

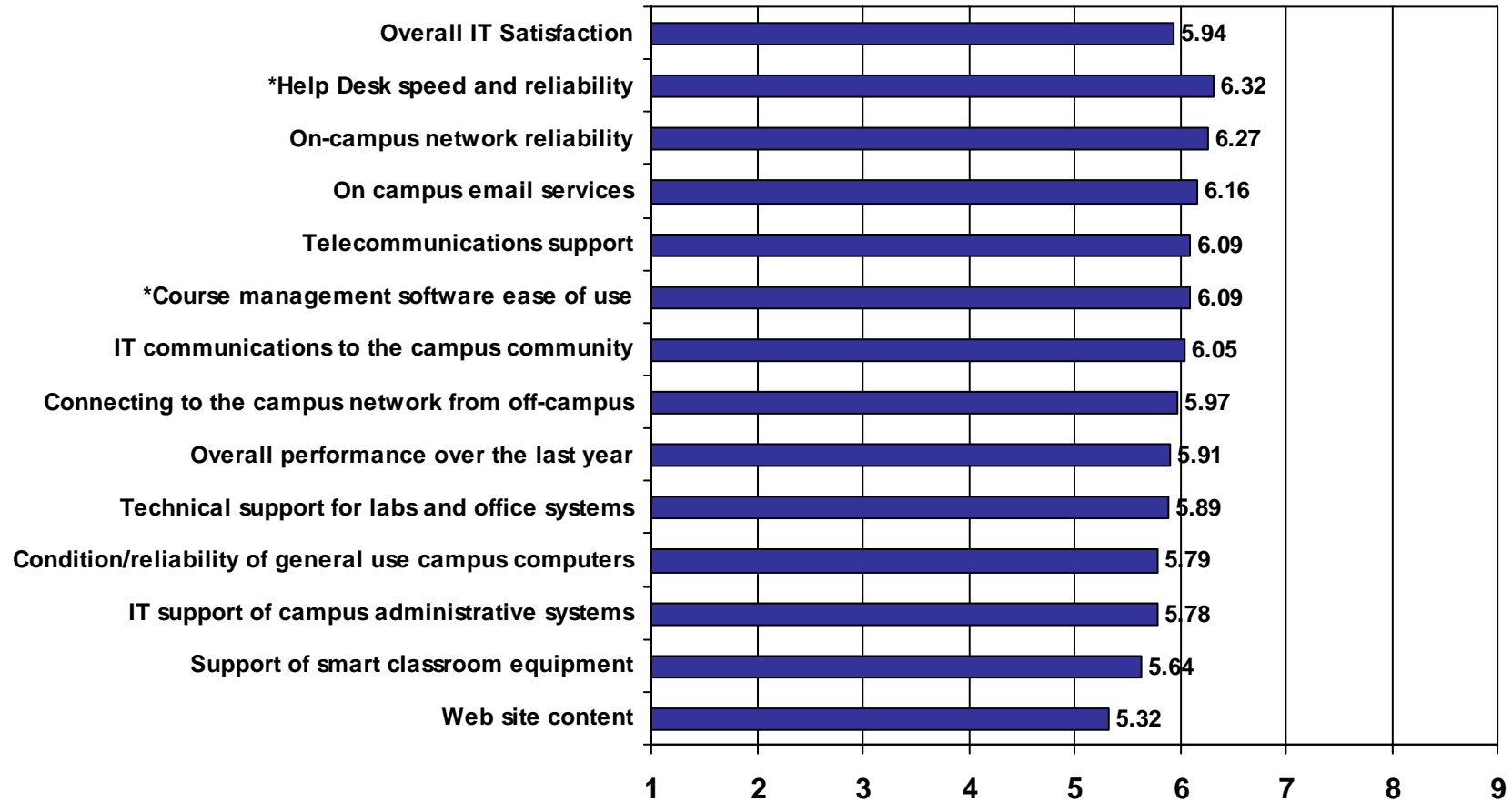


College of Southern Nevada Faculty Survey 2007

Prepared by SunGard Higher Education Managed Services
Quality Assurance

College of Southern Nevada Faculty IT Satisfaction Survey – 2007

Questions on the Faculty Survey:

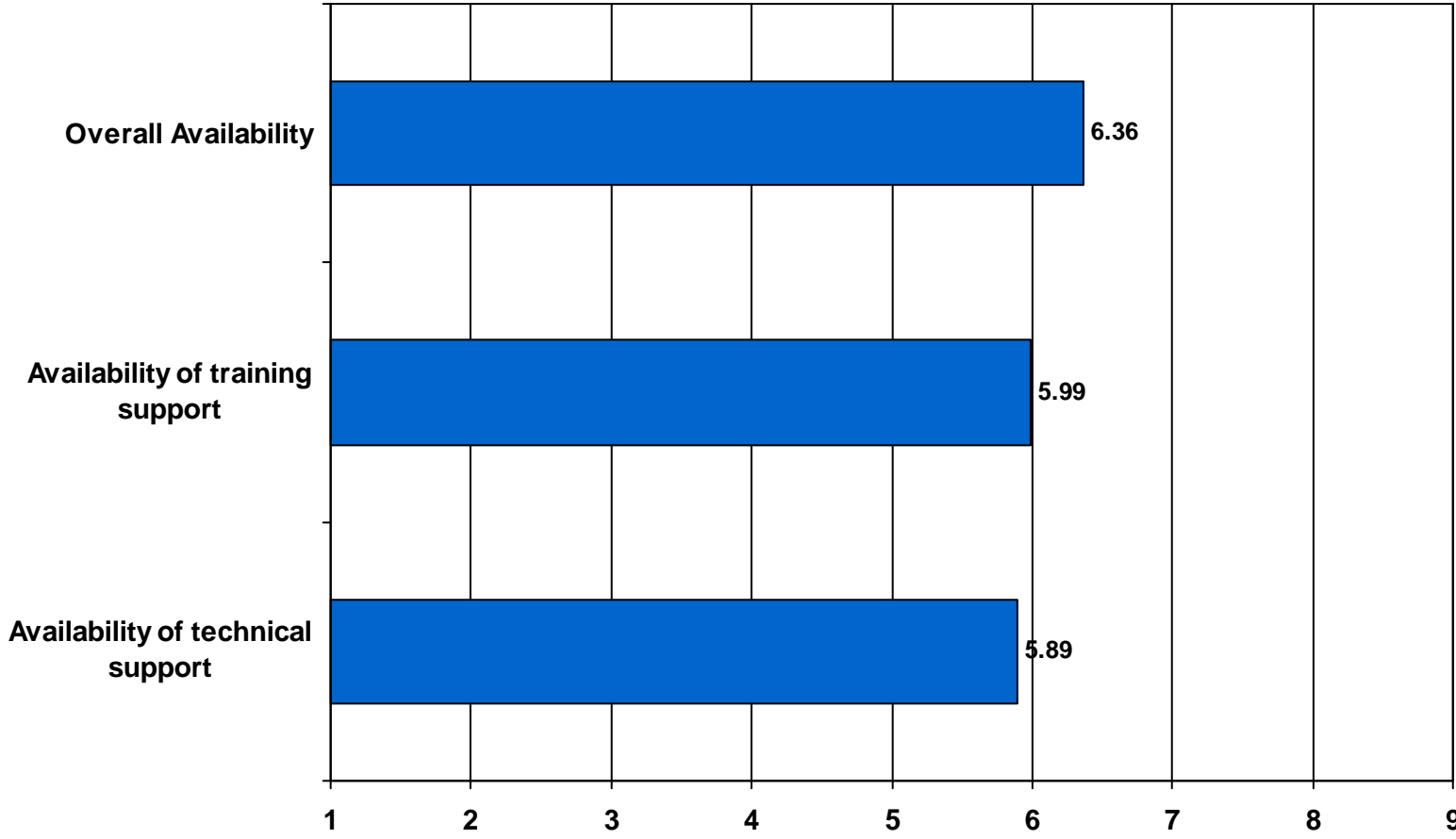


Average satisfaction ratings calculated based on a 9 point scale with 9 = Excellent, 5 = Good, 3 = Fair & 1 = Poor.

* This question is a compilation of either three or four categories displayed on the following slides

College of Southern Nevada Faculty IT Satisfaction Survey – 2007

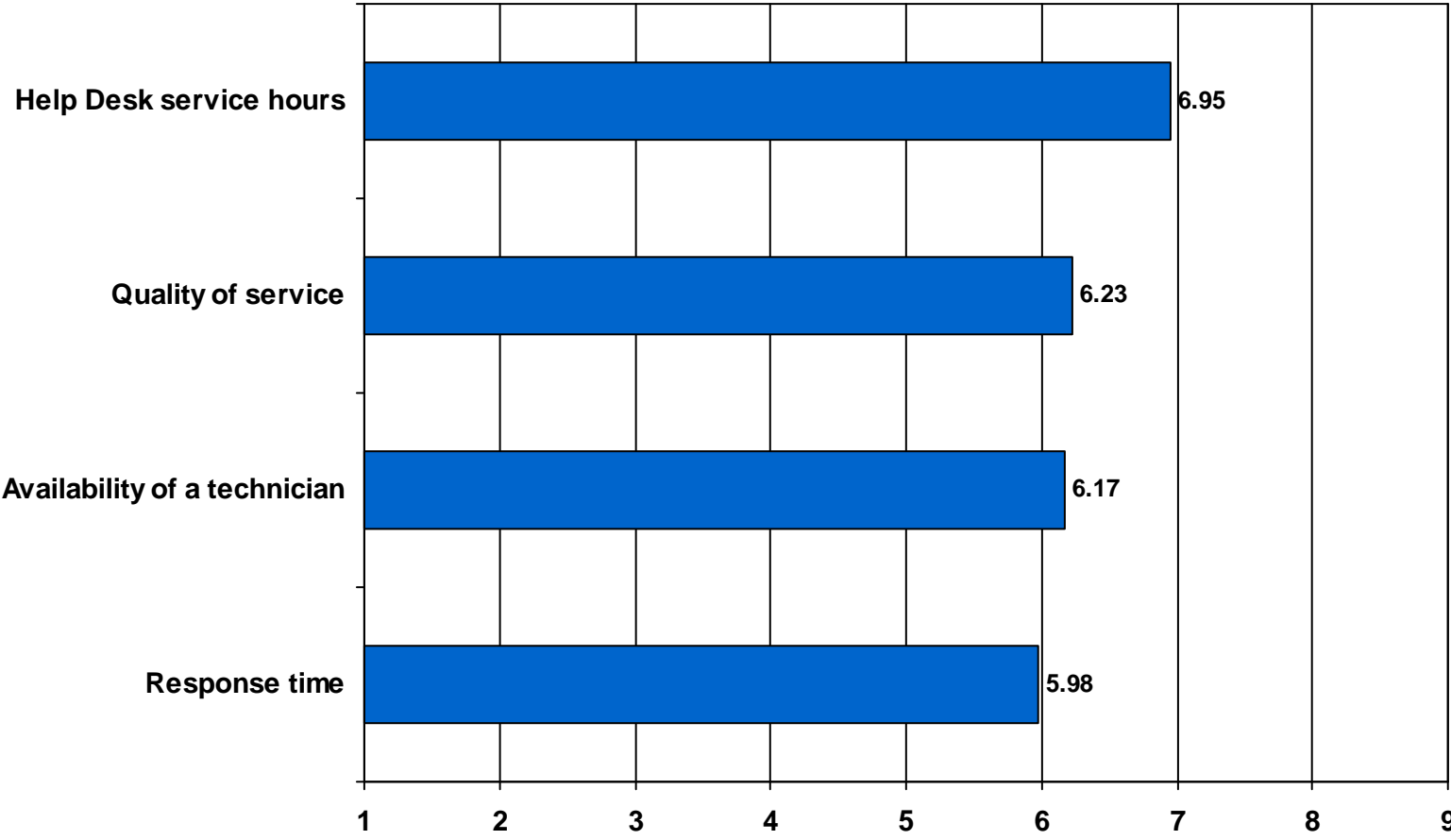
Please rate your experiences with WebCT in the following areas:



Average satisfaction ratings calculated based on a 9 point scale with 9 = Excellent, 5 = Good, 3 = Fair & 1 = Poor.

College of Southern Nevada Faculty IT Satisfaction Survey – 2007

Please rate the Office of Technology Services Help Desk in the following areas:



Average satisfaction ratings calculated based on a 9 point scale with 9 = Excellent, 5 = Good, 3 = Fair & 1 = Poor.

College of Southern Nevada Faculty IT Satisfaction Survey – 2007

Faculty ranking – order of importance:

- Reliability of the network *142
- Remote access to college technology and systems 140
- Improving Help Desk services 101
- Improving lab and classroom technical support 98
- Wireless access 98
- Increasing faculty technical training opportunities 93
- Improving technology-related communications 77
- Computer Replacement process 77
- Web-based self-service tools 51
- OTS involvement in software / hardware purchases 41
- Improving lab availability 40
- No concerns 25
- Personal Network storage 24

*Numeric values indicate the number of times this category was selected within the 285 surveys received.

College of Southern Nevada Faculty IT Satisfaction Survey – 2007

Conclusions and Next Steps:

- Every comment will be carefully analyzed by OTS management
 - Some will be implemented immediately
 - Some will be passed on to the appropriate VP
 - Some will be included in our long-term plans
 - Some will be considered not applicable
- The Web Advisory Committee is currently evaluating the CSN website. OTS will be providing assistance in addressing the navigation, look and feel, and provide guidelines regarding content.
- Faculty Senate, The Office for E-Learning, and OTS are reviewing ongoing issues with WebCT 6. A few committees are currently reviewing potential corrections and other products to minimize the impact to teaching and learning.
- The CSN network has been completely overhauled and throughout the spring semester new equipment for both wired and wireless access will be installed to improve reliability and accessibility.
- The replacement of computers (Resource Management Planning “RMP”), has progressed and as long as the budget permits, Phase II will begin this summer. Phase II includes some additional labs and classrooms, critical business/student services offices, and various faculty and staff machines based on the age of the computer.