

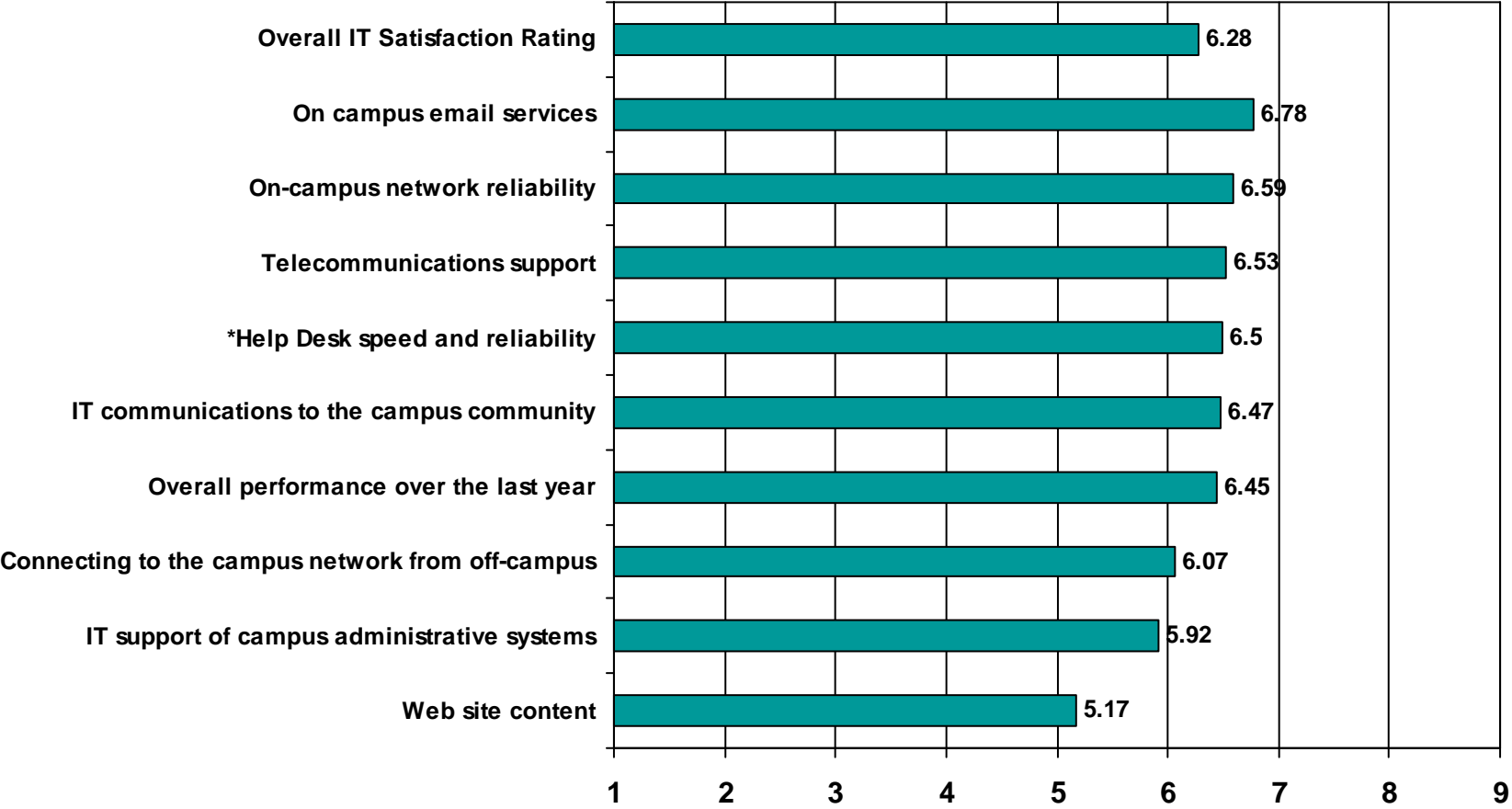


College of Southern Nevada Staff Survey 2007

Prepared by SunGard Higher Education Managed Services
Quality Assurance

College of Southern Nevada Staff IT Satisfaction Survey – 2007

Questions on the Staff Survey:

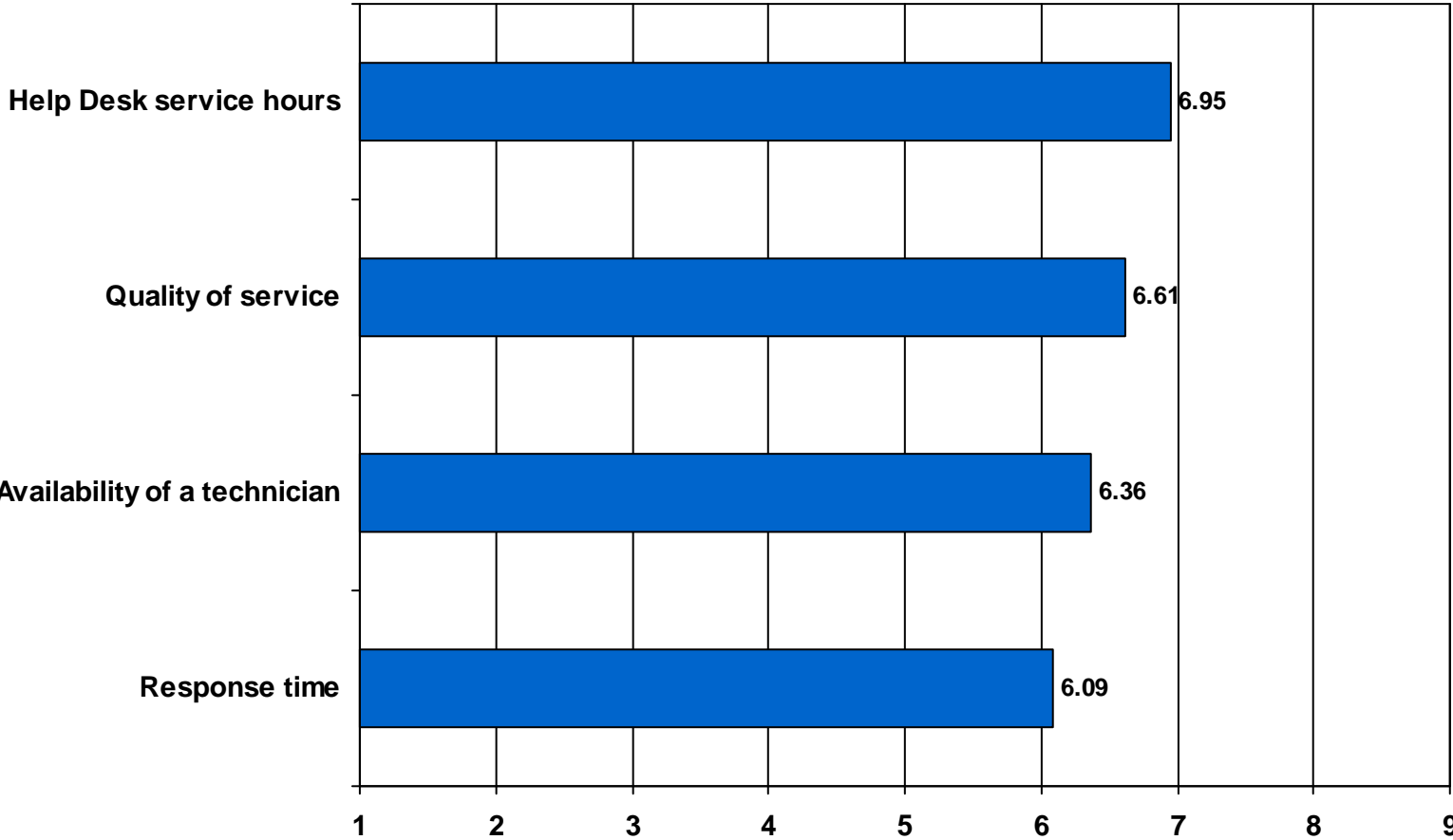


Average satisfaction ratings calculated based on a 9 point scale with 9 = Excellent, 5 = Good, 3 = Fair & 1 = Poor.

* This question is a compilation four categories displayed in the following slide

College of Southern Nevada Staff 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 Staff IT Satisfaction Survey – 2007

Staff ranking – order of importance:

- Reliability of the network *97
- Improving office computers 96
- Improving Help Desk services 79
- Remote access to college technology and systems 71
- Increasing staff technical training opportunities 67
- Improving technology-related communications to the campus community 56
- OTS involvement in software / hardware purchases 47
- I have no concerns 21

*Numeric values indicate the number of times this category was selected through out 209 surveys received.

College of Southern Nevada Staff 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

- While all Nevada schools await a new direction in its administrative system, OTS will continue to support the custom-built systems that CSN currently relies on. Request for enhancements to these systems will be evaluated before any change is scheduled.
- 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.
- 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.