Questions on the Staff Survey:

- Overall IT Satisfaction Rating: 6.28
- On-campus email services: 6.78
- On-campus network reliability: 6.59
- Telecommunications support: 6.53
- Help Desk speed and reliability: 6.5
- IT communications to the campus community: 6.47
- Overall performance over the last year: 6.45
- Connecting to the campus network from off-campus: 6.07
- IT support of campus administrative systems: 5.92
- Web site content: 5.17

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 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:

- **Help Desk service hours**: 6.95
- **Quality of service**: 6.61
- **Availability of a technician**: 6.36
- **Response time**: 6.09

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 throughout 209 surveys received.
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.