



INFORMATION TECHNOLOGY SERVICES

End User Survey

Spring 2018



Contact Us!

To report an issue or submit a work order:

Contact the ITS Help Desk

Phone: 505-426-2215

Email: itshelpdesk@nmhu.edu

Online Work Order: <https://helpdesk.nmhu.edu>



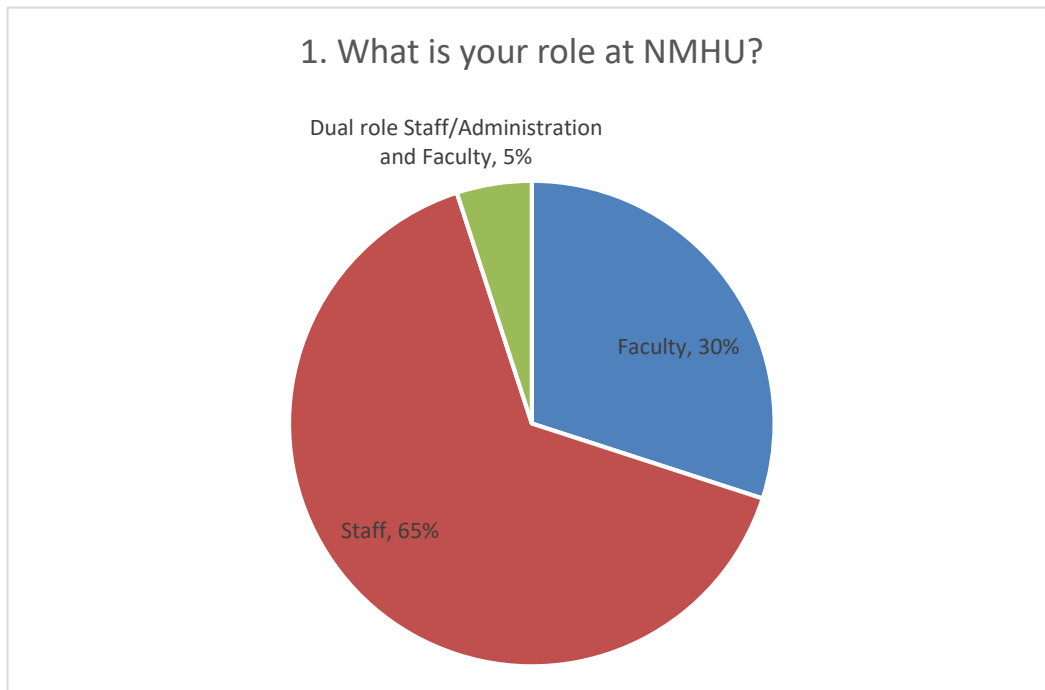
End User Survey
Spring 2018

General Demographic Information

General Demographic Information

1. What is your role at NMHU?

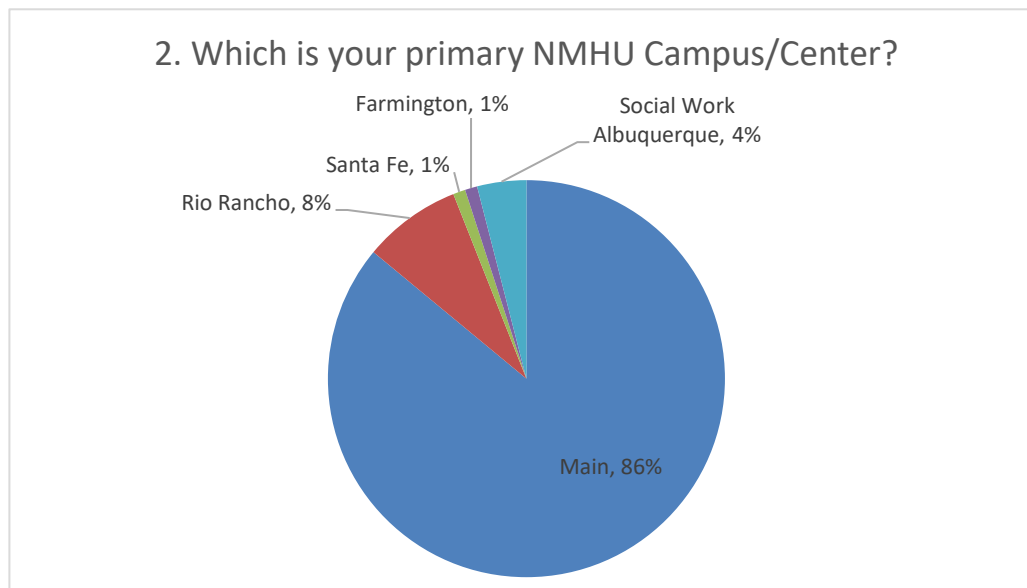
Answer Choices	Percent	Respondents
Faculty	30%	30
Staff	65%	65
Dual role Staff/Administration and Faculty	5%	5
	Answered	100
	Skipped	0



General Demographic Information

2. Which is your primary NMHU Campus/Center?

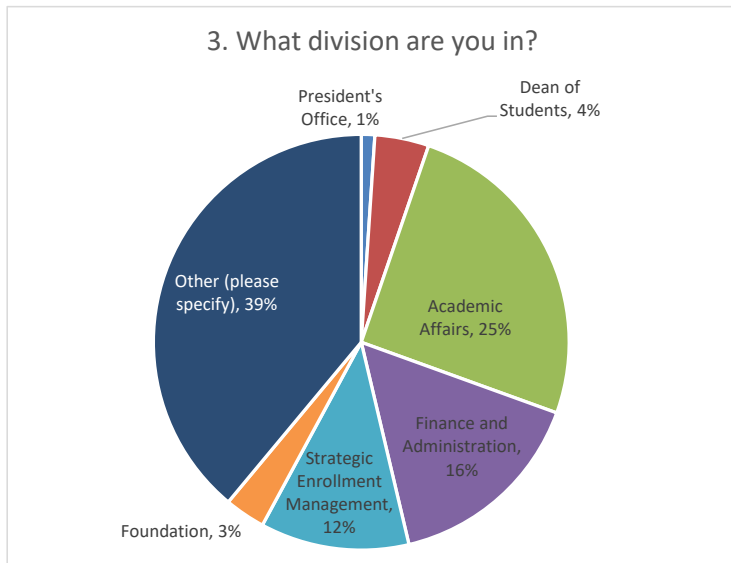
Answer Choices	Percent	Respondents
Main	86%	86
Rio Rancho	8%	8
Santa Fe	1%	1
Farmington	1%	1
Social Work Albuquerque	4%	4
Roswell	0%	0
Other (please specify)	0%	0
Answered		100
Skipped		0



General Demographic Information

3. What division are you in?

Answer Choices	Percent	Respondents
President's Office	1%	1
Dean of Students	4%	4
Academic Affairs	25%	24
Finance and Administration	16%	15
Strategic Enrollment Management	12%	11
Foundation	3%	3
Other (please specify)	39%	37
Answered		95
Skipped		5



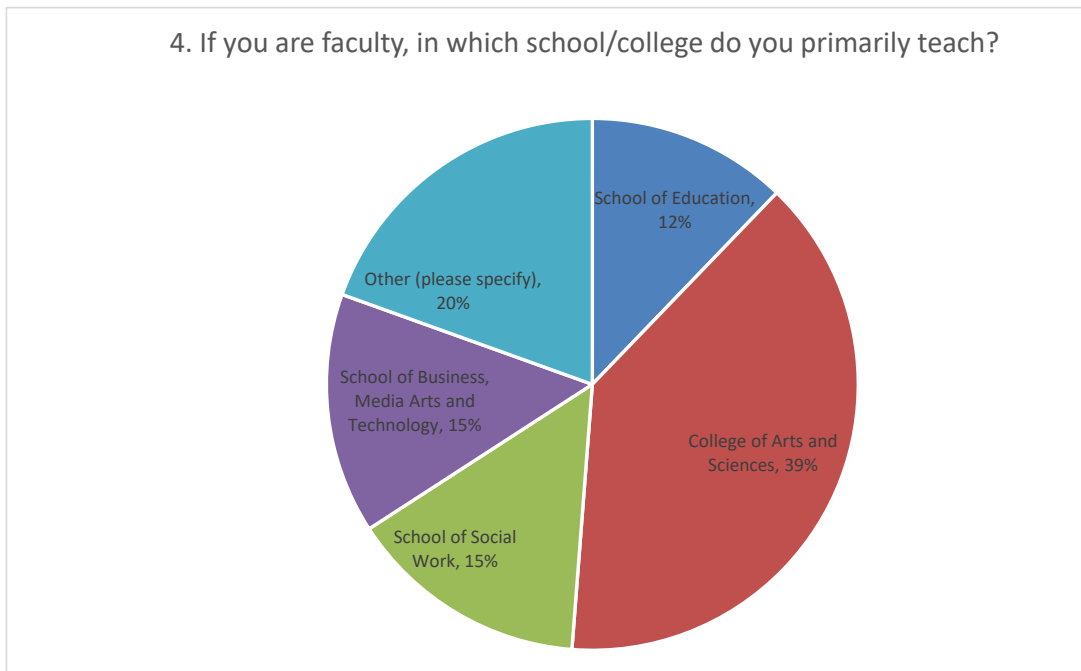
Other (please specify)
ARMAS
Business Office
NA
Faculty Senate
Arts and Sciences
Business Office
IT
I.T.S.
Business Office
facilities and maintenance
School of Business
College of Business, Media Arts & Technology
Head Athletic Trainer
nursing online faculty
faculty
FWRI
Library
School of Education
The Northeast Regional Education Cooperative (NEREC/REC#4); a state education agency
Student Services
School of Social Work
faculty
faculty
ITS
Phone Operator
School of Business
School of Education
faculty member
Social Work
Facilities
Staff
Title V: CONECTADO & UNIDOS
School of Education
a
Staff
N/A
University Relations

General Demographic Information

4. If you are faculty, in which school/college do you primarily teach?

Answer Choices	Percent	Respondents
School of Education	12%	5
College of Arts and Sciences	39%	16
School of Social Work	15%	6
School of Business, Media Arts and Technology	15%	6
Other (please specify)	20%	8
Answered		41
Skipped		59

Other (please specify)
NA
Health sciences
staff
n/a
NA
N/A
N/A
I don't teach





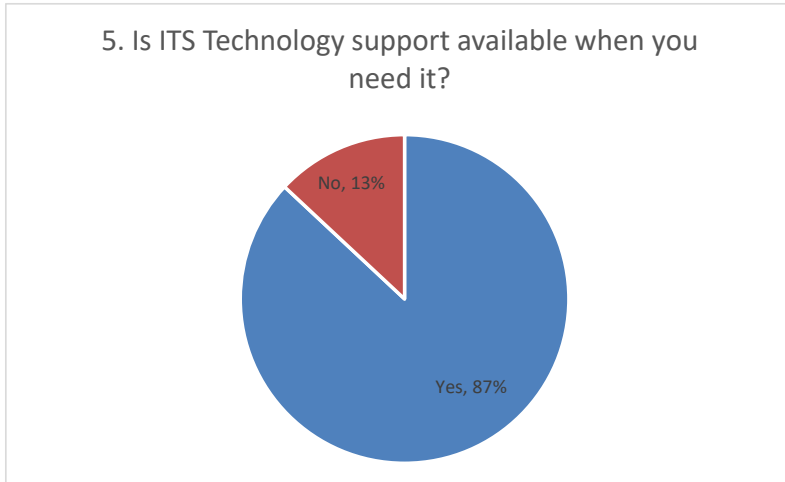
End User Survey
Spring 2018

ITS Operations
and Support

ITS Operations and Support

5. Is ITS Technology support available when you need it?

Answer Choices	Percent	Respondents
Yes	87%	80
No	13%	12
Not Applicable	0%	0
Answered		92
Skipped		8



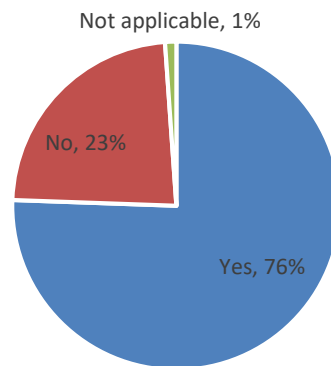
If no, (please specify)
weekends and evenings, also, when I have called, the student worker cannot answer and no one was available
I have called and no one answers. Then I usually find a solution on my own. Also, when I put in a work order, it takes quite a while for someone to show up.
We have an online program which is 7 days a week and 24 hours. None to help if problems currently no IT person at the Rio Rancho center and needed badly
we dont have a IT person
sometimes
Help Desk only available during primary business hours on M-F work schedule.
During the week yes! On weekends when athletics is busy we sometimes have no internet service or have issues logging in.
Do not have tech support evenings or weekends
We mainly use the EOS Help Desk to assist but recently, everybody quit except for Johnny who is sometimes sick and the ITS Help Desk is very unwilling to help us. You have to hire and pay adequate wages to the EOS Help Desk if you want on-line Programs!
Smart boards in classrooms are never up-to-date. Why have smart Boards if software licenses are expired?
sometimes
weekends and evenings are not consistent
However, the service response can be hours to days long.
The response time is sometimes slow

ITS Operations and Support

6. Does the (software) technology resources at NMHU meet your needs to perform your job?

Answer Choices	Percent	Respondents
Yes	76%	68
No	23%	21
Not applicable	1%	1
Answered		90
Skipped		10

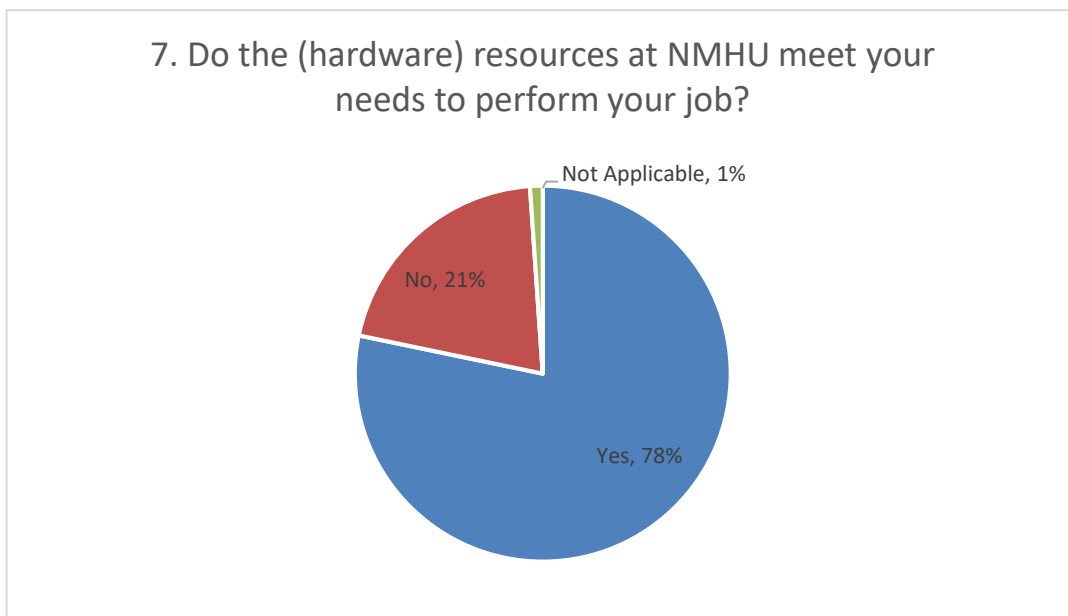
6. Does the (software) technology resources at NMHU meet your needs to perform your job?



ITS Operations and Support

7. Do the (hardware) resources at NMHU meet your needs to perform your job?

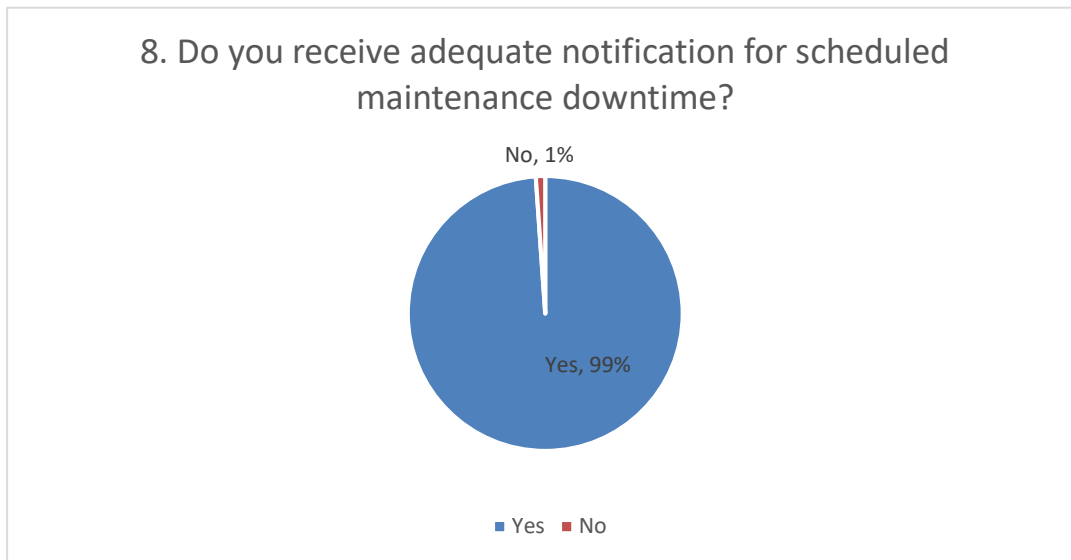
Answer Choices	Percent	Respondents
Yes	78%	72
No	21%	19
Not Applicable	1%	1
Answered		92
Skipped		8



ITS Operations and Support

8. Do you receive adequate notification for scheduled maintenance downtime?

Answer Choices	Percent	Respondents
Yes	99%	90
No	1%	1
Not Applicable	0%	0
Answered		91
Skipped		9



ITS Operations and Support

9. Additional comments regarding ITS operations and support:

Answered	35
Skipped	65

Responses
IT staff are super responsive, kuddos to Adele, Marcy, and Erik for their support! They are rockstars.
No comments
It would be great to get Kaltura or something similar
Technical support has always performed excellent support at our meetings. Should anything go wrong they fix immediately to go on with business at hand. Seems to me that more technical staff support is needed considering the demand both on campus and centers.
Computers ITs provides are very old.
I do believe we have great software, at times it is not used to the maximum potential. For example, Degree Audit is great, but we only use a portion of what is available.
Banner training should be more in depth. It's great to know the keys and functions but more emphasis should be added on the actual forms for each particular module.
students and faculty always asking about IT questions here. the only current help is a work study who has IT knowledge and some one from main campus comes down once in a while other then that we as the staff do what we can.
We need an IT person. We are constantly receiving complaints from faculty and students. It starts to wear a person down.
Often information entered in our department is not "sent" to other computers in other department for several days delaying our ability to process student's needs
Center students need updated computer lab.
Erick is ALWAYS awesome when he has to come down and help instead of logging into my computer remotely!!!!!!
We need support for the evenings and weekends --such as "on call" staff
I would prefer Mac's but did not get one because there is no full support of ITS for Apple.
Everyone at ITS is very helpful and supportive and always willing to help.
We have almost completely migrated over to SharePoint. However, it seems as though there are a few steps that need to take place before you can actually switch over (Windows 10 upgrade and Microsoft Office Upgrade). i would recommend making sure these steps are communicated and completed before moving everything to SharePoint.
Great support
The connectivity at the Rio Rancho Center can be unstable some days and that is a problem for the number of teachers who teach synchronous online courses
Rio Rancho Center does not have an official IT person, we have a work study who covers the basic IT problems.
Smart Board technology review/training would be great!
As I said above, there is need to hire and pay appropriate and commensurate wages if you want an on-line Program. Furthermore, on-line Programs are far more cheaper to run than face to face classes! It is not hard to understand, yet you can't retain the EOS Help Desk!
Everyone has been extremely patient and helpful whenever there is a technology issue. This is particularly beneficial when teaching Zoom students.
Most universities have an IT office dedicated to Online education. When we have EOS it was run on a "shoestring budget" now that it has been absorbed by ITS, D2L support (especially for the students) is an after thought :-)
The system does go down from time to time, and there is no way to notify people.
Our technology and computers are really behind the times. Our classroom computers are horrible
I am very pleased with all of ITS.
Much of our computers are out-of-date and need to be replaced.
The staff ITS is extremely supportive and very patient.
Classroom computers are old and take long to boot up. Many complaints from faculty for rooms 1 and 2
Recommend staff provide more in-service on D2L and create YouTube type videos for students and separate ones for staff on navigating through and using D2L.
I love the hardware and reliability that ITS offers.
Keep up the great work.
I think you all do an amazing job and are so responsive and helpful! Thank you!
I would like better in depth training on software to assist with utilizing it to its full capacity and to minimize manual processes. We need training please!!!
On occasion i have issues with excel or access
I'm in Lora Shields in SW. The computer stations on the second floor need upgrades. I've tried using Zoom and there are no cameras on the monitors.



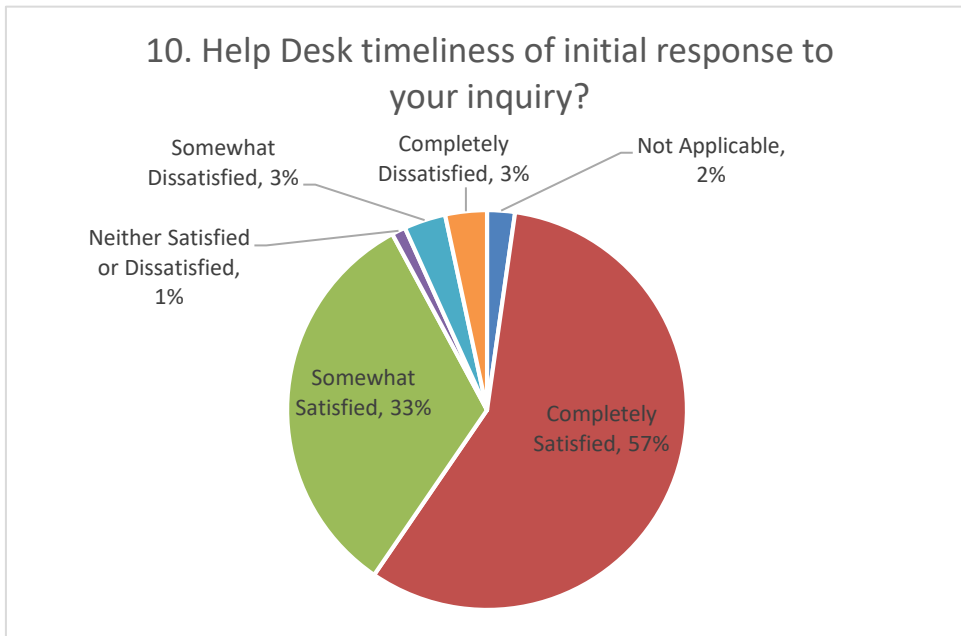
End User Survey
Spring 2018

ITS Help Desk

ITS Help Desk

10. Help Desk timeliness of initial response to your inquiry?

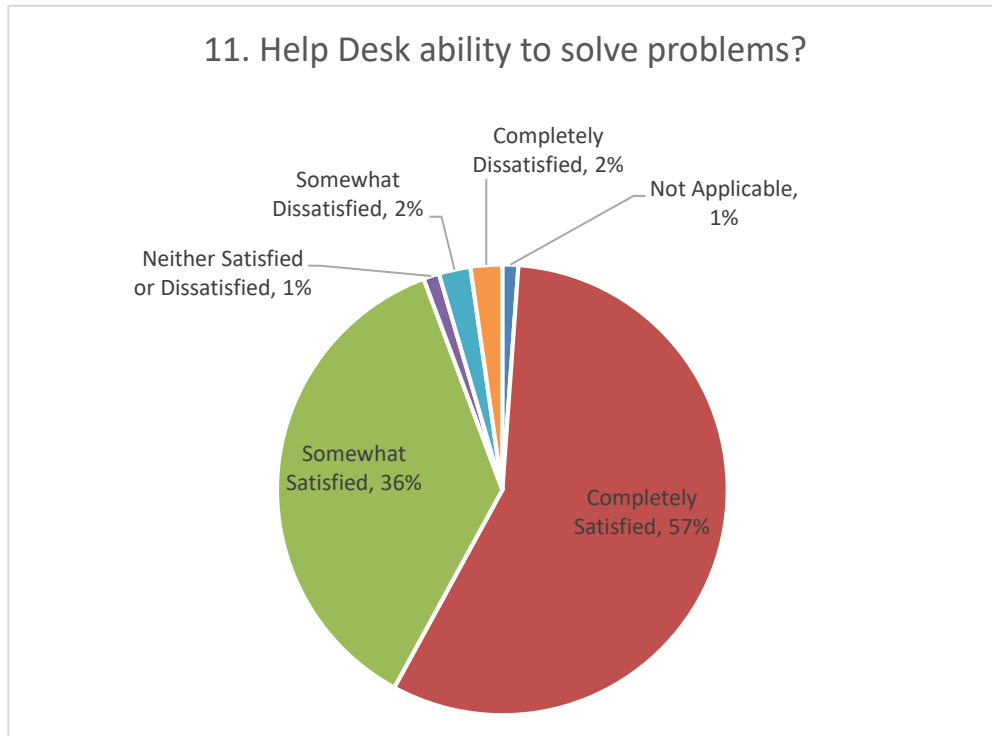
Answer Choices	Percent	Respondents
Not Applicable	2%	2
Completely Satisfied	57%	51
Somewhat Satisfied	33%	29
Neither Satisfied or Dissatisfied	1%	1
Somewhat Dissatisfied	3%	3
Completely Dissatisfied	3%	3
Answered		89
Skipped		11



ITS Help Desk

11. Help Desk ability to solve problems?

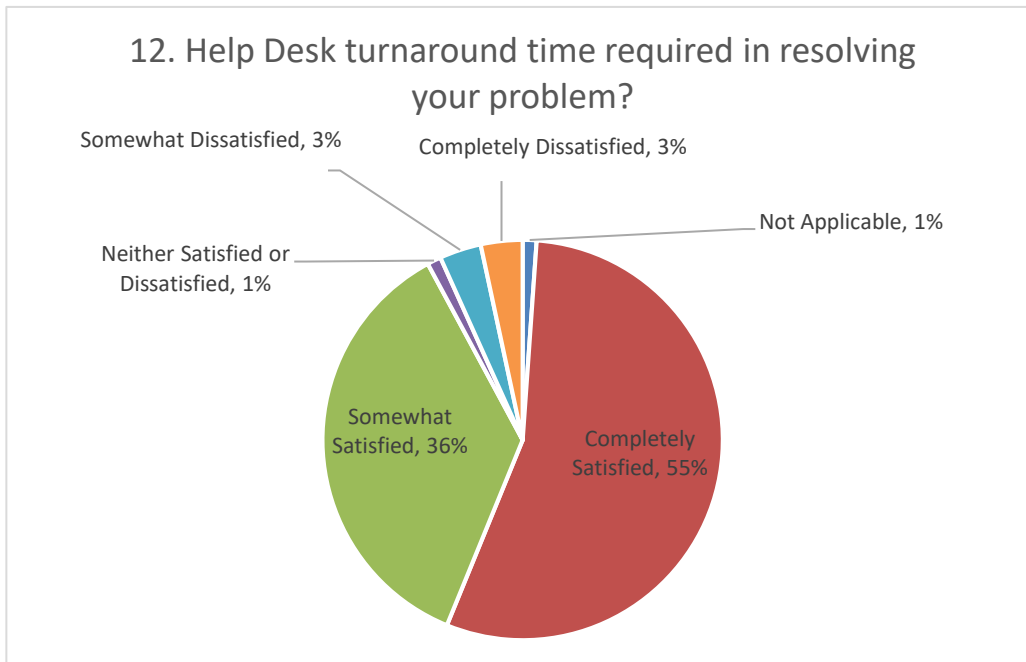
Answer Choices	Percent	Respondents
Not Applicable	1%	1
Completely Satisfied	57%	50
Somewhat Satisfied	36%	32
Neither Satisfied or Dissatisfied	1%	1
Somewhat Dissatisfied	2%	2
Completely Dissatisfied	2%	2
Answered		88
Skipped		12



ITS Help Desk

12. Help Desk turnaround time required in resolving your problem?

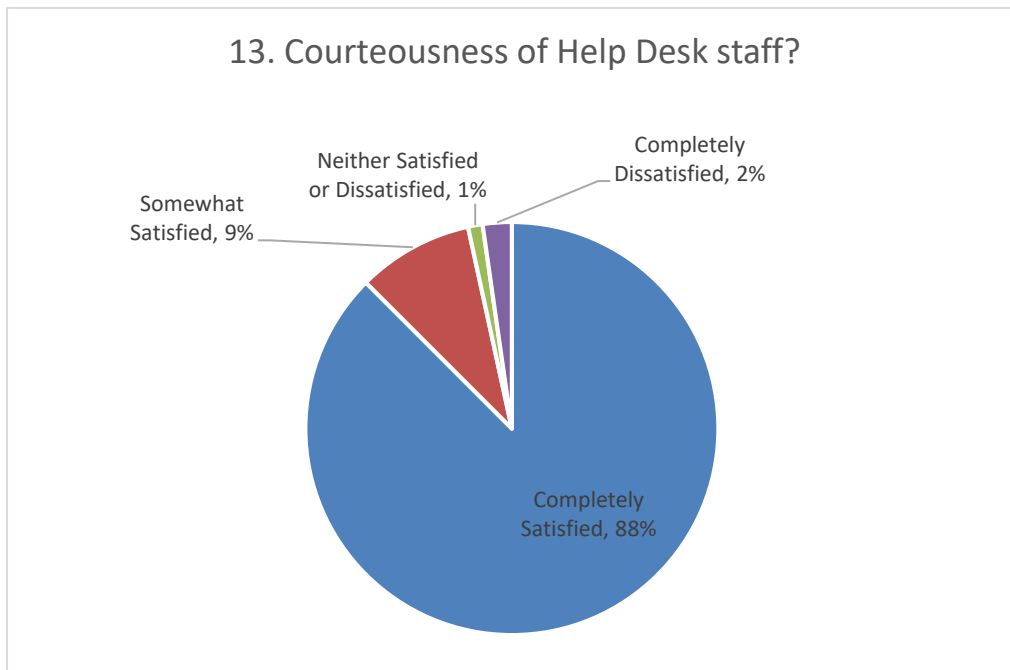
Answer Choices	Percent	Respondents
Not Applicable	1%	1
Completely Satisfied	55%	49
Somewhat Satisfied	36%	32
Neither Satisfied or Dissatisfied	1%	1
Somewhat Dissatisfied	3%	3
Completely Dissatisfied	3%	3
Answered		89
Skipped		11



ITS Help Desk

13. Courteousness of Help Desk staff?

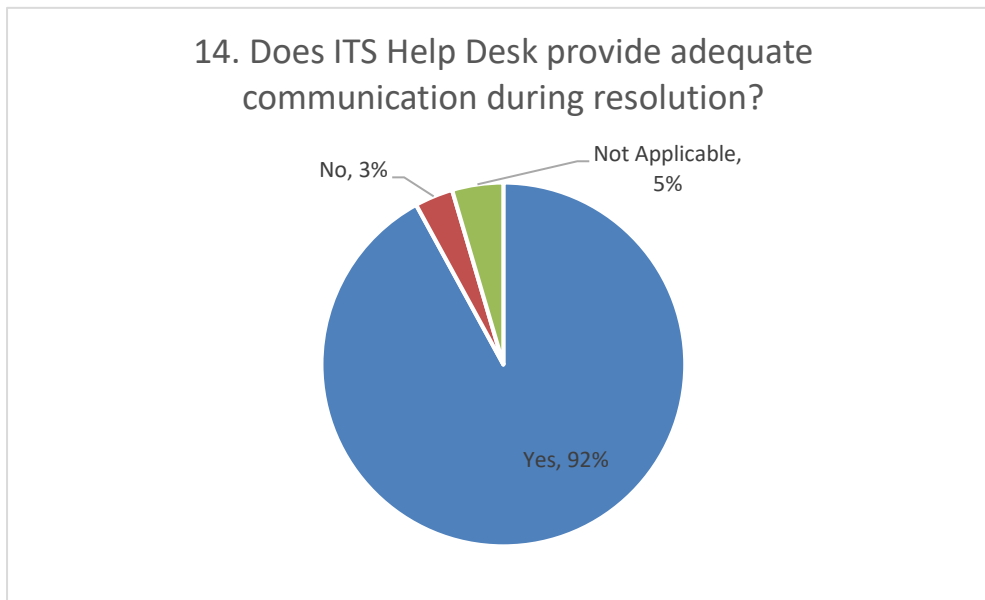
Answer Choices	Percent	Respondents
Not Applicable	0%	0
Completely Satisfied	88%	77
Somewhat Satisfied	9%	8
Neither Satisfied or Dissatisfied	1%	1
Somewhat Dissatisfied	0%	0
Completely Dissatisfied	2%	2
Answered		88
Skipped		12



ITS Help Desk

14. Does ITS Help Desk provide adequate communication during resolution?

Answer Choices	Percent	Respondents
Yes	92%	81
No	3%	3
Not Applicable	5%	4
Answered		88
Skipped		12

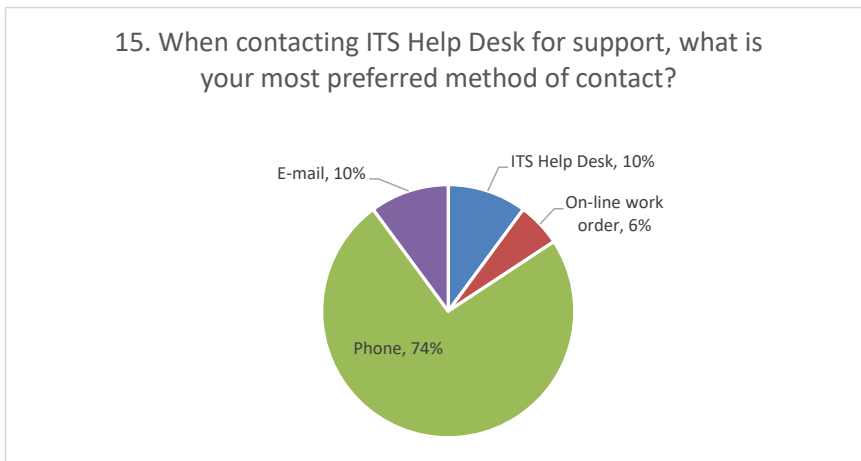


ITS Help Desk

15. When contacting ITS Help Desk for support, what is your most preferred method of contact?

Answer Choices	Percent	Responses
ITS Help Desk	10%	9
On-line work order	6%	5
Phone	74%	66
E-mail	10%	9
Answered		89
Skipped		11

Additional comments regarding ITS Help Desk:	12
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Additional comments regarding ITS Help Desk:
My issues are typically minor and the individuals answering the phone provide great service.
Responsiveness from the Help Desk is hit or miss. If someone answers the phone, support is great. However, if I leave a voicemail, it may take days before the call is returned or there may not be a return call at all.
Support staff has been great. They are patient and respectful of my needs.
I have noticed that the demographic (dept., job title) information listed on the closed work order emailed after service is incorrect. I don't know if this has an impact in other areas if the information is incorrect.
Only one issue has not been resolved after many months.
At the School of Business, we do not really bother that much with the ITS Help Desk if our Hardware and Software are working relatively ok. We deal with the EOS Help Desk that has been disbanded and the ITS Help Desk is now forced to do work that they were not trained in. My problem is not with the ITS help Desk. It is with the disbandment of EOS that makes on-line programs function!
ITS desk is not available in the evenings when my students need it. They have to remember to contact help when they are on campus the next day. They're students so they forget to ask during office hours until they need help again. Back to the original problem.
Most Universities have a larger staff for this size of university. Poor salaries for ITS tech support staff as compared to its administrators it's disproportionate :-)
Sometimes when they are all out during lunch hours it is hard for students to come back due to their schedules. So it helps to have work studies helping out during those hours.
The fact that there is limited assistance over the weekend is a problem.
It's nice to put a work order but always great to talk to someone so that you can better explain the problem you are having.
Both Phone & Email



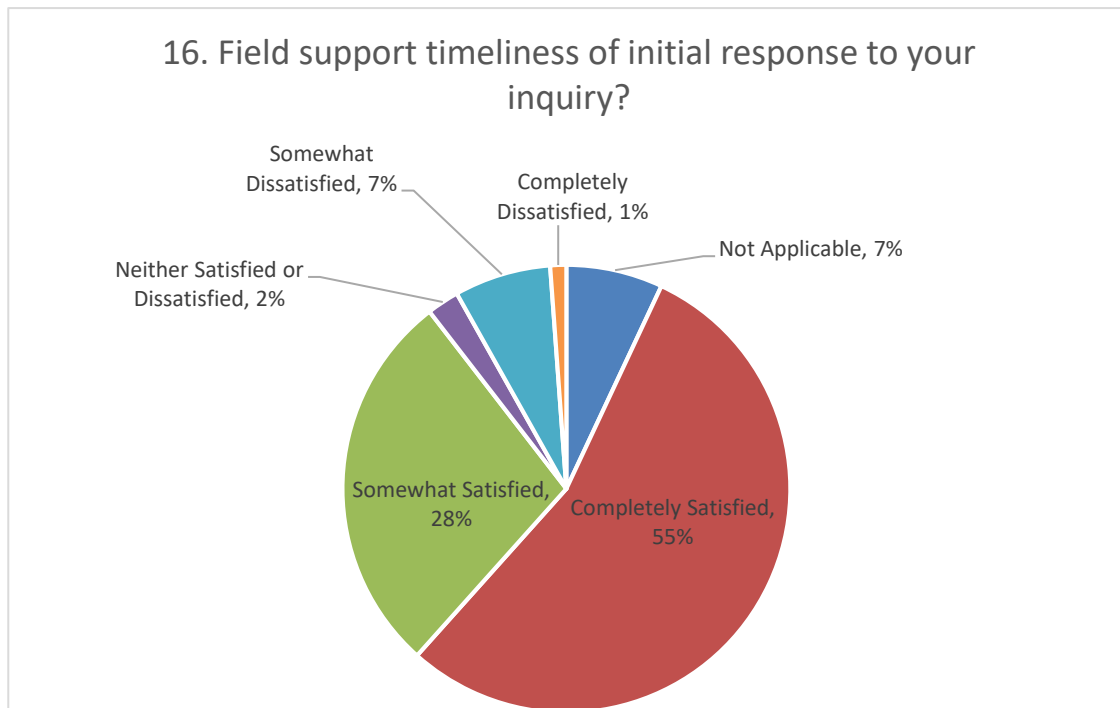
End User Survey
Spring 2018

ITS Field Support

ITS Field Support

16. Field support timeliness of initial response to your inquiry?

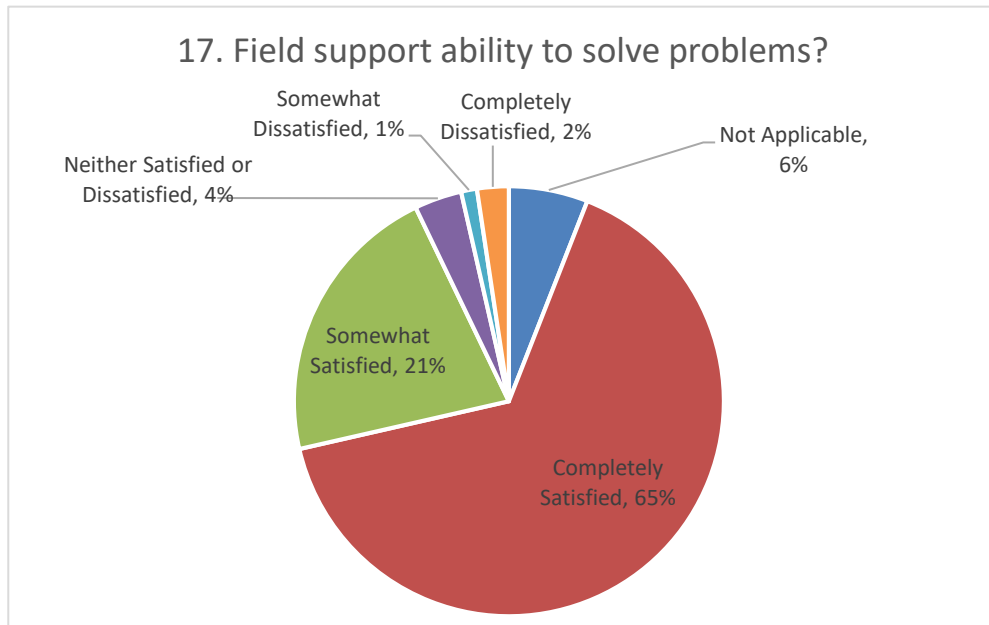
Answer Choices	Percent	Respondents
Not Applicable	7%	6
Completely Satisfied	55%	47
Somewhat Satisfied	28%	24
Neither Satisfied or Di	2%	2
Somewhat Dissatisfied	7%	6
Completely Dissatisfie	1%	1
Answered		86
Skipped		14



ITS Field Support

17. Field support ability to solve problems?

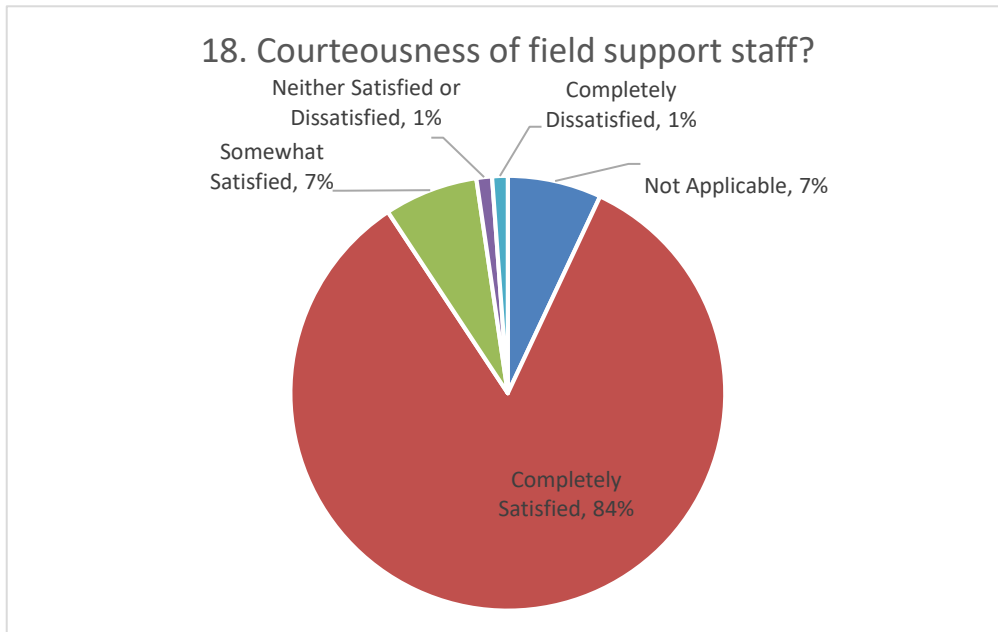
Answer Choices	Percent	Respondents
Not Applicable	6%	5
Completely Satisfied	65%	55
Somewhat Satisfied	21%	18
Neither Satisfied or Dissatisfied	4%	3
Somewhat Dissatisfied	1%	1
Completely Dissatisfied	2%	2
Answered		84
Skipped		16



ITS Field Support

18. Courteousness of field support staff?

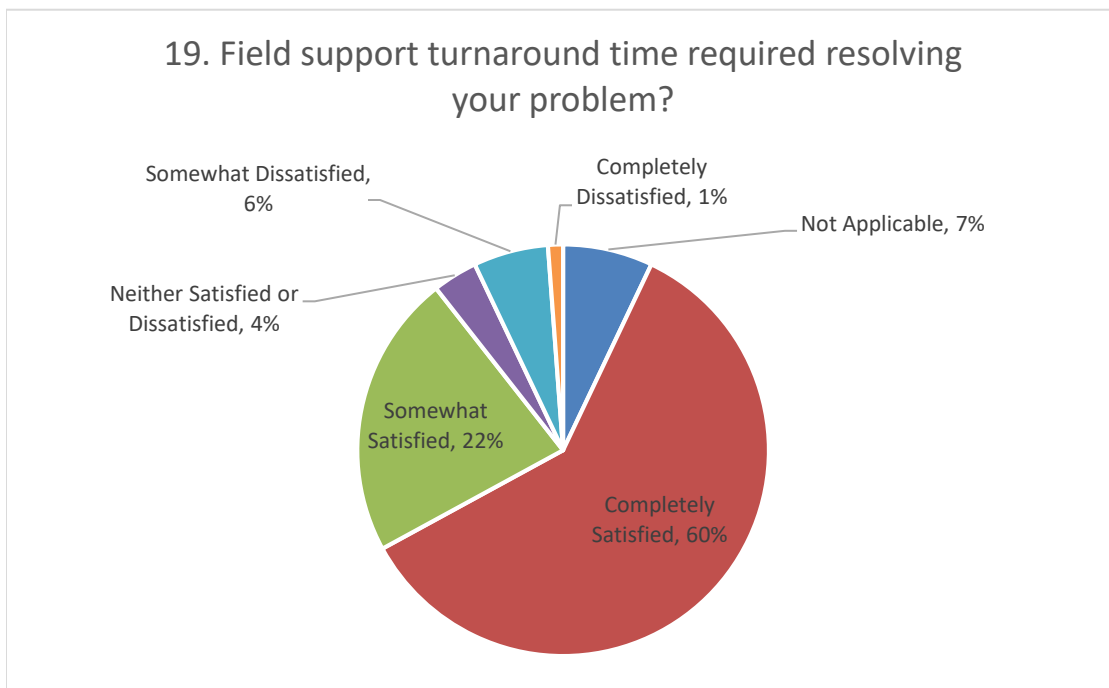
Answer Choices	Percent	Respondents
Not Applicable	7%	6
Completely Satisfied	84%	72
Somewhat Satisfied	7%	6
Neither Satisfied or Dissatisfied	1%	1
Somewhat Dissatisfied	0%	0
Completely Dissatisfied	1%	1
Answered		86
Skipped		14



ITS Field Support

19. Field support turnaround time required resolving your problem?

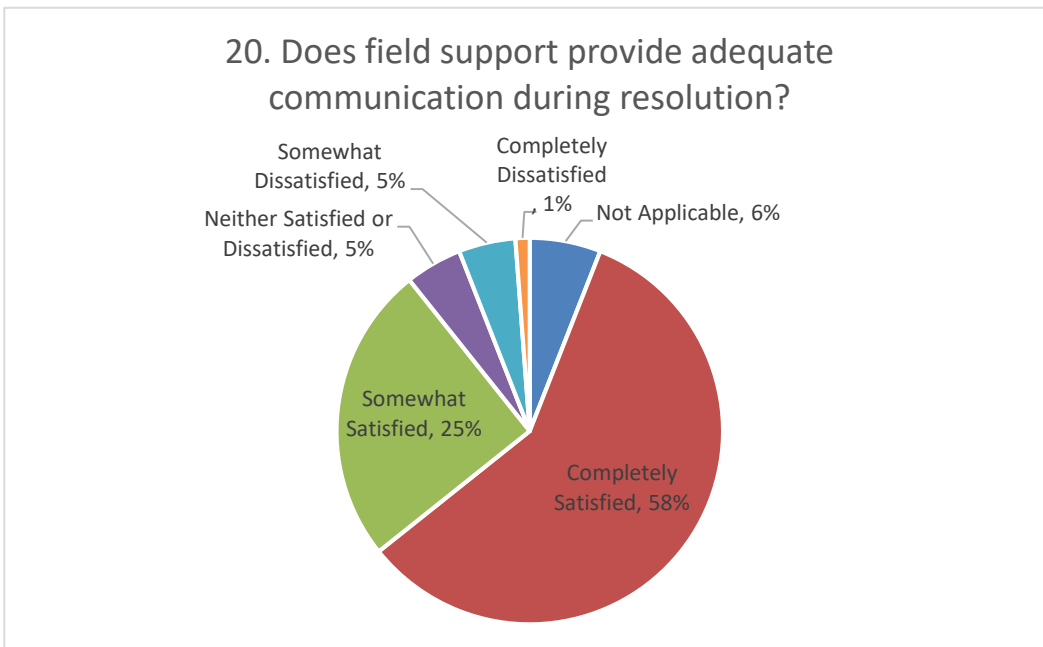
Answer Choices	Percent	Respondents
Not Applicable	7%	6
Completely Satisfied	60%	51
Somewhat Satisfied	22%	19
Neither Satisfied or Dissatisfied	4%	3
Somewhat Dissatisfied	6%	5
Completely Dissatisfied	1%	1
Answered		85
Skipped		15



ITS Field Support

20. Does field support provide adequate communication during resolution?

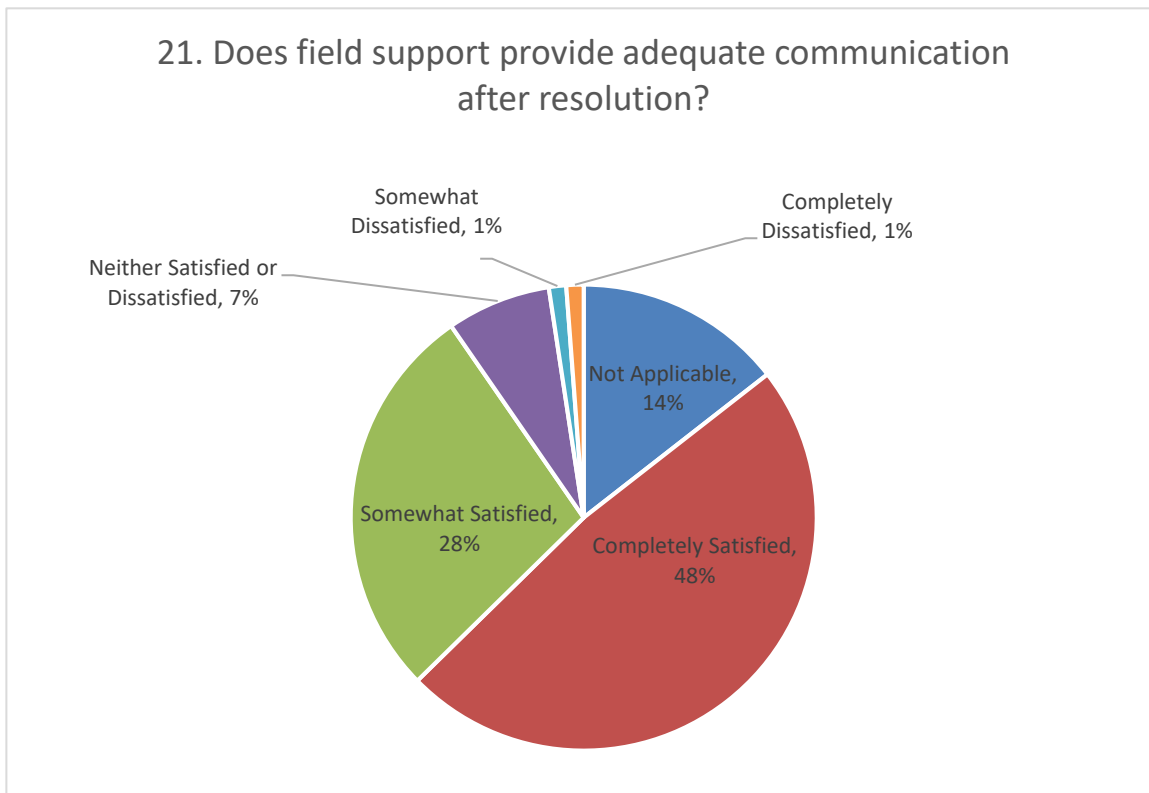
Answer Choices	Percent	Respondents
Not Applicable	6%	5
Completely Satisfied	58%	49
Somewhat Satisfied	25%	21
Neither Satisfied or Dissatisfied	5%	4
Somewhat Dissatisfied	5%	4
Completely Dissatisfied	1%	1
Answered		84
Skipped		16



ITS Field Support

21. Does field support provide adequate communication after resolution?

Answer Choices	Percent	Respondents
Not Applicable	14%	12
Completely Satisfied	48%	40
Somewhat Satisfied	28%	23
Neither Satisfied or Dissatisfied	7%	6
Somewhat Dissatisfied	1%	1
Completely Dissatisfied	1%	1
Answered		83
Skipped		17



ITS Field Support

22. Additional comments regarding ITS field support:

Answered	14
Skipped	86

Responses
Would like for there to be more updates on project completion on the work order system such as in progress, pending quote, project completed, etc.
No comments
none
Past equipment issues have always been resolved, but it may take 2-3 visits to correct the problem. Usually starts with student employee and if he/she is unable to resolve, then next level support is brought in. Satisfied with the service but communication could be clearer.
Not only does Erick make sure to fix my issue he also checks back in to make sure everything is still running properly!!!
Again, if ITS had "experts" in Mac/Apple products I would say that all my needs were met. Field support staff is great but not with resolving Apple related inquiries.
One of my ratings is very low. This score is not based on recent experiences but those experiences accumulated over a period of years in which response time was sometimes non-existent. I would say that response time has improved noticeably.
Q#21 There is no communication after problems are fixed. I don't feel that ITS needs to follow up. If we continue w/issues I usually call back.
JaneEllen and Shay have been especially helpful (and always friendly and professional as well)
It really depends on which type of field support. Also, the fact that there is no IT support at Rio Rancho or Santa Fe is a problem.
The ITS staff has extended their required job duties to assist me.
The lag to get the time clock issues resolved has taken far too long.
Great to follow up just to make sure everything is working well.
Very helpful



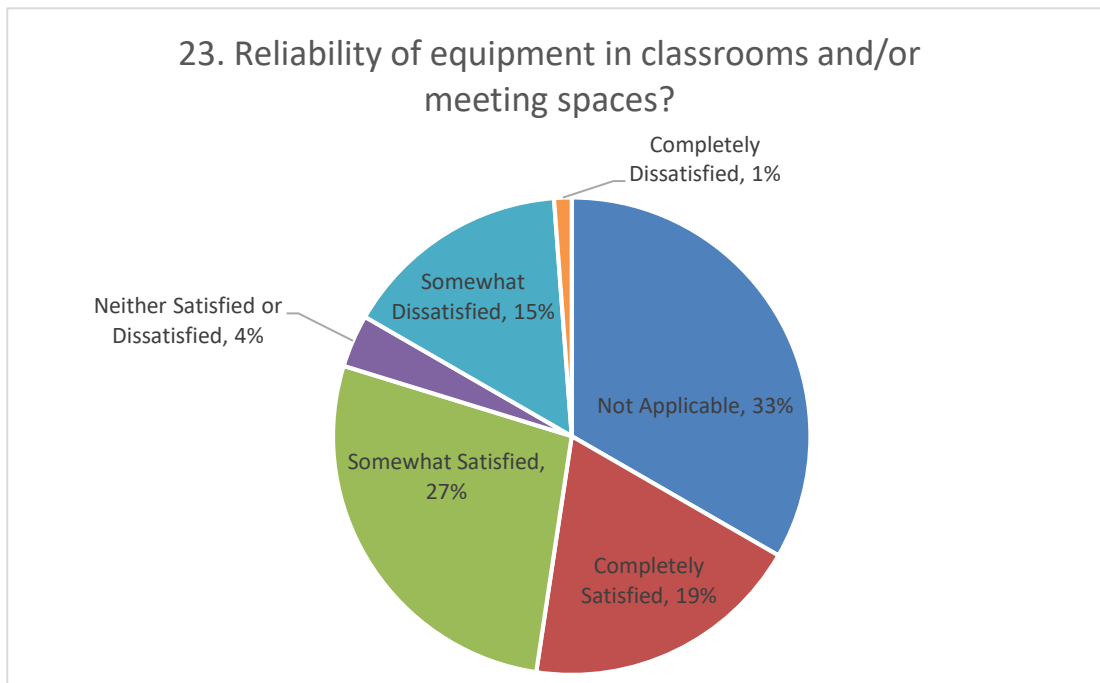
End User Survey
Spring 2018

Classroom Technology

Classroom Technology

23. Reliability of equipment in classrooms and/or meeting spaces?

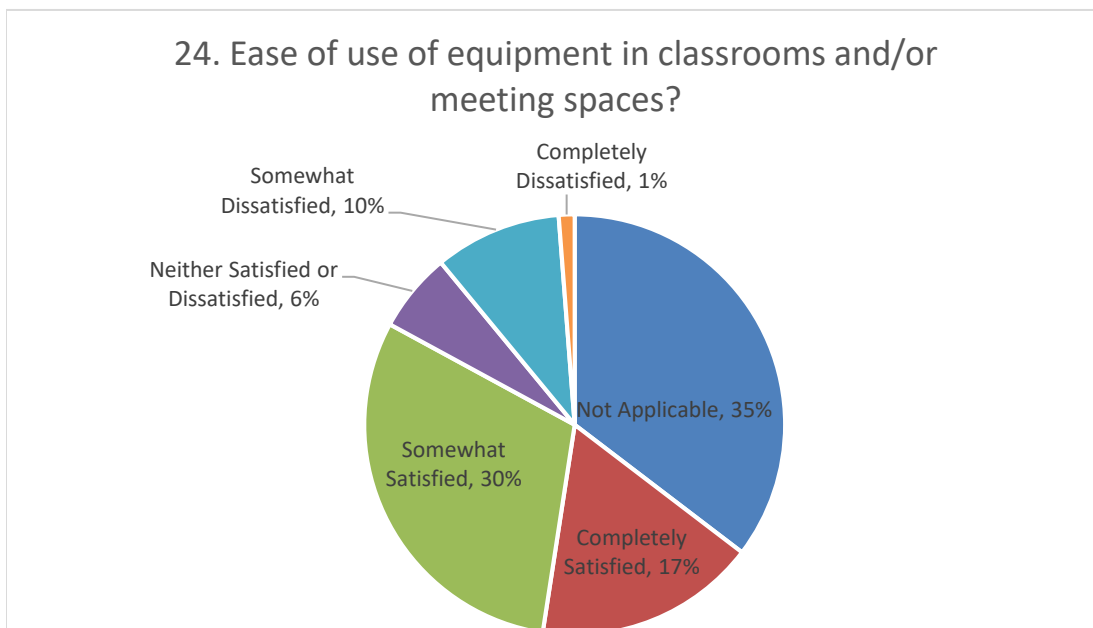
Answer Choices	Percent	Respondents
Not Applicable	33%	28
Completely Satisfied	19%	16
Somewhat Satisfied	27%	23
Neither Satisfied or Dissatisfied	4%	3
Somewhat Dissatisfied	15%	13
Completely Dissatisfied	1%	1
Answered		84
Skipped		16



Classroom Technology

24. Ease of use of equipment in classrooms and/or meeting spaces?

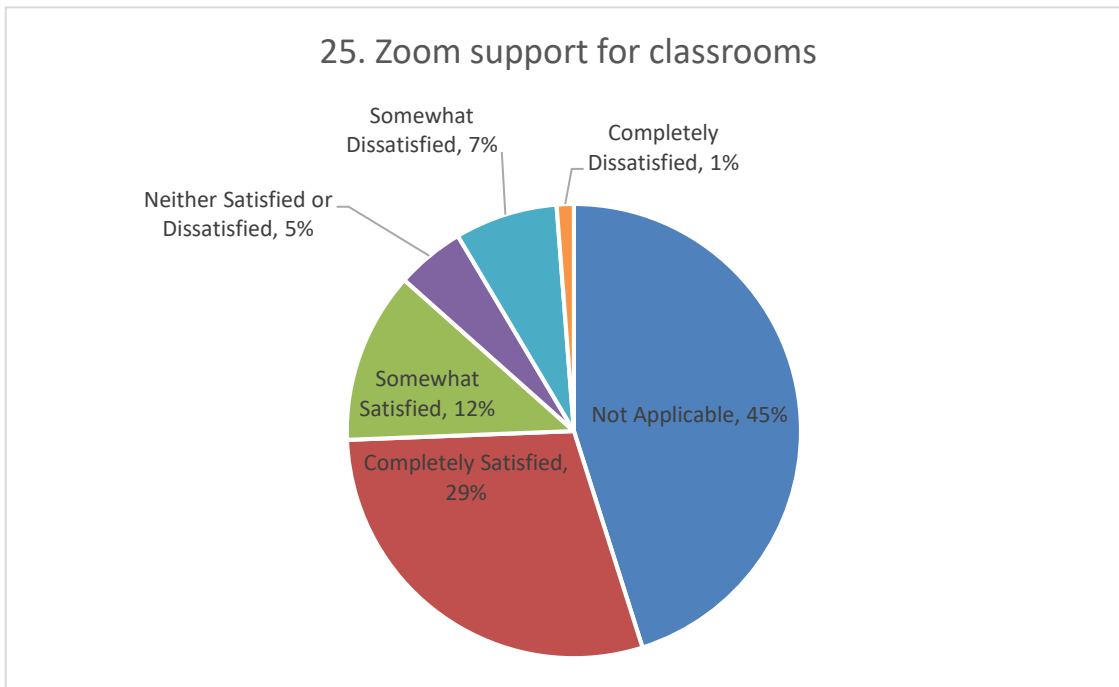
Answer Choices	Percent	Respondents
Not Applicable	35%	29
Completely Satisfied	17%	14
Somewhat Satisfied	30%	25
Neither Satisfied or Dissatisfied	6%	5
Somewhat Dissatisfied	10%	8
Completely Dissatisfied	1%	1
Answered		82
Skipped		18



Classroom Technology

25. Zoom support for classrooms

Answer Choices	Percent	Respondents
Not Applicable	45%	37
Completely Satisfied	29%	24
Somewhat Satisfied	12%	10
Neither Satisfied or Dissatisfied	5%	4
Somewhat Dissatisfied	7%	6
Completely Dissatisfied	1%	1
Answered		82
Skipped		18



Classroom Technology

26. Additional comments regarding Classroom Technology:

Answered	14
Skipped	86

Responses
No comments
none
The smart boards are great but frequently not calibrated
Computers necessary for ITV are outdated and require connections that are obsolete. □
Need to be updated, projectors overheat, smartboards are hazy and have to shut off all lights in order to see what on the smartboard, some classrooms have no technology therefore no one schedules classes in them which is a waste of space.
we need more zoom rooms and better classroom technology
It depends: sometimes things go fine, other times they don't. Because there isn't adequate support at the Centers, it's a problem.
I teach my classes on-line via ZOOM platform either from home or in my office, therefore the classroom environment is not applicable to me.
Need updated Instructor computers. Need more ITV Engineers to help with classes. Some classes don't have anyone to assist and if something is wrong a faculty member shouldn't have to run down the hall to find someone to fix technical problems experienced. Faculty should focus on teaching not dealing with equipment.
Zoom support for meetings on campus is excellent when a tech is available.
Often have issues, especially when I teach off Main.
Some of the projectors are blurry on screen in different classrooms.
NA
As stated before, not all the classrooms have monitor with camera to utilize zoom



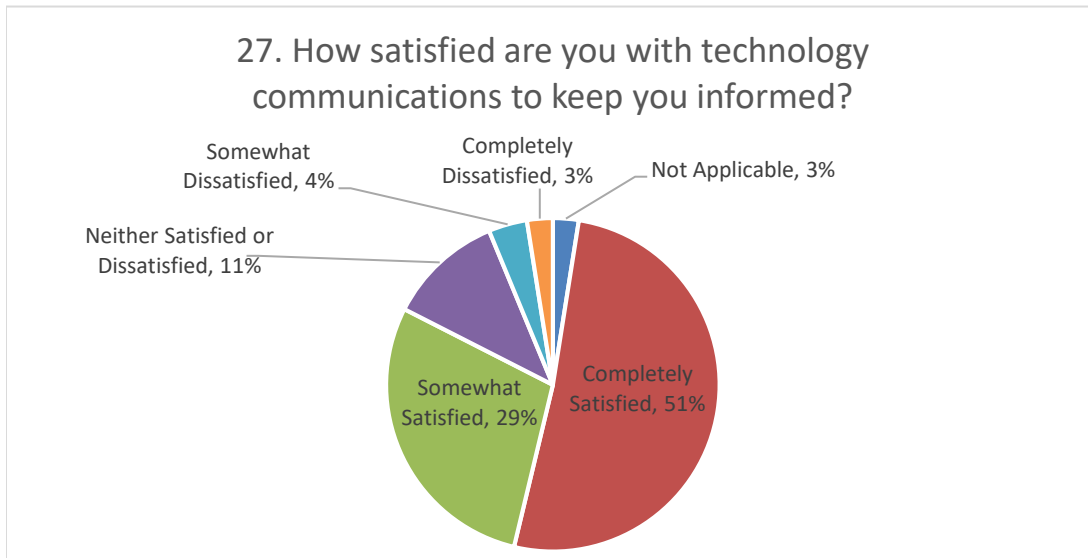
End User Survey
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ITS General

ITS General

27. How satisfied are you with technology communications to keep you informed?

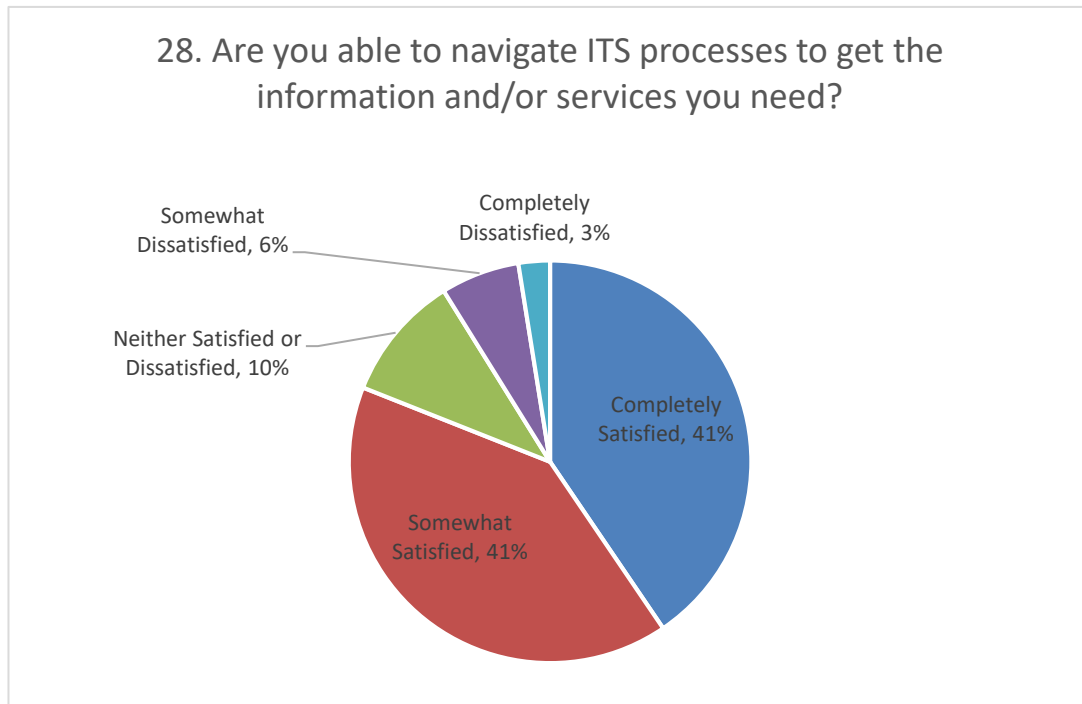
Answer Choices	Percent	Respondents
Not Applicable	3%	2
Completely Satisfied	51%	41
Somewhat Satisfied	29%	23
Neither Satisfied or Dissatisfied	11%	9
Somewhat Dissatisfied	4%	3
Completely Dissatisfied	3%	2
Answered		80
Skipped		20



ITS General

28. Are you able to navigate ITS processes to get the information and/or services you need?

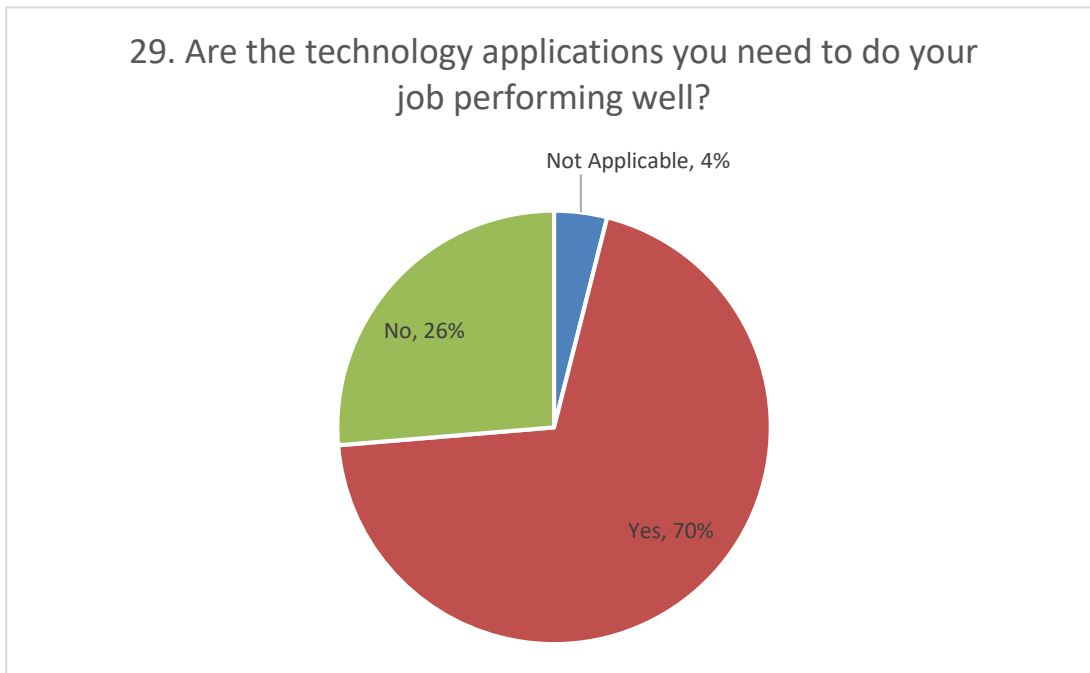
Answer Choices	Percent	Respondents
Not Applicable	0%	0
Completely Satisfied	41%	32
Somewhat Satisfied	41%	32
Neither Satisfied or Dissatisfied	10%	8
Somewhat Dissatisfied	6%	5
Completely Dissatisfied	3%	2
Answered		79
Skipped		21



ITS General

29. Are the technology applications you need to do your job performing well?

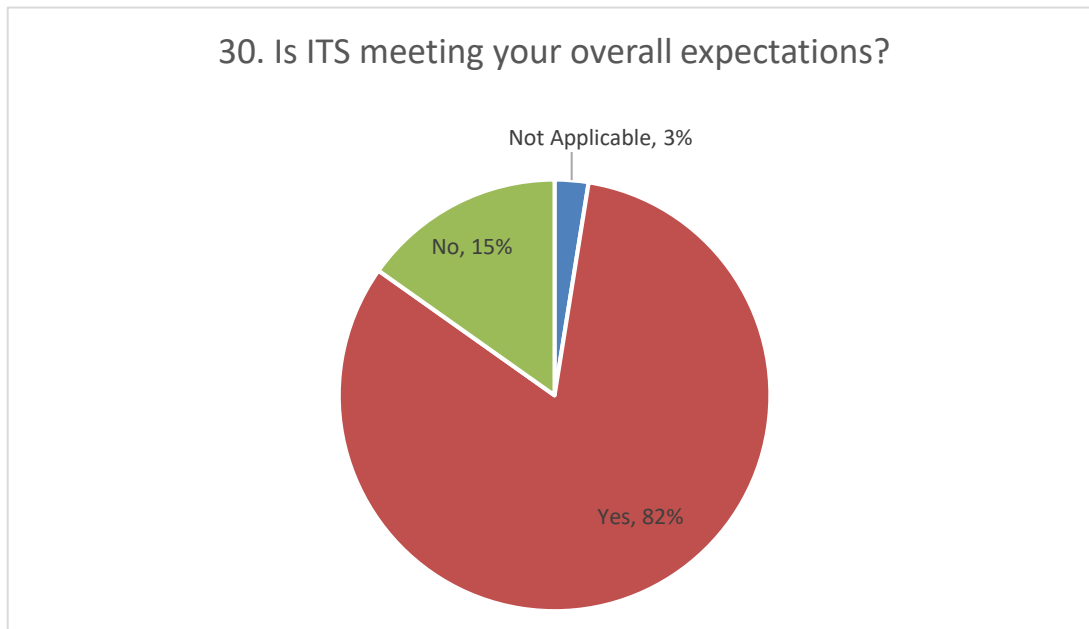
Answer Choices	Percent	Responses
Not Applicable	4%	3
Yes	70%	53
No	26%	20
Answered		76
Skipped		24



ITS General

30. Is ITS meeting your overall expectations?

Answer Choices	Percent	Responses
Not Applicable	3%	2
Yes	82%	65
No	15%	12
Answered		79
Skipped		21



ITS General

31. What additional services do you feel ITS could offer to meet your technology needs?

Answered	27
Skipped	73

Responses
offer access training to pull data correctly
Still lacking technology I need to do my job.
maybe more training or tutorials on functions of D2L
More timely responses, better technology, better hardware
Again, I'm mostly concerned with smart boards being unreliable
TutorTrac software
Periodic training on university software and best use applications.
Hire a IT person for Rio Rancho
There is lack of overall training for new employees regarding Banner. Some equipment is out of date eg key card machine, and needs up dating
Provide information on tech updates/refresh for Centers.
Tech support evenings and weekends
The staff is great but what can they do when there is no budget for enhancing/providing technology. How often do ITS staff service the existing technology?
online ticketing for events.
Statistical software such as signs stat
In-depth training of Banner capabilities/functions per department to utilize Banner to its potential.
Having an onsite tech
SMART Board Technology training
I already said it. Hire and maintain EOS Help!
An evening and Saturday IT person onsite at Rio Rancho would be great.
Need more people answering calls, and more hours available to answer calls.
I call and ask and no one returns my phone call
weekend and evening staff schedule; response to weekend and evening requests for assistance; ongoing training;
My office phone has a lot of quirks- like voicemails appear out of no where, there are no email links to outlook of voicemail recordings, and oftentimes my voicemails are rejected from other inboxes but I don't receive that notification until days later- where I've assumed my party has listened to my message.
Also, we get a lot of questions about the technology (computers, projectors etc..) in the student center. Although campus life books these rooms, people are always looking for tech support for some reason or another. Perhaps when these rooms are booked, at the starting time have an available ITS member to help with set up. Especially for community bookings for trainings of conferences.
More training on Office 365
Continue to have issues with Outlook. Sometimes I don't receive my emails, or emails are missing, emails are not sent they stay in outbox.
Have a large need to use labs in ITS, Need to continue to have that option
n/a

ITS General

32. Any additional comments regarding ITS in general?

Answered	15
Skipped	85

Responses
No
You need more positions filled, someone like Johnathon
none
Department is doing a great job and is responsive to my departments needs.
We can't do our job as online faculty without IT support. We appear slow, stupid and lacking without having IT support. It's just not professional.
Need larger budget to support all technology needs.
You have a competent and caring staff. ITS is headed in the right direction. Keep up the good work.
need regular maintenance of classroom equipment
I love the IT people.
Good job overall, especially knowing that you are somewhat short-handed. Thanks for all your efforts to help keep the university "connected"!
Students should be required to receive training during some type of orientation. Many have no idea how to activate their degree audit/how to submit a paper/test in the drop box. I have emailed them directions to empower them as students, but they should still be required to engage in training.
It would be helpful to know who is on your team, their titles and descriptions of what they do, as in who does which tasks, and their locations. Perhaps a little brochure/flyer would help staff/faculty connect with the people they need for specific IT issues. Also, the wifi doesn't always work on the west side of the building, third floor conference room.
More help desk technicians to assist with phone calls or walk ins. It's nice for a student to assist but not always do they have the level of access to help with what is needed.
I feel ITS needs more staff to fulfill staff needs. They are doing a good job but they are over loaded with requests, and can only do so much. Resources from the university need to be thought out better and put those resources if the offices that need them.
n/a

ITS 2018

Survey Findings

1. Expressed need for expanded/increased hours at ITS HelpDesk – specifically to support for D2L “BrightSpace” users
2. Expressed need for Tech Support at Albuquerque and Rio Rancho Centers
3. Current/Updated software for Smartboards and Desktop Computers
4. Improved time for problem resolution
5. Expressed need for Banner training
6. Expressed need for Brightspace training
7. Expressed need for classroom technology training (Smartboard and Zoom)
8. Survey results suggest concerns on reliability of equipment / Updated classroom technology (hardware – A/V and computers)
9. Survey results suggest concerns regarding Navigation of ITS Support Services
10. Survey results suggest concerns regarding Communication – progress on work orders, projects, procurements
11. Survey results suggest concerns regarding Improved Field Support Communication both during and after