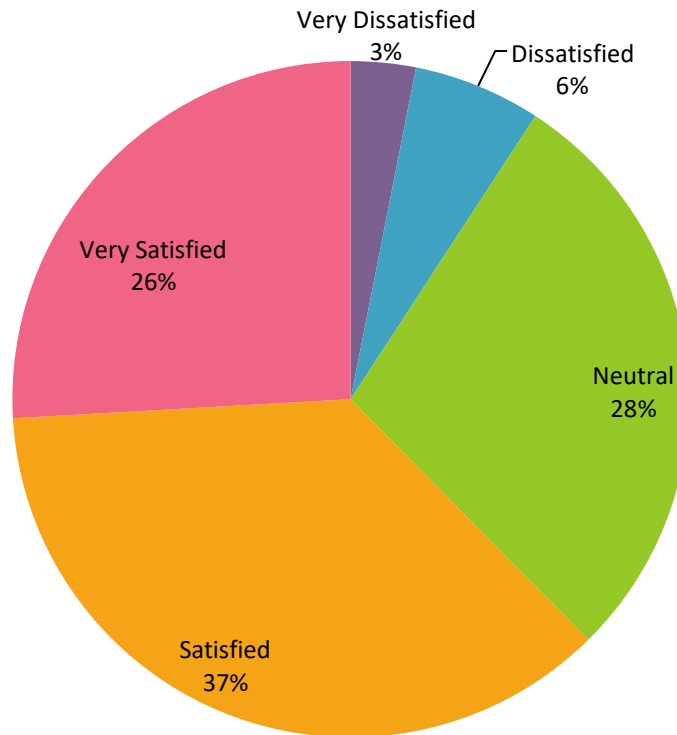
	not value us.
294	Work orders seem to get lost in the system, we are left without completion for up to 3 months, tech desk is not able to answer technical questions...
317	no.
324	Takes too long to fix a problem

325	Continual efforts to centralize control (e.g., Campus Computer Refresh Initiative) with no concomitant effort to provide responsive service for any non-routine computer application...
337	Lab computers sometimes missing software.
343	The inability to install and remove software on my office computer has rendered it useless. I have had multiple calls and service requests that have resulted in an improved experience, but I still do not have all of the software I use to do my job installed. If I had proper administrative rights on the computer this would have taken 30 minutes to complete.
370	Waited for a computer for 1year. Waiting for an issue to be corrected.
381	I am overall very satisfied with the staff and workers of the ITS area including the Help Desk; I know they are very short-staffed and they generally do a very good job. I am very dissatisfied with AVP/CIO Yukech and the overall administration of technology services in our classrooms at the beginning of the semesters. I realize there are many things I am not aware of behind the scenes, and I am sure many things happen beyond your overall control, but in the two fall semesters that Mr. Yukech has been here, the technology situation in our classrooms at the start of fall semesters 2017 and 2018 has been ridiculous. Software and/or equipment upgrades not completed when classes begin? Faculty go into classrooms and either the equipment or software does not work? Or instructions taped to the work station to turn the projectors on/off when we have touch-panel display controls? Why? These situations are unacceptable! Possibly coming from industry, Mr. Yukech does not realize the importance of the beginning of classes. Still unacceptable, especially in year 2. No other deadlines or dates are more important than the start of the semesters. When we go into the classrooms and have to waste valuable class time because something does not work, or have to roam the hallways searching for a classroom where things might work, that is, again, unacceptable! Regardless of what goes on behind the scenes, the only thing students and faculty see is that the equipment or software does not work, and that is all we remember. All upgrades and changes should be planned so that everything is complete and tested and ready to go by August 1 -- not September 1 or October 1 or whenever. It is, again, not acceptable that equipment is still being installed today as we speak. As noted, I know there is so much more that Mr. Yukech is responsible for in the university, but all that we see is that things don't work when we need them. And I am sorry, Mr. Yukech, but faculty in the classrooms with students is why we are all here - so when things don't work, everyone gets frustrated. Please make having the our buildings ready to go on the first day of classes the primary priority of ITS. Thank you for allowing me to comment.
383	There is never wifi when I get the option for wifi anywhere on campus, the internet still does not work.
392	sometimes don't even respond

401	WiFi is shit
404	Help desk folks used to walk us through problems, and then generate work order. Now work order gets generated and one waits weeks without basic assistance.
418	Course pre-reqs should be entered into the Banner system. By not doing so, you are costing the university a lot of money in terms of advisor time wasted. Additionally, it hurts the students because they take classes they shouldn't be. Please put the pre-reqs into the system.
453	YSU ITS doesn't seem to know how to support research computing.
454	The photography lab in particular - Computer equipment is very slow. It takes 5 minutes or more for documents to load into programs to be able to print. They stall quite a bit also. It isn't efficient for time either. It's taken me 3 hours to print all of 2-3 images because the equipment is so slow and not updated.
466	The ability to have administrative access in order to function when out in schools. Application and programs updates being done on Thursday evenings when I need to take the laptop home as I don't teach on Friday. And more
482	The WiFi is absolutely terrible. The computers run slow.
484	It never works
490	The computers in the lab on the second floor of Moser are unacceptable. Ever since they updated the operating system to the new Windows they run really slow and freeze up. For example at times it takes 30 min to log in get the internet to load and log into my YSU and print an assignment. The other day a computer froze when I was writing a lab report and when I reboot the report was gone spent 4 hours on it, so thanks for that. Also some of the computers don't have Office or StAAD Pro.
513	We wait too long for services/computers/etc.

527	You can place an order for service and not hear back about it. Not planned ETA. There's no mater list of software available for faculty. Also the stock computers aren't always adequate for research purposes, and it shouldn't be so hard to get what we as faculty need for our research purposes. IT doesn't always no best here.
528	takes too long to complete work orders
531	As a returning Alumni, I needed to re-activate my account. The instructions provided were useful. Naming schemes such as login, username, and YSU ID were sometimes synonyms and sometimes not... the name of the field should match the name in the instructions. Also, I left messages with IT on two occassions and did not receive a call back for assistance. I only got through and successfully signed by making an appointment with my advisor and having her call IT while I was with her. A poor experience overall.

**5. Overall, please rate your level of satisfaction with the timeliness of service you receive from ITS.**



Value	Percent
Very Dissatisfied	3.1%

Dissatisfied	6.1%
Neutral	28.4%
Satisfied	36.5%
Very Satisfied	25.9%

**6. Please specify why you are dissatisfied with the timeliness of services.**

Response ID	Response
21	Read other box
38	Takes far toooooo long
48	there are always delays, sometimes months, in getting projects done
53	Room 3022 in Ward Beecher's computer/projector is constantly not working and several times people have come out to fix it and it takes forever and is never actually fixed.
63	Most requests that I have put in have not been accomplished in a timely fashion.
72	It has taken over a month to have my 'priority' problem even queried about, and this was after making several phone calls
106	Randy doesn't return phone calls or respond to email. Took way too long to get a new computer and way too long to get it set up. During set up I was blamed for not telling the guy I had additional email accounts. How would I know what he needs to know?

108	Takes a full semester to get new computer equipment imaged and delivered to end user. ITS impedes the research and teaching mission of the University and its people are more concerned with consolidating power to make their jobs easier. Never seen such an inefficient system full of excuses.
125	My Banner self-service form took almost a full year to actually be entered and processed; I submitted a form in October '17 that was never dealt with, one in Feb/ March of '18 with no response, and the third form was submitted 2 weeks ago, which was finally processed. Any reason for the delay? I was never given one.
130	See above, item 4. On the other hand, Tech Desk service remains fairly prompt, from what I've experienced personally, though I know of colleagues who have been waiting days for a work order to be addressed for printer connection problems in the English Department.
139	It took almost 4 weeks to get an Ethernet cable and my printer still has not been hooked up for my job on campus
142	It often takes several days for a work order to be addressed for very simple issues.
165	Often it takes multiple work requests to get the problems solved. It often seems as though the people that come to service or install the software never bother to check to see if there are licensure issues, start-up issues, or to first begin need an administrative login.
178	Reporting mechanism could not be used on all browsers.
187	Can't be timely unless they do something.
213	1) Software licenses are not maintained. 2) Long lead time on computers (it took 3 months for me to get an upgrades office PC). 3) Failure to support the academic mission of the STEM programs that need more computer labs.
271	Fixing projectors in buildings take a while and is distracting to the class.

275	They take forever
294	We have waited 3 months for our computer to be set up with internet capabilities. We waited 6 weeks for our office assistant main computer to be assessed and repaired.
306	We can wait weeks, even months, for IT requests to even be acknowledged, let alone worked on.
315	It took too long last year to fix a problem we had with a software package.
319	When complex or unique problems come up, it is often difficult to get a hold of the right people and to have them respond in a timely fashion.
324	Takes too long to solve a problem
325	Trivial or routine things have very fast responses (the sort of things a humanities professor might see such as passwords and Word freezing) and the quality of this is excellent. Non-routine things are dragged to death.
332	Help desk service and time it takes to receive service
343	See above. Three weeks into the semester I still cannot use my office computer for anything but web browsing.
345	Request have been put off due because of lack of staffing or because of implementation of Banner.

363	<p>I work for the English department, and as a student worker I see many of the inefficiencies of ITS. Firstly, the system for reporting technology problems that need solved on campus is inadequate. A computer issue that needs fixed promptly so that classes that we as students pay a great deal for can continue can take upwards of a week to fix. There is no way to determine the level of urgency of an issue except to state that it is urgent, and even then it is often times ignored and taken care of at a later date. That is unacceptable to me both as a student worker trying to remedy a problem for a class and as a student myself. Instructors and students can not simply wait a week or more for a vital computer or piece of technology to be fixed. Last year I, as a worker in the English department, would call ITS to report an urgent problem and there would usually be a worker here within half an hour to fix the issue. I do not know what has</p>
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	<p>changed, but it is unacceptable to have classrooms and classes unable to continue for such a long period of time. Secondly, ITS seems to have problems with its system themselves. When on the phone with ITS they seem to have issues trying to work through the new system for reporting computer issues, whether it be finding an old request or putting in a new one. I don't see how the new system can be helpful in solving technology issues if the staff at ITS can't even seem to accurately navigate the program without difficulties, whether that may be the fault of the workers for not understanding the program or the supervisors for not planning to train their staff adequately. It causes time to be wasted both for ITS and the people on the other end of the line. Thirdly, I find that it was not a very wise decision from ITS to wait to update the campus computers to Windows 10 until the Fall semester almost started. The English department, and I'm sure many other departments, are having issues with adjusting to Windows 10 and determining bugs in the computers and programs that we have to deal with on a daily basis. This is very inconvenient and could have been made a lot easier if ITS had made the wiser decision to update computers in the Summer semesters, when it is slower and often easier to deal with mass scale issues, than wait until Fall semester when campus is its busiest, dealing with issues from the new school year as well as a whole new class of freshman. It wastes all of our time and efforts when this could have been dealt with before campus was flooded with new arrivals. Overall, I feel ITS does not address urgent issues as they should be dealt with, and that they should have an easier and more concise way to report technology malfunctions.</p>
370	It takes way too long to get anything done. I am patient, but a year is too long.
396	Takes forever for workers to come out and install software.
403	I have had a few tickets that have stayed open and untouched for weeks, one of which was closed prematurely and reopened only to sit for another week or so.
404	see above

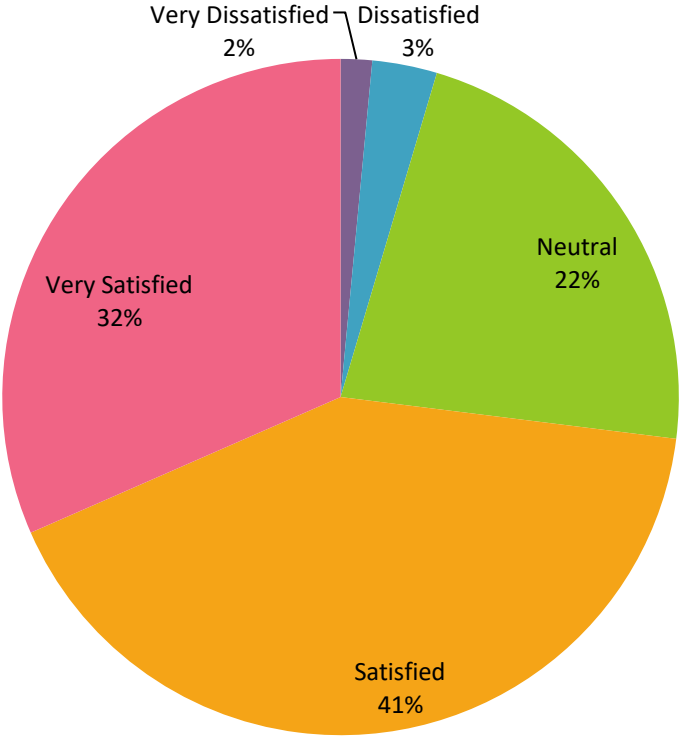


453	Terribly slow. Order a new computer (the only Dell model supported by YSU ITS) and expect to wait 3 months for the ITS required software to be installed. How hard is it? Lazy.
454	Computers are not updated regularly
460	There have been two instances where something IT related was impacting my job performance and it took more than 48 hours for the issue to be rectified by IT.
461	Currently have a work order in and I am without my computer, so there is definite effects on my productivity and service level to campus.
477	Sometimes it takes a while to get your media serviced once you make a request.
479	For small things you are great. For larger issues like cameras, software updates, etc it takes a long time and little communication from you about status.
513	We have been waiting almost 2 months for delivery of a computer to a new faculty

	member. It has been on campus with IT since August 22(?).
520	The recent hiring of managers (last 1-2 yrs) instead of programmers has prolonged the problem of not enough people at the lower levels actually doing any work. Time is wasted submitting requests for assistance through a request tracking program that has only slowed down an already slow process and wasted valuable time of those requesting assistance.
528	takes too long to fill work orders
531	Same as above.

544	It's hit or miss. Sometimes the response time is incredibly good. Larger issues seem to take way too long (months).
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**7. How satisfied are you with the timeliness and quality of communications coming from ITS for scheduled and unexpected service disruptions?**



Value	Percent
Very Dissatisfied	1.5%
Dissatisfied	3.1%
Neutral	22.4%
Satisfied	41.5%
Very Satisfied	31.6%

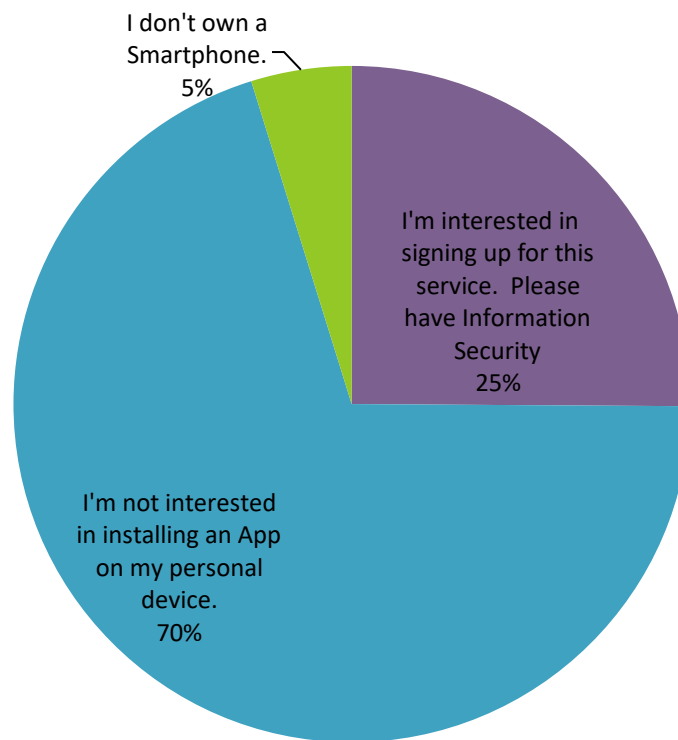
**8. Please specify why you are dissatisfied with the timeliness and quality of communications coming from ITS.**

Response ID	Response
4	They appear to planned for the convenience of IT not class schedules
21	Like I said my professor called almost 10 times without anyone answering.
65	Some of the times they choose are inconvenient when I am trying to complete my work
99	I think that when it is 90% outside turning off the air is a bad decision, it makes students and staff uncomfortable and unable to focus on course work when in class.
130	Again: See item 4 above.
139	The don't tell you anything until they show up
144	When servers are down I am not notified. I am usually notifying IT when our servers are down.
158	The alerts usually came out the day before or the day of of when working on the site and it would be down. Earlier warning would be nice.
159	communication between IT services and others is poor it's not easy to reach IT and when you do they don't seem like they should be working in IT and how long it takes to get things done isn't pleasant
198	There is no need to have absurd level of hierarchy. Sometimes you don't event get any responses from some people working in the department.
212	Im tired of getting emails about blacboard being worked on.

264	Many times there is no input from individual departments on 'timing' of updates/how it may effect processes
282	Many faculty members were dissatisfied -- they were thinking everything was ready to go
293	Please stop doing this during normal instruction hours (i.e., between 8:00 AM and 4:00 PM).
294	Please see specific comments above.
306	Again, the lag time is sometimes ridiculous. I'm figuring this must be a product of not enough people to do the job.
317	no.

370	Cannot get anyone to answer the phone there. They are in a new space, isolated by location, and locked door controls. Is this by design?
389	At no point should anyone be shutting down a system the weekend before classes start (such as the blackboard outage Aug 18-19th). This is when faculty is most likely to work on our online courses!
404	Seems they need more personnel.
410	I contacted ITS because I was having trouble logging in on Blackboard on my tablet and phone and they immediately responded with a fix -- but if it was a known issue (as it certainly seemed to be), why didn't they send out a notice? Nearly everyone in my class had the same problem and no one remembered receiving a notice from IT about this known issue.

**9. In order to improve the security around your Youngstown State account, ITS will be deploying a two-factor authentication service that will allow you to verify your login attempt via an app (Duo Mobile) on your phone. If you choose to sign up for this service, you will be prompted to confirm your login when accessing services like Banner, the VPN, and Office 365.**



Value	Percent
I'm interested in signing up for this service. Please have Information Security contact me via my YSU email for additional details. Enter your email address below or request information by sending an email to security@ysu.edu.	25.1%
I'm not interested in installing an App on my personal device.	70.1%
I don't own a Smartphone.	4.8%

**10. Please include your email address to be contacted by IT Security.**

**131 Responses (Removed for anonymity)**

**11. What other services would you like to see training offered?**

Response ID	Response
3	None
4	eCube
8	Idk
10	none
20	N/A
21	None
22	I wouldnt have minded a training session on how exactly to use the IT icon to put an order in. Just to help navigate and know how to appropriately click and place a ticket.
23	different email carrier
26	Mac systems
29	None
30	Nothing
35	C
36	No

38	None
42	N/A
45	N/A
53	n/a
63	apps in Office 365
65	Excel

66	None
75	None
81	Concur
84	Sleek it
85	Unsure
86	Excel
90	visual communication
94	?

95	tech support portal
98	Jaws
102	Nothing i can think kf
107	basic graphic design-canva-basic photoshop or other source- publisher
108	How to order a computer.
109	N/a
111	I'm quite interested in learning more about some of the 365 apps and how they could benefit our work.
117	Yes
119	How to make an Adobe document
120	I don't have time for training
125	Adobe Suite
130	What about a training session that addresses basic troubleshooting for classroom media (teaching stations)? If you aren't going to provide jump and run assistance any longer, then perhaps faculty can be trained to do basic troubleshooting when there is a problem with display or with sound (for example).
133	accessing ysu wifi while on campus with personal chromebook



138	Keyboarding
140	N/A
144	None now that we have Lynda
149	Blackboard training for professors
151	Matlab
152	None
155	Blackboard
156	skype for buisness
157	Troubleshooting
158	N/a
164	N/A
169	Microsoft Access
170	Adobe
172	N/A

175	classes for students to take
177	What to do if a computer messes up
179	No ideas
183	None at this time.
188	Nothing really.
191	It looks good
192	Na

193	Blackboard navigation and use
194	none
197	None
202	Accessing TANK/VPN from outside of Campus
204	Symplicity
212	Computer networking
215	Maybe more cyber security training for students (phishing, etc)

216	Unsure
221	N/A
222	Less popular Office programs, such as Access and Publisher
225	None
228	N/a
232	Blackboard!
233	Those look adequate for now.
234	none at this time
236	na
238	Trainings I have been to for Banner INB, Starfish, Excel, etc. we're very basic, and I didn't learn anything I didn't already know. It would be better to have experts on the topics or administrators of the software do the training.
242	Blackboard
244	-
247	Free Self defense classes
248	n/a

249	WiFi improvement
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254	n/a
255	Website navigation on scheduling classes
258	none
261	None
262	N/a
269	Office 365
271	none
276	None
279	N/A
282	None at this time
283	NA
285	none
294	Outlook Calendar

298	No
300	Blackboard
305	Adobe
306	Access Database
312	Advanced Excel Courses
313	Adobe Acrobat Pro
314	Office 365
315	n/a

322	N/A
329	none
330	N/A
331	N/a
332	Excel
337	Creative Cloud/Acrobat

341	N/A
347	N/A
348	N/A
354	N/A
359	Photoshop
360	None that I can think of at this time.
361	Webex Teams training
370	Mac systems
373	N/A
375	Nothing
378	Banner Self Service Student
398	None you've shown me what I needed from the previous list.
401	Better wifi
402	none

403	Blackboard
405	none

407	Adobe pro
410	Easy stuff, like how to connect to wifi and how to hook up my Outlook.
416	Coding
419	Advanced Excel
421	Access db
423	Photoshop, Blackboard,
427	Using Excel with statistics, converting to Word or cop/paste to Word.
429	TDX - not user friendly and I was unable to train any of the limited dates that were offered
438	Can't think of any right now. Maybe partnering with first year organizations so that incoming students are aware of your services. Or familiarize them with the programs they will be using at YSU such as banner
440	PeopleAdmin
441	JAWS SCREEN READER
445	None

446	Blackboard training when it is updated
447	None
458	na
460	Other exciting apps like Microsoft Teams, To-Do, Tasks, Planner
462	Training on the other services such as library
463	None good as is
464	PowerPoint
468	MATLAB, PSPICE, VIVADO
472	Na

473	visual communication
475	N/A
477	One Note
478	Resume updating
479	Can you train the university to use outlook so we can schedule meetings using outlook based on availability. Many folks do not use outlook.



480	SPSS and LabScribe
483	Maybe 2-3 times a semester have a get together where they teach people how to use their computers and effect ways to manage their files
484	Idk
485	How about Google Chrome or any other internet browser?
486	Taskstream
489	None
493	I can't think of anything, there isn't really a whole lot that you guys don't cover
494	Spss
497	Self defence
498	It seems you cover it all.
500	NA
502	windows
504	Blackboard, especially the gradebook feature
506	Advanced Blackboard

512	N/A
516	Non

517	IT certifications program
518	n/a
519	one on one training in all things
522	none
524	Why do you not make a big deal out of changes in personnel, name of unit, and accessibility? I cannot read your mind to know I have the correct way to get help when the directions taped to the desk in one room, DeBartolo 548, say to call 2748 to get help (that is a dead number.) How to find the proper person to fix my ITS problems; how to get ITS to make timely updates on phone numbers for changes of services (the directions in 548 are completely wrong. Why demand the use of new programs that only a few get to work with.
525	N/a
528	technicians
529	none at this time
532	Smart Board Use
533	n/a
534	Microsoft Project

538	na
542	Focus Reports

**12. Please provide feedback on activities and services you feel ITS could improve (maximum of 500 characters).**

Response ID	Response
3	None
5	Faster internet
8	N/A
10	ITS has been fantastic for me. I had a new laptop computer ordered through them and I couldn't have been happier with their service!
11	More regular communication/status updates about pending ticket requests would be helpful. I've had a few instances where I didn't receive any feedback at all in regards to the status of a ticket for weeks at a time.
16	Ensuring that classroom computer stations are fully functional before each semester, including speakers/sound.
20	Nothing
23	Outlook is extremely slow and inefficient
25	You guys do more than I will ever need. Can't think of a thing to improve on.
29	I get spam emails, but I know it's incredibly hard to block them all.

30	I think they're doing just swell
32	Keeping all labs up to date including residence hall labs
36	N/A
37	Wifi
38	Just getting serviced
42	No improvements.
43	First I want to say everyone at the Tech Desk has been extremely helpful!! I have requested Banner to link with TutorTrac for 11 years now and it still isn't done. At the end of each semester I have to manually look up information and what takes me 4-5 days, should only take a few hours. This is my only complaint!

45	I don't think there needs to be improvement.
46	Wireless need improvement.
51	Communication needs to be improved between ITS services and the campus they serve. You need to notify the campus when processes and procedures change. Example: Computers used to be ordered on the ECube punchout. Now the process has been moved to the Service Catalog.
54	The TDX system - I'd like to be able to cc my supervisor and/or others involved on my projects on my tickets but it's not an option that I can tell.
56	I've had several tickets that have gone weeks and months without any response for projects that I'm working on. Usually the Tech Desk can quickly resolve tech issues, but for things that require more in depth conversation, it seems to take quite a while to get a response.

66	Blackboard issues
85	Wifi
86	Wifi speed
87	I do not care for the new workorder system. There was an attachment on it and I never knew it was there.
90	Provide equipment that has audio and visual capability.
96	None
99	I feel that blackboard should be at a faster speed.
102	The only thing that could be improved is the WiFi. The computers work well and everything else runs well
108	Be willing to make exceptions for research computing needs. The network storage policy that limits hard drive capacity on new computer purchases completely disregards situations where researchers need to access large-volume datasets locally. Or is that another "exception policy" hidden somewhere?
112	WiFi across campus needs to be better. Sometimes if you aren't in a building you cannot connect to the WiFi.
119	timeliness of getting our lecture hall fixed. It seems to always be down and it takes several attempts to get the ball rolling on getting things fixed.
125	I'd like to be able to download/ install programs and updates on my computer without having to wait for an IT person to come over and enter a single password. I'm in and out of my office a lot,

	so finding a time to meet gets frustrating.
130	Again: Would love to see a return to jump and run classroom media assistance.
132	this service could improve by fixing computers in the chemistry labs, it would greatly improve the lives of students.
140	N/A
142	Please consider leaving a work order open if the item that needs to be fixed is not properly fixed.
144	N/a
149	The applications installed on the second floor computer lab in Moser Hall is lacking significantly. Word excel PowerPoint Labview Solidworks and others are missing from most if not all desktops which makes doing homework and having class in the adjacent classroom very difficult. Timely replacement of these applications needs to be completed.
151	Provide better and stronger Wi-fi coverage
152	I don't know
164	N/A
175	be more involved and have a face front for the students with flexible hours and competent workers
177	I feel like everything that I've personally used has been overall good.
178	Outlook Office 365 getting slower by the day.

188	So far I think everything has been pretty good.
191	I would like if part of our Office 365, we could get Publisher in addition to all the apps we already have access to
192	Na
193	Bloackboard is the bane of all good about a college experience. It is like all things tech. When it works properly and you are well versed in it's use all is great. Realistically lets face it that almost never happens. Every semester I have some issue with it. Be it not unloading my assignments, creating issues for the prof to post grades/assignments, getting the one drive to work. Simply put I am not a fan.
194	Faster downloading and uploading speeds with a more reliable network

198	More efficient communication
202	N/A
210	Website. I should be able to easily answer basic set up questions by going to your website.
211	Letting profs. know when systems in individual classrooms are down.
212	Make ths wifi more prevelent in the education building
213	Please share the results of the campus computer survey completed over the summer.
216	Unsure
221	Wifi reliability

225	None
228	Blackboard on Android phones
232	Make blackboard user friendly
233	Speed.
234	none at this time. I will have to look at current training more closely.
235	I don't know if you guys deal with it or not but sometimes the WiFi on campus isn't the greatest in certain areas. I feel as though the strength of it could be better.
238	Tech desk staff doesn't always know how to help me depending on the issues I'm having. They should just remotely log in to my computer every time to see what I'm seeing because I don't know much technology jargon to help them understand my problem at the time.
240	Should be able to do updates off campus; updates don't seem to work on wireless.
244	-
247	Reminder of campus policies like no smoking on school grounds
248	n/a
249	Improve wifif
252	YSUwireless you cant connect via chrome book



254	n/a
255	Nothing
258	never met with them
261	Not aware of any
262	1) My email will not stay logged in on my phone, I've had the same phone for 3 years never had a problem until this semester. 2) the new blackboard app requires a log in every time it's opened. Not a fan.
269	As of this year the internet has been bad at times. I'm not sure if it is a bandwidth issue because all the students on campus, or the internet speeds are just that slow. Streaming is becoming more and more popular among students and when you add netflix, video games, and school work all under one connection it makes sense that everyone has issues.
276	n/a
279	N/A
282	none at this time
283	We ordered a computer for a new faculty member in July. He does not have it yet. Please reduce the time between ordering and receiving computers.
287	N/a
294	Better communication - someone takes the computer for repairs and someone else shows up 3 days later to look at it but it is no longer in the office.

295	I would like to see ITS work out work orders better. It seems like we put in the same work orders in and they never seem to be done correctly. Not sure where the communication gets lost but it is frustrating for the faculty and staff who have the same complaint of non working computers, document cameras, etc.
298	Earlier warning on shutting the power off for the heating or cooling
303	Have an option to have the vpn automatically connect from bootup
304	Seems like they could use a few more employees to handle all of campus
305	printing (wireless)
306	Again, the biggest problem is timeliness of fulfilling requests.

312	Communicate system outages and send notification when service has been restored.
313	easier access to create a tech request

315	Timeliness of service and service for faculty during night classes (until approximately 10 pm)
318	Service has been excellent lately. I feel better informed.
319	Timeliness of response from higher-ups.
321	When there's an issue with the instructor podium technology (PC, Projector), I very often hear students say "It wasn't working in my class earlier this week" or even "last week". There's no communication to other faculty teaching in that room. If there were a communication system in place, we could find a new classroom or change the lesson plan for that day.

324	completing work orders sooner
327	It is still difficult to know who to call for help or advice.
329	using only one sign on rather than haveing to sign into 3 different services all the time. One sign on should be fine.
330	I'm very satisfied with the service
331	Its great
332	Who to call for what problem and how long help should take...
337	Enable faculty to request a public IP address for their computers; all podium computers in classrooms should have dual displays so that we can see the presenter view on a powerpoint while also seeing what is on the projector screen when we switch to a different program
341	N/A
345	Stop requireing logging into a portal for every service request. Some things are just minor and it takes longer to fill out a wervice request than to have something little done.
347	N/A
348	N/A
354	none
357	Timeliness on completion of requests and prioritization

359	In the past, it's been timeliness of response to service requests, but I think that's gotten better and I don't have any complaints.
360	None that I can think of.
370	More, competent staff in IT.
373	N/A
378	It seems as though the University has more IT requests for services, than what current staffing can keep up with. I would like to see more resources dedicated to programmers and analysts.
381	Possibly the Help Desk. During the day, the techs that answer questions are very good, but it seems in off-hours, the people don't really know what they are doing -- I have had several people reading directly from screens or manuals, and they really don't know answers to questions.
384	I don't know enough information on how it should improve
394	Please help the IDDC lab. I teach online and often record video lectures there and their equipment does not work. I think there is a hold up with software? If you are going to offer services please make sure the people working there have the resources to provide them.
395	Granting Admin Rights to high tech staff.
398	Nothing at all
401	Better Wifi
402	none
404	On-the-phone help.

405	Unify the sign on (one sign on). I've worked other places with just as many services/packages and one sign on took care of all of them. You want to go to 2 factor and that will be across all current sign ons? You just doubled the amount of time I waste everyday. There is always a convenience/security tradeoff. Let's not be silly.
410	If they get more than 3-4 reports of the same issue, assume everyone is having that problem and send out an email.
416	Wifi stability in all of the buildings
417	None
418	Enter in pre-reqs please!

419	Not sure
424	I find it very difficult to get my question/concern to the person who can answer or address it. This makes getting issues addressed take more time than it should and increases everyone's frustration. I know the ticket system is supposed to help with this but I find my tickets either stay unassigned for a long time and/or get assigned to the wrong people. I then need to spend way more time than I have to try to track down someone who can address my problem. The fix is generally fast and easy.
425	Starfish needs updated. We need some way to discreetly notify someone when a student is exhibiting "issues".
427	Using Blackboard on mobile without the use of the app.
429	Like the rest of YSU areas, it appears more worker bees are needed.
435	Tech desk friendliness and professionalism
440	N/A

441	PROFESSIONAL DEVELOPMENT
444	I would appreciate an online knowledge base to address basic & common IT questions (like how to connect via VPN, troubleshooting classroom tech problems, using OneDrive, etc.). It would eliminate the need to call, and I imagine you answer the same few questions frequently. Better advertisement/clearer online information/access to a list of available free or discounting software and hardware for staff, faculty, and students.
445	N/A
447	None
450	It took several days and several calls to get my YSU computer fixed. It would be great if this downtime where I was unable to work could be shortened.
458	overall range of internet
460	It would be cool to offer these trainings to students as they are adapting to Office 365. I have encountered several students who are unaware of the calendar, categorization options, and folder creations in their outlook
462	The learning management system needs improved
463	Less emails
466	Being able to receive updates at home on my secure network.
468	Technology Support Portal
472	Na

473	Provide equipment that has audio and visual capability.
475	N/A
477	Just the timeliness of services
478	Nothing, I have been very satisfied.
479	Getting new staff access to things like cameras. Cameras functioning in general.
480	Some students are unaware of where to go and what times are available to go and seek help for technological issues that they may be having with personal school laptops.
484	Make the WiFi not suck
485	Penguin Portal is the only thing I sometimes get confused with. I feel, that it's just a because every professor uses it differently which confuses students a bit. That's all for me.
486	Strength of wireless connections
489	Nothing
493	Can't think of any
494	Pretty good
497	Seems good
498	Would be nice if blackboard was attached to starfish for attendance purposes.

502	taskstream
504	Notification when upgrades might change how current links work: For example it took me several hours to realize that emailing an entire class from the Banner self serve now goes through Windows 10 Outlook, requiring ";" instead of the automatic "," between student emails in the bcc. An important announcement about a room change could not be sent in a timely manner.
506	Although the service is excellent, it is sometimes delayed because the staff is overwhelmed. This service is critical to the campus and should receive priority in highing.
509	I like their effort now. For me they are Great

510	Purchasing and installation of new computers (which I believe is in the process of being implemented); improving the response time to computer related issues in the classrooms and labs.
513	Please find a way(hire more employees) to provide service in a more timely manner.
516	1)-Timely upgrade of The different software we need for instruction. 2)- Avoid installing a large number of different software on faculty office computers or at least increase storage sizes to speed up those computers
517	more openness with employees
518	n/a
519	You guys are great!!!!
520	Reduce the number of managers, directors, etc. and hire programming staff so work can actually get done.
522	no commet



524	You can improve access and information distribution by properly advertising changes in the Department names and structures so that all can find such changes. I still cannot get through to "Media and Academic Computing" which is who the instructions say to go through. Hiding contacts to individual people by not including them in the phone book and saying go through the Help Desk is slowing down your giving service in a big way.
528	work orders take too long to complete
533	n/a
538	na

**13. Please provide any additional comments (maximum of 500 characters).**

Response ID	Response
3	None
8	Helped me get more prints and showed me how to access form. Informed of process with great detail. Appreciate it greatly
10	Excellent!
21	Thanks for taking the time to create this survey. Makes me feel like my input in valuable
29	Great job
30	Have a good day

34	I'm overall content with IT, but it seems like you need more staff. We used to have a staff member dedicated to Bliss Hall (Roy John). Roy knew what we do and he was able to make great specific suggestions and respond to our needs. Communication to ITS works well and the staff are really helpful, but it takes a LONG time to respond to some tickets, such as installing new computers and setting up labs. I know everyone is understaffed, but I think ITS is in the worst staffing position!!
39	The staff from EMS are always so helpful and prompt to answer a service call or bring requested toner cartridges.
42	None
51	Send some communication to the campus community when new versions of software are available. EX: Word, Excel
52	The people who work at the tech desk are extremely helpful and patient. Always satisfied when Jeremy takes my call! Also, Carl gets right back to me when we have a phone problem. Jerry is also extremely helpful when I need help with the monitors.
74	If we are moving to a standard of faculty bringing their own devices to classrooms, then I recommend that faculty be given the option of refreshing their desktops with laptops at no additional cost to the department. It seems that laptops should then be the new standard equipment provided.
86	Please improve internet speed
102	N/a
108	Extremely slow and inefficient. YSU ITS impedes the research and teaching mission of the

	University and its people are more concerned with consolidating power to make their jobs easier.
110	Need an SPSS solution for online students. This will become big issue once Health Services Ph.D. starts.

114	I like that I can just put in a service request now and it goes to the right person rather than having to guess who to contact. Overall, I am still unclear on who does what and who, exactly, comprises ITS. The only other comment I can make is that often your communications are often not written in a language that I can understand so, even if it is something I should be paying attention to, I disregard it because I don't understand the message.
132	getting onto assignments and issues that are brought up in a timely manner so that the issue doesn't happen again
140	I transferred to YSU three days into the fall semester and had trouble accessing blackboard. The ITS desk called me the next day as soon as they opened!
141	I heard about the technology updating process - not sure of the name, but technology is updated throughout campus. The music department has really old computers that either need a big update or totally replaced. The computers take about 10 minutes to log in and only 4 of 20 print. Students have complained to the department and the staff know (they use the computer lab for classes) but nothing has been done about this. Hopefully this comment inspires someone to do something about this issue.
144	N/a
145	It is my understanding that our website is managed by an outside source. If this is true, I wish ITS could take it over! I find the website to be cumbersome and not so user friendly -- I often can not find what I am looking for. I get the same complaints from my co-workers, students, and parents. I know that all of our IT people have heavy workloads, but I bet they could make our website better:)
152	None
164	N/A
170	Compared to the past, ITS is doing a really wonderful job. Every time I have personally needed help, they have been very responsive and timely. Thank you for the changes and upgrades. Keep up the good work!
177	None

178	Note - I was a former UNIX systems administrator. Many things need to be improved about the IT system on campus, but the biggest is not understanding the users. Centralizing computer purchases will only increase the frustration.
187	Hopefully ITS has improved since I contacted them in 2016 because my experience was

	garbage.
188	I have none, it's all going great.

191	None
193	My suggestion would be to streamline blackboard and offer some web video's on how to get the most from it.
202	N/A
212	Wish google chrome could be installed on the computers in the refrence section of the library
216	Unsure
219	Most recent dealing with Tech Support (yesterday) began poorly with 10-minute hold tht finally allowed me to leave voice message, which went unanswered. Tried again a couple of hours later, got person who assisted with password change. Ought not to have had to change password, which had been rejected for still-unknown reasons after working for c. 2 months.
221	Most of the time all services work well
225	None

228	Thanks for all you do.
232	Make blackboard mobile user friendly
233	I have no other comments at this time.
241	Great job all around
244	-
247	Please remond students like you did on the spring and summer that this is a no smoking campus for cigarettes and electronic cigarettes. Students are heavily smoking on campus all the time throughout the day, and I have asthma and allergies (along with it a hazard to everypne around).
248	n/a
249	Improve WiFi
252	YSUwireless you cant connect via chrome book

254	n/a
261	None
262	Internet coverage is still weak in Moser basement and 6th floor of Ward Beecher, unless it's 45 students being on it at once, which should still be fixed
264	We require a personal IT member in our dept.

267	We really need a way to quickly upgrade computers for faculty. It is very slow and I understand is not the IT offices' fault. I have a laptop that is about 9 years old and is wearing out. I can't get it replaced so I have to limp along and it slows my productivity.
269	I'm not sure if you have control over this, but the internet in most of the apartments on campus never work either.
279	N/A
282	noneat this time
283	I'm waiting to see how all these changes play out. We haven't had time to use them all yet to determine their effectiveness.
287	No comments
294	Administration has reduced staff to "bare bones" which is insufficient to effectively manage the technology issues at a University.
298	Na
305	more communication about future plans and campus problems
307	The computers in Moser are too slow and didn't have the needed software until about the second week of the semester. Not every computer in the lab has the same programs and are missing mouse and keyboard. The computers are filthy
312	Maureen Drabison is one of the most knowledgeable and supportive staff members in your area. She has provided outstanding IT support for major program areas under my job responsibilities which include Starfish, VZ Orientation, and IGNITE.
315	n/a

327	It'd be so helpful to have a person to call for help w/Ecube and Concur, Banner, etc.
330	N/A

334	Anytime I have an issue with my computer or any problem related to ITS in general, I always receive an email or phone call back quickly, and my problem is usually solved immediately. I appreciate all of our ITS folks!
341	N/A
347	N/A
348	N/A
350	Thank you
354	very responsive service!
370	Staffing has been cut to beyond functionality on this campus. IT is a glaring example of how productivity on campus has been severely handicapped. How many hours of productivity are lost campuswide due to technology paralysis? Surely it would be cost effective to pay for a couple more staff positions so that the ENTIRE faculty and staff can put in a full year's production.
373	N/A
378	I would like to see IT become the leader in technology initiatives and have the resources to be able to do that
381	I have heard of some things that ITS has or is suggesting regarding computer labs, students and other uses of technology on campus that don't sound realistic. Please get input from students, faculty and other users before major decisions are made regarding technology on campus. Thank you.

384	I don't have any other comments
389	Last semester a lot of the classroom computers were constantly bothering users with update screens, which we cannot do as we are not administrators. (In fairness, I have not dealt with this as yet this semester, so if you have fixed this, thank you!)
396	Please stop making us change our passwords so often.
401	Better Wifi
402	none
405	See Unify sign on (one sign on, not three or more)
416	on tuesdays and thursdays i have a class in beeghly education building. the wifi in that building always not works on my devices and my class mates devices. ill like to see that problem fixed in
	a timely manner.
419	Keep it up.
425	I currently use a similar two-factor authentication at PSU. My strong suggestion would be to keep it out of 0365 and Blackboard. It is truly a PIA to always have to have your phone handy in order to login into the systems.
427	Great job communicating to me that there was an app
440	I am happy with the service.



444	I have had a great response from IT workers when I've needed problems addressed in the last year. I moved offices last spring, and the network port wasn't properly set up. ITS had someone out the next day who not only fixed my immediate problem but also noticed that the wifi signal was weak in my area. That problem was address too, which helped several faculty members get better signals in their offices.
445	N/A
447	none
448	Jeremy is wonderful to work with at the Tech Desk! I also greatly appreciate Gene Soltis in BCOE. Both individuals do an amazing job! Lastly, Jim Hanek is a wonderful person to work with and extremely knowledgeable at his job.
458	Th o=housing wifi is weak in my room in kilcawley but strong in almost everyone else room on my floor
466	Staff that was friendly and accommodating
468	Good job so far
469	Improve the accessibility of Microsoft Dreamspark/onthehub software
471	Rarely have any issues, when I have I was helped immediately and the error was usually my own fault.
472	Na
475	N/A
484	None

485	You guys are doing a good job! Keep up the good work!
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486	keep up the good work
489	Nothing
490	Please fix computers in moser lab.
496	Some of the services listed above are useful to me. However, I have no idea what some of the others are, nor do I have time to attend training sessions to learn about them.
497	It seems good
498	Thank you for all you do for us!

504	Overall, you do a wonderful job keepin downtime to a minimum and keeping everything working correctly!!
510	The new Technology Support system is a great improvement as far as streamlining computerrelated issues. Response time on printer toners & supplies is fantastic.
513	Hire more help.
514	I have no real idea what ITS provides.
515	Two step authentication would be a pain in the ass for how much students have to sign in and out of the portal. Strong passwords are just as effective as two step authentication.
517	The CIO has put in place a job duties and advancement power point

518	I thought they were very helpful
522	no comment
524	I have been made to feel that you do not care about who you are working with. The lack of access to your workers (the help desk person says "you are not supposed to be able to find the name or the people working for that group." That is not a help! I do not think that making the help-desk the source of work tickets is helping to expedite work. I need to call and ask who should be the person assigned to do work: often the person I call can help, or give a referral.
525	N/a
528	work orders take too long to complete
536	Students are not able to upload a Word file to Blackboard if using the YSU provided Microsoft Office. Can this be corrected?
538	na
542	Great staff, very helpful, especially Jerry Brandenstein
544	If a computer needs to be picked up by ITS staff for service, please communicate better regarding a pickup time. Students just show up, and if we're not in the office it's an inefficient use of everyone's time.