ITS Survey 2011

Respondents: 922 displayed, 922 total  Status: Closed
Launched Date: 03/25/2011  Closed Date: 04/11/2011

1. Are you NAU faculty or staff?

<table>
<thead>
<tr>
<th></th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>231</td>
<td>25%</td>
</tr>
<tr>
<td>Staff</td>
<td>691</td>
<td>75%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>922</td>
<td></td>
</tr>
</tbody>
</table>

2. Faculty services list

<table>
<thead>
<tr>
<th>Service</th>
<th>Used</th>
<th>Recommended</th>
<th>Unrecognized</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alfresco Content Repository</td>
<td>1.01%</td>
<td>1.52%</td>
<td>97.47%</td>
<td>198</td>
</tr>
<tr>
<td>Blackboard Learn</td>
<td>29.8%</td>
<td>17.17%</td>
<td>53.03%</td>
<td>198</td>
</tr>
<tr>
<td>Blackboard Vista</td>
<td>81.82%</td>
<td>8.08%</td>
<td>10.1%</td>
<td>198</td>
</tr>
<tr>
<td>Bonsai H: Drive</td>
<td>45.45%</td>
<td>11.11%</td>
<td>43.43%</td>
<td>198</td>
</tr>
<tr>
<td>Class Mailing Lists</td>
<td>63.13%</td>
<td>8.59%</td>
<td>28.28%</td>
<td>198</td>
</tr>
<tr>
<td>E-reserves system from Cline Library</td>
<td>52.02%</td>
<td>18.18%</td>
<td>29.8%</td>
<td>198</td>
</tr>
<tr>
<td>Grade Performance Status (GPS) System</td>
<td>40.4%</td>
<td>18.18%</td>
<td>41.41%</td>
<td>198</td>
</tr>
<tr>
<td>Jan PHP/MySQL Web Server</td>
<td>20.71%</td>
<td>7.58%</td>
<td>71.72%</td>
<td>198</td>
</tr>
<tr>
<td>NAU Gmail (Google Apps)</td>
<td>33.84%</td>
<td>19.19%</td>
<td>46.97%</td>
<td>198</td>
</tr>
<tr>
<td>NAU iTunesU</td>
<td>15.15%</td>
<td>13.64%</td>
<td>71.21%</td>
<td>198</td>
</tr>
<tr>
<td>Oak IIS Web Server</td>
<td>8.59%</td>
<td>1.52%</td>
<td>89.9%</td>
<td>198</td>
</tr>
<tr>
<td>Online Course Evals</td>
<td>66.16%</td>
<td>9.6%</td>
<td>24.24%</td>
<td>198</td>
</tr>
<tr>
<td>Pine IIS Web Server</td>
<td>2.53%</td>
<td>2.02%</td>
<td>95.45%</td>
<td>198</td>
</tr>
<tr>
<td>Scorer</td>
<td>7.07%</td>
<td>3.54%</td>
<td>89.39%</td>
<td>198</td>
</tr>
<tr>
<td>Sharepoint</td>
<td>24.75%</td>
<td>7.58%</td>
<td>67.68%</td>
<td>198</td>
</tr>
<tr>
<td>south LRC Teaching Classroom</td>
<td>10.1%</td>
<td>13.64%</td>
<td>76.26%</td>
<td>198</td>
</tr>
<tr>
<td>Subversion</td>
<td>0%</td>
<td>2.53%</td>
<td>97.47%</td>
<td>198</td>
</tr>
<tr>
<td>Survey Forms Scanning</td>
<td>5.05%</td>
<td>6.06%</td>
<td>88.89%</td>
<td>198</td>
</tr>
<tr>
<td>TIPS (Blackboard Vista Course)</td>
<td>25.76%</td>
<td>13.64%</td>
<td>60.61%</td>
<td>198</td>
</tr>
<tr>
<td>University Stat License: JMP</td>
<td>4.04%</td>
<td>6.57%</td>
<td>89.39%</td>
<td>198</td>
</tr>
<tr>
<td>University Stat License: SAS</td>
<td>7.58%</td>
<td>10.1%</td>
<td>82.32%</td>
<td>198</td>
</tr>
<tr>
<td>University Stat License: SPSS</td>
<td>17.68%</td>
<td>11.11%</td>
<td>71.21%</td>
<td>198</td>
</tr>
<tr>
<td>Virtual Lab</td>
<td>10.61%</td>
<td>8.59%</td>
<td>80.81%</td>
<td>198</td>
</tr>
</tbody>
</table>

Total Respondents 198
3. **Blackboard Learn Training**

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>34</td>
<td>17%</td>
</tr>
<tr>
<td>No</td>
<td>163</td>
<td>83%</td>
</tr>
</tbody>
</table>

Total Respondents 197

4. **Have you scheduled a course migration from Blackboard Vista to Blackboard Learn?**

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>61</td>
<td>31%</td>
</tr>
<tr>
<td>No</td>
<td>136</td>
<td>69%</td>
</tr>
</tbody>
</table>

Total Respondents 197

5. **Do you routinely expect your students to use computer labs in your College as part of course assignments?**

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>109</td>
<td>56%</td>
</tr>
<tr>
<td>No</td>
<td>86</td>
<td>44%</td>
</tr>
<tr>
<td>If so, please specify your department.</td>
<td>16</td>
<td>8%</td>
</tr>
</tbody>
</table>

Total Respondents 194

1. EPS
2. BBA - Yuma Campus
3. [No Answer Entered]
4. EECS (Computer Science)
5. Electrical Engineering and Computer Science
6. Sociology
7. Economics
8. History
9. Mathematics & Statistics
10. CECMEE
11. EE/CS
12. FCB-CIS
13. ENGLISH
14. Ed Specialties, but in Tucson, we have classroom wireless and use that as a virtual lab
15. Yuma Education
16. CSTL

6. What do you use as your primary computer?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop</td>
<td>515</td>
<td>60%</td>
</tr>
<tr>
<td>Laptop</td>
<td>278</td>
<td>32%</td>
</tr>
<tr>
<td>Tablet</td>
<td>3</td>
<td>0%</td>
</tr>
<tr>
<td>Sun Ray thin client</td>
<td>6</td>
<td>1%</td>
</tr>
<tr>
<td>Desktop and laptop approximately equally</td>
<td>48</td>
<td>6%</td>
</tr>
<tr>
<td>I do not have a primary computer</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>I do not use a computer at work</td>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>9</td>
<td>1%</td>
</tr>
</tbody>
</table>

Total Respondents 862
(skipped this question) 60

1. desktop at work, personal laptop when telecommuting
2. I have multiple computers that are each used often
3. My own machine with three displays.
4. personal laptop and desktop - I am off campus faculty
5. Imac
6. Use Tablet and Desktop equally
7. desktop at work, laptop for personal, both on campus
8. laptop on docking station
9. I also use my personal computer at home for NAU work

7. Where is your primary work site located?

<table>
<thead>
<tr>
<th>Location</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flagstaff Mountain Campus</td>
<td>726</td>
<td>84%</td>
</tr>
<tr>
<td>Distance NAU site (Yuma, etc.)</td>
<td>59</td>
<td>7%</td>
</tr>
<tr>
<td>Home residence</td>
<td>66</td>
<td>8%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>11</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td><strong>862</strong></td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. I carry it between my office and my home.
2. NAU Kohl's Building (across from Kohl's in Flagstaff)
3. Off campus - 555 W. Forest Meadows
4. two blocks off campus
5. Dorm
6. Office Space at East Valley Adult Resources
7. library
8. NAU-Tucson North
9. USGS
10. office
8. What operating system runs on your primary computer?

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Windows</td>
<td>690</td>
<td>80%</td>
</tr>
<tr>
<td>Apple (Macintosh)</td>
<td>155</td>
<td>18%</td>
</tr>
<tr>
<td>Linux</td>
<td>7</td>
<td>1%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>10</td>
<td>1%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>862</td>
<td></td>
</tr>
</tbody>
</table>

1. vista
2. I use Windows and Apple OSX equally
3. I use all 3 consistently
4. all 3
5. OpenSolaris
7. my system is bootcamped
8. Use MS Windows and Linux
9. Windows at work, Mac personal
10. Windows Vista

9. Please indicate which of the following mobile devices you currently use?

<table>
<thead>
<tr>
<th>Device</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cell phone (basic phone)</td>
<td>479</td>
<td>56%</td>
</tr>
<tr>
<td>Smart phone (combination phone &amp; personal digital assistant such as iPhone or)</td>
<td>322</td>
<td>38%</td>
</tr>
<tr>
<td>Device Description</td>
<td>Count</td>
<td>Percentage</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
<td>-------</td>
<td>------------</td>
</tr>
<tr>
<td>Audio/Video-only iPod or other mp3 player</td>
<td>222</td>
<td>26%</td>
</tr>
<tr>
<td>Internet-capable iPod (Touch)</td>
<td>109</td>
<td>13%</td>
</tr>
<tr>
<td>Personal digital assistant without voice capability</td>
<td>9</td>
<td>1%</td>
</tr>
<tr>
<td>iPad</td>
<td>89</td>
<td>10%</td>
</tr>
<tr>
<td>Android tablet</td>
<td>11</td>
<td>1%</td>
</tr>
<tr>
<td>eBook reader</td>
<td>95</td>
<td>11%</td>
</tr>
<tr>
<td>none</td>
<td>61</td>
<td>7%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>14</td>
<td>2%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>857</td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td>65</td>
<td></td>
</tr>
</tbody>
</table>

1. netbook computer
2. NetBook
3. Netbook
4. HP Tablet for field research, and a MacBook Pro at home
5. Nintendo DS
6. netbook
7. a palm
8. 2005 iPod Shuffle
9. Netbook
10. netbook
11. email?
12. old fashioned land line
13. paper and pencil
14. Nintendo DS Lite

10. If you use a cell phone, smartphone, or personal digital assistant, please rate how often you use the following features.

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Hourly</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Rarely or Never</th>
<th>Response</th>
</tr>
</thead>
</table>

### Internet Browsing

<table>
<thead>
<tr>
<th></th>
<th>Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet browsing</td>
<td>750</td>
</tr>
<tr>
<td>Email access</td>
<td>753</td>
</tr>
<tr>
<td>Text messaging</td>
<td>777</td>
</tr>
</tbody>
</table>

### Social Networking Sites

<table>
<thead>
<tr>
<th></th>
<th>Work</th>
<th>Personal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facebook</td>
<td>26.04% (219)</td>
<td>73.96% (622)</td>
</tr>
<tr>
<td>MySpace</td>
<td>14.63% (6)</td>
<td>85.37% (35)</td>
</tr>
<tr>
<td>Twitter</td>
<td>32.93% (55)</td>
<td>67.07% (112)</td>
</tr>
</tbody>
</table>
### 14. How satisfied are you that ITS keeps you informed of technical changes or problems?

<table>
<thead>
<tr>
<th>Satisfaction</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>173</td>
<td>21%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>397</td>
<td>47%</td>
</tr>
<tr>
<td>Neutral</td>
<td>226</td>
<td>27%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>37</td>
<td>4%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>10</td>
<td>1%</td>
</tr>
</tbody>
</table>

Total Respondents: 843

### 15. Do you find the following to be effective ways to stay informed on NAU technology issues?

<table>
<thead>
<tr>
<th>Method</th>
<th>I am not familiar or do not use</th>
<th>Very effective</th>
<th>Somewhat effective</th>
<th>Not very effective</th>
<th>Not effective</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITS Info Newsletter</td>
<td>27.05% (228)</td>
<td>27.4% (231)</td>
<td>35.71% (301)</td>
<td>7% (59)</td>
<td>2.85% (24)</td>
<td>843</td>
</tr>
<tr>
<td>Featured Items on the ITS web page</td>
<td>31.2% (263)</td>
<td>14.47% (122)</td>
<td>31.2% (263)</td>
<td>17.08% (144)</td>
<td>6.05% (51)</td>
<td>843</td>
</tr>
<tr>
<td>Periodic Inside NAU spots</td>
<td>20.52% (173)</td>
<td>36.89% (311)</td>
<td>34.99% (295)</td>
<td>5.46% (46)</td>
<td>2.14% (18)</td>
<td>843</td>
</tr>
</tbody>
</table>

Total Respondents: 843

### 16. Do you have any suggestions to improve ITS communications to you?

1. I tend to pay attention to email that is directed to me personally so I would say ITS should send email. Newsletters are too cluttered with non-pertinent information or the important information gets buried in articles and I don't have time to read through. An email with
bullets and links to additional information would be most helpful. Thanks.

2. texting is always effective for my office

   I want NAU to realize that our ITS team is really incredible. They are always helpful, even when they may not know the immediate solution to a problem, they work through it with you and figure it out. I feel lucky that we have such excellent support staff. thank you

4. no

5. no

6. I think the e-newsletter is best. I sometimes just glance at the Inside NAU. If I’m looking for IT updates, your newsletter is what I look at. The service interruptions are good, too.

7. When I call in, I would like (purged) to be polite and more helpful.

8. Any communication would be good. I don’t really get any for the most part.

9. I would like to see an upgrade on the OS I currently use at work. We are still running Windows XP and there is at least one computer in the office that runs Windows 7.

10. keep up the good work....thanks for all your help....

   When we purchased computers, it was not communicated that we needed to register the computers with ITS in addition to tagging them with property surplus. An automated email would be helpful.

11. Would prefer to read any news from a blog like area of the ITS site instead of a paper newsletter.

12. Emails are the best way to inform staff of anything! :)

14. No they do a great job

   My full time position is in IT support for (department purged). I love that I can refer to the ITS Info Newsletter when answering questions for staff/faculty (example: When will we get Office 2010? My answer: Last week’s IT Info Newsletter said….). Unfortunately, I don’t think many of the staff/faculty I work with are really taking the time to read them yet... I wish they would!

   My only issues have been with WebCT or Blackboard Learn issues -- which I suspect is not an ITS issue. Because the web class software is a computer issue, I sometimes wish that it was centralized through ITS. I think it would be more effective and easier to figure out how to trouble shoot when students are having problems.

16. If there are problems many people are dealing with, I’d like to receive some sort of email. Many times when I’m having an issue with something like my email not working, I will call and be told "Oh yeah, a lot of people are having that problem. We are working on it." If I knew it was more than just me and the problem was already being addressed I wouldn’t have to call and take up the time of the ITS staff.

   The ITS website is horribly designed. Search does not work, hard to find anything on the menu. For example, try to find how to connect your iphone using just search or browsing. It is hidden some wierd place that you have to ask people around who have iphones where it is. google.nau.edu is worthless too.
20. If you utilized the tech support people to deliver messages at faculty meetings, etc., the entire staff would receive messages from ITS. It is too easy to simply delete email messages from ITS when your schedule is hectic. I realize this probably frustrates you... but there it is...

21. I would recommend making an effort to use language and concepts that is common to those that do not work extensively with computers.

22. No, in the College of Business I believe we are very well equipped.

23. None, always been very pleased with the ITS support I receive.

24. Announcements sent to Deans, who then distribute them to faculty.

25. I've been in IT at NAU for nearly 4 years and am just finding out about these resources. Why is there not an introductory training for new employees, so that we don't have to struggle around in the dark, wasting time?

26. ITS frequently makes changes and does not announce them in any way, even through IT-PRO. Communications from ITS are typically politically motivated and not informative.

27. Because of the new security placements on the dana server and pine server for students to add website, I suggest eliminating the servers all together. Lessons I have use in my classrooms in the past for website development are now obsolete and can no longer be accomplished. I see not reason to keep spending money on such problematic servers that in my opinion support no one.

28. Policy changes that alter server functionality need to be communicated before they are implemented.

29. Word of mouth. Have advocates in departments who are provided with details not only on current issues, but future plans - maybe on a volunteer basis. Such people may be interested in participating if given some sort of incentive. These people can then pass on information that is pertinent to colleagues.

30. No, I'm happy.

31. Extended Campuses Quick Tips

32. Provide detailed solutions.

33. Macintosh compatibility problems are nearly uniformly ignored. The problem with attachments disappearing from emails on any Mac email program, unless I access it through the Iris web site, has never been solved. Many others have this problem, and we often miss attachments unless the sender tells us that one is attached so we go look for it on the Iris site. Our college computer person has brought this up to you also and no one claims to even know about it, yet many of us encounter it daily. It started with the change of outlook program last summer.

34. I know this may only be a few NAU employees in the larger picture, but support for Outlook on HP WebOs would be wonderful.

35. ITS Interest specific list serve or specific website that is actually kept up to date. Most content on ITS website is old and does not reflect what I hope is a modern IT department.

36. Strategic direction and progress updates for large projects is not easy to find. Tidbits of ITS projects show up in periodic newsletters, but that is one way communication and does not allow for feedback or interested parties to ask more questions.

37. Send newsletter via email.
37. More, shorter, less content dense newsletters. monthly possibly.

38. Be more clear and prompt with SystemsStatus messages

39. Doing a good job

   There should be an "ITS Status" page directly linked from the ITS site, that shows a simple dashboard view of all ITS-maintained systems: just green light, red light for every system (Mail, Peoplesoft, Vista, etc.). And maybe some indication of loading or response. The point is that we users out here often wonder when some symptom develops...and have to call ITS to find out that something is wrong. Or we assume that there is something wrong...when really it later turns out to be a problem at our end. A simple one-click overview of all systems status (that is UP TO THE SECOND maintained) would be a great little resource.

40. The ITS website is not very user friendly. I suggest a make-over. For instance, finding the ITS store was unnecessarily roundabout.

41. E Mail info

   A better refined web presence based of services ITS provides.

   emails still work great - if not to the point of feeling like I was being bombarded with non-pertinent information. So long as they are infrequent and somewhat relevant to a wide audience - mass email is good.

42. Not at this time; I have been satisfied with ITS support.

43. Email works just fine.

   It would be helpful to have a seamless IT help desk ticket system, regardless of campus site location, for submitting IT help desk tickets rather than a different web-page or administrative process for those in offices statewide. Maybe the ticket system could include a drop-down menu for campus location for use in routing tickets to the appropriate IT staff member responsible for IT support to the respective statewide office could be used.

44. I use the ITS line and such, but not so much for feedback, referring to previous question.

   I really prefer to get all my news through Inside NAU. It's sometimes hard to read through multiple university publications and so at peak times it's a bit harder for me to get to read the ITS newsletter. I like the format of the Inside NAU newsletter and find it to be extremely efficient in delivering important news and featured items. I generally don't go to the ITS webpage at all. I try to read the ITS Info Newsletter, but I'd love it if you just fold that information into Inside NAU. It would be much more efficient for me.

45. The layout of the ITS homepage is somewhat confusing, as it continues to use html/text. I would strongly recommend a renovation of the ITS page with a stronger, more controlled and unified layout scheme. Important items are placed at the header of the page; however, they are lost in the other graphical elements of the page. The Newsletter is certainly informative, but once again, information is lost in its layout.

46. Thank you for asking for input. I find there is so much information on updates and upgrades that I get lost in keeping up with it, so the INFO letter and Inside NAU letter (via emails) have been the most helpful to me.

47. How about a digital "board" specifically for ITS news? An inexpensive monitor near our mailboxes rather than attachments or emails in our in-boxes. I often "delete" many emails as I am often in a rush. A physical monitor might be a better way to organize information without overwhelming our boxes. I know that I tend to read hardcopy more than digital news as I can read the hardcopy on my way back to my office.
53. I am very satisfied with ITS at NAU. Not just the services themselves, but the delightful staff. Always a pleasure to work with them.

54. The main NAU page has a rotating, random 'main link/picture' thing... could that be used for IT highlights at all? The main ITS page gets outdated quickly - for example right now there are two items from Dec 2010 and Jan 2011 that are completed.

55. I don't look at the newsletter too often, I don't have time. With email I would view the regularly.

56. The Info Newsletter could use some serious redesigning. It's straight outta the 90s.

57. Cannot figure out what is going on with sophos anti virus program expiration. Usually, info is clear. Not this time.

58. No suggestions. I think your communication is pretty good given the over-information culture we live in.

59. As a graduate student in the (Purged) department, I often need to log in quickly and work on or print something using the computers in the (purged) Room.

60. Email is probably the best. If I receive an email from ITS I read it. I only skim the newsletter, web page, and Inside NAU and don't always read every article.

61. Sending e-mails seems to be the most effective way of communication.

   You should stay on top of fraud---as in getting the word out. My girlfriend got jacked by a mock ITS email urging a password change. I know others this has happened to.

   Several ITS outages seem not reported at MyNAU/Portal when they are happening. Others are. A little more transparency, please. Staff and Faculty rely on you to service students even at home on weekends.

   Other than that, fantastic job. I think you guys are doing great work keeping the school running.

   I've noticed that a lot of the html info gets blocked in Outlook, and I don't typically take the time click on permissions to let it go through and just delete the e-mails. You might consider using text only.

62. Perhaps an email blast when there's something significant or urgent.

63. No.

64. i DO NOT like having to continually log into your webservice every time i want to check my email and i DO NOT like having to change passwords
I am on the IT-PRO list and the ITS-Service-Interruptions list, so I get plenty of ITS communications. ;-)

I think the IT department is very communicative, very responsive and very friendly. Thanks for supporting us!

Usually I receive the most accurate technology-related information via email from our college’s IT staff. That personal connection makes me much more likely to read the email messages rather than a generic newsletter or seeking out the ITS website on my own initiative.

Nope, I am new and still finding out about ITS

I’m not very concerned about most NAU technology issues, so I’m fine with only receiving updates that are relevant to me, which I think IT does an excellent job of communicating. I receive the newsletter through email, but, to be honest, I never read it. Also, I don’t check the ITS web page, unless I need to find contact information.

I like that Business Objects sends an email every time the system is down. I do not know if your system is down a lot but I am thinking that maybe you can send an email when there is a change in service or opportunities. Waiting to have several changes to send the email results in either a long email or a long newsletter that not many people read.

When you send an e-mail, I have to choose to ignore it. If you put something in Inside NAU or (worse!) on the ITS web page, I have to look for it. So I like something e-mailed.

It seems the website could be used more effectively with a better information architecture.

ITS outage information is too much like a "grab-bag." More sophisticated ways of parsing systems, etc...would greatly help filtering to get to just the data you need.

No.

No sorry.

If you could make my job less busy I would have more time to read the ITS Info Newsletter in entirety and I would have more time to experiment with new things. I was not aware that featured items were posted on the ITS web page. I will have to look for them.

No.

I think using the portal emailing system would be more affective. I think more people check their email than the ITS website in any given week.

No. Help via phone for teaching staff very helpful

please update the ITS webpage - when I need info I find it VERY difficult to navigate.

I appreciate our technology and the knowledgeable staff.

I like to be able to call and talk to a person when I’m having a problem and ITS does this magnificently. Thank you.

No suggestions, just a comment that you staff are always friendly and very helpful. They are terrific actually in helping with problems. Knowledgeable, polite, very kind. Some of the time, most of the time probably, many of my questions are pretty simple and dumb, but they always are polite and take the time to help me work through the issue.

FYI I will be taking the tutorials on Blackboard Learn soon.

E-mails are the most effective way of communicating to me.
Then, don't check the ITS website regularly to see what featured items may be posted there.

Collaboration with clubs such as ACM and IEEE?

f2f communication would make a lot more sense to me. If someone could periodically stop by and update me on what is changing so I feel prepared rather than finding out when a project is completed, it would have more impact and I could be of better service to my constituents. (And, of course, I use the term "me" loosely. Come to a dept. meeting. They are usually scheduled on a regular basis.)

I wish we didn't have so much "stuff" added. My computer runs so much more slowly than it used to.

If you don't know someone's email address and use the TOO button to find it, it is very hard. Sorting by first name and then middle name is completely dysfunctional. If someone's first name is Bob and you don't know their middle name, finding their last name is so hard as to be useless. Why not sort by last name like most other things use?

Not at this time.

NO more hard copy newsletters. Switch to paperless for all. Get rid of decentralized IT people in specific colleges. I NEVER use them as they are unable to provide support. Centralize everything through ITS.

Include me in relevant meetings where technologies that effect me (Cline Library, staff member in general) are discussed.

Website that just has phone numbers for help.

Training sessions for off site faculty or field supervisors

You all are doing a fabulous job!

You provide an invaluable service. The moment I have a difficulty, I can call ITS and your representative solves my problem, every time. Every representative that I have contacted has been extremely proficient.

I'm "overcommunicated" if such a word exists. If I need help, I look for it. Otherwise, have little time for general campus news unless it impacts on my job.

N/A

I have contacted IT about looking at and/or replacing the printer in my office (SBS West 237). I have not received a response. Normally IT is good about communicating with me, but sometimes it seems that a few of the issues go unnoticed and unresolved.

Difficult task (communication) especially with rapidly changing technology and variability of knowledge and ability among users. A quick check of the ITS site under information-training shows lots of available resources already in place. Maybe an "ask a question" forum feature. Although I list campus as my main work site, I do a lot of work at home outside of normal work hours, and the computing environment is then less supported. More information (if not formal support) would be helpful.

The ITS Website is not very user friendly. I find things very difficult to find there.
Planned updates and upgrades, specifically to servers providing domain access and other critical services should be communicated far in advance. These notifications should include information about how the changes may affect end users of the product or service. The actual upgrade needs to be fully tested (within every supported computing environment on campus) and if ITS is not capable of completing this task on their own, IT Pros should be involved in the process.

For question 2, there were some items that I was aware of but don't use or haven't recommended, but I had to answer each question, so I clicked unrecognized. There should be another option for responders to the survey like Aware of but not Used.

BbLearn is very frustrating because we have gone backwards. Please convey to Blackboard Learn that they need to update their system to incorporate the more advanced features of VISTA. I no longer have any motivation to make my online courses visually informative and more developed.

I am interested in knowing more about technology/policy changes that impact groups of users, systems, etc. and having ways to provide input that may more frequently result in improvements to processes. Changes with affiliate categories and processes is one example.

Through my NAU page

No.

Keep the status page updated more frequently and more completely. Also it used to be easier to find.

Amp up the frequency of the newsletter, and include answers to frequently fielded questions re: previous Info items.

Weekly updates via e-mail.

no

add its info to inside nau layout, perhaps "technology tidbits" etc. an its section to keep people updated

You're the BEST!

I tend to call the helpline when I need help with a specific problem. I REALLY like working with an NAU employee that I can also meet in person. ITS staff have been very helpful on several occasions. They really care about meeting students needs no matter how difficult the task may end up being.

save your money and stop printing the color newsletter, no one reads it!

I would be willing to follow an ITS Twitter feed for important updates (excluding service outages, that would be too much)

no

Advertise available trainings on Inside NAU.

Focus on what is really a important feature in emails that relates to segments of the population of NAU. So, target faculty who use statistical analyses as part of their research or teaching with information that directly relates to this segment of the NAU population.

Send out newletters monthly

Direct email.
130. Send me an email with the fewest words possible to convey point. If I am interested/information applies to me, then I can get into the detail.

131. I usually just speak with the Department’s IT person. I am not at all familiar with the services IT provides. Is there any kind of a pamphlet or other manual of IT’s services?

132. Direct, targeted emailings

133. Address “what this means to the user” rather than just stating facts.

134. I would like to be informed of email, internet, or server issues without being on a listserv that spams me with too much information. Thanks!

135. no

136. e-mail

137. No

138. What about a short weekly e-mail blast with the high points?

Have distance learning actually have access to technology in all sites!!!
We are fire-walled at some of the high school sites and this doesn't provide equal access to technology for our students.

Try to get some kind of visual and in time learning (ITV gone; what’ replacing it?) so all students can learn from interactions not just typing on a computer and reading text or viewing videos!!

139. Have some on-site instruction for faculty as tech changes so often and we are not up to speed.
Get funds for travel and have a one or half day training for us (distance instructors) and tenure track faculty.
Thanks!

Also, give us a specific place to go to when we re trying to get our IPADS and IPHONES linked to NAU’s outlook system without having to go to the APPLE store.

140. You have been helpful when I have a question. However, it’s finding the right question to ask.

141. I think the ITS Service Interruption on the portal is too technical and broad for non-technical staff. I used to subscribe to the email and found it to be excessive. You might try to split out areas so end users can opt into areas of concern. LOUIE, BOXI, network outages by campus, etc.

142. ITS needs to be more accessible to everyone, not just those of us who are computer savvy. There is a sense of impatience with those of us who aren’t in love with computers.

143. Sending Direct Emails for student related information such as outages and available technology and resources would be very helpful for instant information.

144. I think the website could be improved so that when I do have issues I can find help more efficiently.

145. E-mail works best for me. I check it every time I log onto my computer.

146. Emails of upcoming changes would be good because of busy schedules sometimes forget to check the website.

147. keep up the good work!! Please keep help desk line!!!!
Email when major changes occur and phone calls when personal or content related changes occur (i.e. changes to access to email, web space, etc.

Posting things on VISTA or NAU Portals...most visited sites by students

ITS newsletter does not consistently come to my mailbox. Could it be sent electronically instead?

I was happy to see an ITS newsletter - this is a good tool to communicate.

make services available more hours

Sorry, no.

No - just be selective on what gets sent out...."not too much, not too little."

I work for a unit that does a lot of in-house web development and information systems/web support. We find that ITS makes a lot of unilateral decisions concerning web/network services we rely on, and takes action with little or no advance notice. Many times, this has caused us to scramble to fix or restore services, and this gets very old after awhile. I don't see any substitute for keeping thorough notes/records of services/resources that you manage for other units, and current contact info for those units. Before you make a significant upgrade or other decision regarding those services, you need to contact all stakeholders well in advance. Putting info out on e-newsletters and web pages and the like will not cut it.

NONE

Just keep being there when my students need you and when I need you and all will be well. That has been the greatest gift of all. Thank you for all your hard work and so far, you have always been there when I needed you. I will need to learn the Bb system next so I hope my good fortune continues! Thanks again, (purged), NAU SELECT, Adjunct Faculty

More readily available contact information options for ITS.

Not as it pertains to my specific work-related technology. As for intradepartment communications, that is a different opportunity.

Post notices on the NAU Portal Page--more than outages?

I have never received any communication from ITS.

I think emails are the best way to get information about ITS topics for me. I would also like to be better informed about where to go, who to call with questions on different topics.

I am new to NAU so I am not familiar with a lot of avenues at this time.

No. We have our IT staff at the Fronske Health Center.

e-mails

I read the Inside NAU every week. If you are to catch my attention, it is best to do so there.

Weekly friday Inside NAU Newsletter to include classes with ITS coming up for the month and week

My stepdad solves my computer problems, but the internet here sucks
169. Faculty-Staff listserv

170. The emails you send is what keeps me informed. I don't know if what is listed above pertains to the emails. Email reminders to check the web sites for new info would be helpful.

171. The ITS Info Newsletter needs to be formatted for easier reading.

172. No suggestions - ITS is always very helpful

173. As a Principal Lecturer with an almost coninuous teaching schedule every day except some Fridays, I will need to know how I can find time for training in the new system which will replace VISTA. Please let us know when the training starts and how to fit the hours needed into our schedules. Thanks.

174. no

175. I actually would prefer an email message with a single news item.

176. send email's of courses that are offered on vista, powerpoint, excel etc.

17. Please indicate your level of satisfaction with the following ITS services.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Did not use in the last year</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution Center Phone Support</td>
<td>43.03% (349)</td>
<td>30.33% (246)</td>
<td>8.51% (69)</td>
<td>0.86% (7)</td>
<td>0.86% (7)</td>
<td>16.4% (133)</td>
<td>811</td>
</tr>
<tr>
<td>Desktop/Laptop/Mobile Computer SOS Trouble Ticket Support</td>
<td>18.99% (154)</td>
<td>22.19% (180)</td>
<td>10.97% (89)</td>
<td>1.73% (14)</td>
<td>0.74% (6)</td>
<td>45.38% (368)</td>
<td>811</td>
</tr>
<tr>
<td>Wired Network Speed and Reliability</td>
<td>27.99% (227)</td>
<td>33.42% (271)</td>
<td>12.08% (98)</td>
<td>3.82% (31)</td>
<td>2.47% (20)</td>
<td>20.22% (164)</td>
<td>811</td>
</tr>
<tr>
<td>Wireless Network Speed and Reliability</td>
<td>14.06% (114)</td>
<td>27.87% (226)</td>
<td>16.65% (135)</td>
<td>8.01% (65)</td>
<td>5.67% (46)</td>
<td>27.74% (225)</td>
<td>811</td>
</tr>
<tr>
<td>Accessing the Network from Mobile Devices</td>
<td>8.75% (71)</td>
<td>20.22% (164)</td>
<td>13.07% (106)</td>
<td>4.44% (36)</td>
<td>3.33% (27)</td>
<td>50.18% (407)</td>
<td>811</td>
</tr>
<tr>
<td>Exchange email, calendaring and collaboration</td>
<td>26.39% (214)</td>
<td>36.5% (296)</td>
<td>13.69% (111)</td>
<td>4.32% (35)</td>
<td>1.85% (15)</td>
<td>17.26% (140)</td>
<td>811</td>
</tr>
<tr>
<td>Telephone features and function</td>
<td>16.89% (137)</td>
<td>36.74% (298)</td>
<td>19.85% (161)</td>
<td>4.93% (40)</td>
<td>2.1% (17)</td>
<td>19.48% (158)</td>
<td>811</td>
</tr>
<tr>
<td>Telephone support service</td>
<td>24.29% (197)</td>
<td>26.76% (217)</td>
<td>14.8% (120)</td>
<td>1.23% (10)</td>
<td>0.62% (5)</td>
<td>32.31% (262)</td>
<td>811</td>
</tr>
<tr>
<td>ITS Technical Training</td>
<td>10.23% (83)</td>
<td>16.28% (132)</td>
<td>17.76% (144)</td>
<td>2.71% (22)</td>
<td>0.99% (8)</td>
<td>52.03% (422)</td>
<td>811</td>
</tr>
<tr>
<td>Webpage and database project support from WebTech Team</td>
<td>5.8% (47)</td>
<td>10.48% (85)</td>
<td>15.04% (122)</td>
<td>1.73% (14)</td>
<td>1.85% (15)</td>
<td>65.1% (528)</td>
<td>811</td>
</tr>
</tbody>
</table>

Total Respondents: 811

(skipped this question) 111
18. If you entered Dissatisfied or Very Dissatisfied to any items above, or if you have suggested improvements, please explain why or include them here.

Total Respondents 215

(skipped this question) 707

the speed is a difficult question to answer because it could be related to my desktop and not
the NAU network. I support my department's web page and I have to go through the
marketing folks. they are great but I would like to see more proactive support from
someone!

1. need more in person computer classes.

The wired network speed up here in the Union is painfully slow. We only get a 10Mbps
connection, (I assume) due to the old wiring here. This is often times frustrating in a
computer support role, as the job frequently requires moving large files over the network.

2. phone system is very outdated

3. I didn't know ITS had a WebTech team.

4. You used to have rotating, ongoing classes on so many topics. Now it’s often difficult to get
training.

5. Very Satisfied about Solution Center Phone Support: They are kind, patient, and treat me
with respect. Thank you!! Please pass this on to them.

6. Exchange goes down frequently, and I’m not a big fan of the calendaring service since it only
works well with Outlook. Outlook is overbloated, chunky, and a pain to use. Sharepoint?

7. Ugh. The telephone voicemail system is very painful to use, so I totally avoid it. I would
rather get voicemail via email, like Google voice.

8. I don't have funds to pay for webpage and database support.

accessing the network to set up e-mail to be sent to a smartphone is difficult and not user
friendly at all. I have set up all my other email accounts on my phone except my NAU one,
the most important one.

Wired network speed is slow and choppy on thin clients.

With phone support it just depends on who answers. Most of the time I just hang up and call
back depending on the person who answers. The new SOS trouble ticket system is one of the
worst things I have experienced. I used the old system since it was easy to use, but at this
point with the new system I just call in any problems. The new system is just horrendous,
clunky, very user unfriendly, and a complete waste. If you make a mistake you cannot easily
change the info, etc. The wired network is horribly slow. My wireless network at home is
faster. The wireless network is an absolute joke. The majority of the time you cannot
connect. Even if you do the browser terms page will not load.

9. I would like to be able to run MS Outlook on my personal PC without having to VPN in to the
network.

10. The support is good, but the SOS system itself is not an easy system for the users and
developers to use...

11. My network speed is slow but I think it needs to be updated.
I love Lynda.com, but still wish there were other technical training opportunities for those of us outside Flagstaff.

Cell phone signal and NAU wireless are very inconsistent in Bury Hall.

I am in Tucson and our Cisco phone system is clunky and frustrating. It is mainly the voice menu options that are a pain in the butt. They work but are not very intuitive.

Every time I have called the support desk, many of the employees have been rude or not very helpful.

Neutral on speed only because Rolle Activity Center is slow. All the rest of the places are very satisfied with the wireless ntwk sped and reliability

Ringing the x1511 line is always a bit of a chore because typically the people are not friendly and also almost never assist with the issue, instead they just forward me to another office.

Extended Campus employees would really love more training for all technical services.

We need stronger wireless all over campus. I can't access wireless from inside Liberal Arts.

Since I'm on a mac, I use Entourage and it seemed that every time there was an update made on the backend it would mess up my email access. Often, when I called one person, they would tell me about a long, inconvenient workaround, which I would do for a few months. Then, when I would complain about it in front of our IT guys here, they'd fix it. Seems there's inconsistent information between the ITS staff and/or problems have been fixed but no one tells me. Probably gets down to a break in internal communication.

We were given laptops for office use at Prescott and Verde Valley campuses. They are primarily for power point presentations, but we were also trying to at least log in and connect to the internet so we can use them to get some work done when not in the office. They don't really work for this use and we have repeated problems connecting and logging in.

The new phone voicemail system is cumbersome and not as user-friendly as the previous system. In the past it was not problem now to retrieve VM, I now dread getting voicemail.

I am only dissatisfied with the voicemail on the phone. It is cumbersome and takes too long to access.

Please offer cordless phones to the NAU community. The cord on my phone is a jumbled mess and must be constantly straightened out.

Office Communicator is great however half of the couple hundred contacts I have around campus do not use it because it slows their computers down, or so they have told me. Too bad departments don't have the money for newer machines so all the software can be utilized. In regard to the last two items in the above list, what technical training and what webpage and database support? How do we get on those lists?

Wireless around campus is spotty and slow, in Gammage it is not dependable, and we have seen the same thing in other meeting locations around campus (specifically the Health Professions building).

could not set up NAU alerts on a pre-paid t-mobile phone - gave up

It's a web of who has authority to do what (ITS main, ITS designated staff within the college). We were encouraged to use e-Llluminate, but when problems arose, the SBS ITS staff indicated it was an NAU IT problem, NAU IT said it was an e-Learn or sBS problem. No one would help me resolve the problem and I was left frustrated, and worse, with a room full of frustrated students! It's often the same with laptop issues. Faculty members should not have to waste valuable time sorting through a tanged and unclear web of ITS organizational structure or get bounced around from office to office when seeking help. It's incredibly frustrating and also inefficient!
32. What WebTech team? What SOS trouble ticket support?

33. (edited) is the best in assisting employees with telephone issues.

I indicated very dissatisfied for webpage support because it is very unclear what support is available. Many departments need considerable help with their webpage design, particularly those within CEFNS (excluding Forestry, which has an easy to navigate site). In my opinion, the templates and design for NAU’s websites are often not user-friendly and do not present a suitable public image for the University.

34. Outlook Sucks ... you can't search your mailboxes without the Windows search tool installed, and that thing eats up the remaining cpu/memory that Sophos hasn't taken.

1) The Solution Center is rarely on top of things, and does not support many important tools. It would be more efficient to shut them down and provide support services for everyone from the much better run Student Technology Center.

2) The privacy policy for using privately owned smartphones on the NAU network is far too extreme. This policy should be relaxed so that people who choose to use their personal devices for NAU work are encouraged to rather than discouraged from doing so.

3) Besides the fact that it’s not efficient to have to faculty and staff on one system and the students on a different one, the students, with their Google Mail, have a better, cheaper system than the faculty and staff! Microsoft’s proprietary Exchange system is expensive, complex and counter-intuitive.

35. It's a mixed bag with ITS support. Some people are very helpful and some are not.

36. When using wifi- especially in the health professions building, IT IS TERRIBLE!. Download speeds are ridiculously slow.

37. Wireless access is a real pain. I use it constantly to teach in the classroom, and do not like to go through the NAU 'splash' page every time. Seems like if I am using a NAU computer, there should be some way for the system to recognize my MAC address and get me directly into the system.

38. The trainer had not previously gone through the material. He did not know how to troubleshoot. It is essential that trainers do the entire program as a student before trying to teach it.

39. We do not have wireless access in Yuma. I should also point out that our phones are subcontracted out to the local college.

The wireless network isn't reliable in many buildings, most times I can connect but often it is so slow that it isn't worth using.

Accessing the network from my mobile devices is a pain because it requires the VPN in my building so I have to turn on the VPN and wait for it to load. Whereas if I use my smartphone's plan i would already have the information or site that I was looking for loaded.

40. Exchange mail and calendaring is not reliable for Apple users. Even when using the new 2011 Outlook for Mac. When sending mail to a list, I have to go use the OWA web interface or reply to an earlier email. I was told this is because Outlook2011 changes the email address to a link and the lists mail server doesn't recognize it as an email address, no solution has been found beyond what I mentioned above. Also, on the calendar side it does not always put events on my calendar, I was unaware of a meeting with my director because the calendar system just lost the invitation before it got to me. Exchange needs work to be reliable for EVERY staff/faculty member.

41. Telephone features - still difficult to change vm ail for out of the office
The telephone only shows the extension not the person's name so you have to try to memorize everyone's extension. I also think the menu is very redundant since it have to keep hitting 1 to actually get to a menu to hear my messages. I much preferred the telephones that we had at the other school I worked. These phones seem like they're from 1990.

Our internet access from the office is slower than my wireless at home (through the phone!). Email problem described on previous answer.

It is my understanding that VPN is required to be connected to use my mobile device. Mobile VPN is difficult to setup and very inconvenient when I want to check something out on the web from my mobile device while on campus.

While Microsoft Exchange/Outlook is fairly standard and easy to use, I personally would like the option to use the Google Apps client for email and instant messaging. I benefit from some of the productivity enhancements Google provides and find the Google interface and notification controls to be less distracting in my daily work.

The technical training provided by ITS seems a bit shallow, but is better than nothing. I would be interested in meeting some ITS staff, understanding what their job is, and perhaps having some one-on-one time. I don't think this would be a common request from most employees, but for employees who have aspirations of working at NAU for a career and moving around between departments, ITS could better present itself to potential employees and put a good foot forward in addition to understanding how ITS is perceived from outside the department.

It is impossibly difficult to access NAU email from a Droid series phone. I have given up trying.

The new voice mail system on campus has lots of features, but it takes 3x as long to change your outgoing message, status, or simply to retrieve voice mails. The systems is repetitive and redundant in some areas, you can't bypass some menus that we all hear 4 times a day, and if you manage more than one mail box, there's no simple way to change mail boxes on the same call, again tripling the time it takes to do simple tasks.

Calendar is still not entirely reliable. Also wish calendar had ability to display to-do items in calendar view rather than having to switch to task view. Don't like how calendar items disappear from calendar if you decline a meeting.

My telephone is ridiculously old. Hate that I have to listen to all options before the phone will accept my input. It's a nasty relic.

I recently switched from a Droid Incredible to an iPhone, but had several occasions where I had to contact ITS to reset my work email on my Droid. My most common error was in syncing the calendar, but if I deleted the account on my phone and reinstalled it, it usually worked for a week or so.

There are several building in which wireless internet is not provided, including my office, the Liberal Arts building, and the Beaver street building.

System access very slow

Wireless is sometimes unreliable. Accessing wireless from my mobile device is annoying- it switches between different networks and makes me re-login to ResNet each time. I wish the whole campus could be on the same network rather than having each residence hall on two separate networks.

The voicemail system is way too complicated, the things we most need to know are not printed in any obvious way on a cheat sheet or online.

It takes forever to get anything done once the program is built then that is about it i have repeatedly asked for things to be done and they take forever if they even get done. It gets very frustrating when you need something and never get it.

file server (kashyyyk) access is slow due to ethernet limitations
57. Wireless is unreliable

58. WiFi is spotty and entirely unreliable.

59. We do not have enough support for changes to websites. It always seems out of date.

   Exchange calendaring and collaboration is so limited and inflexible (e.g. what about colleagues off campus) that I've just switched to other solutions.

60. Telephone features are ok...for 1990 era. Couldn't we get visual voicemail...things that are becoming standard on simple cell phones. Integrate the phones with my desktop environment!

   Suggestion: Better training for your staff.

61. When I called about problems with vlab and remote desktop the only answers I got were that the staff either did not know or that I should call someone else.

62. The phones are a bit outdated, there is no call-log to re-connect with people if the call gets lost. Also the VM process is unnecessarily long to get to your messages.

   Accessing the network for a mobile device (my iPhone) is a pain in the butt when connecting to the dorm networks. When I am in any academic building, all I have to do is click yep I agree and I am connected to the network. When I am in my apartment on campus I have to wait for the log in screen to pop up (which most times it doesn't so I have to do it manually) and then log in with my dana id and then my phone tells me it cant open the page because it doesn't have access to the network. You should make this universal and allow us to just click yep I agree. I think this would make the process a whole lot simpler.

63. I live in Mt View Hall and from my room I cannot use the wireless internet, if I am not plugged in to Ethernet, I cannot use the internet.

64. Exchange calendaring is not a comprehensive corporate calendar. I have run into more bugs and glitches in the calendaring system that it cause me a lot of extra work.

   Our increasing reliance on Windows technologies, while probably the path of least resistance, is expensive and does cause problems for the non-Windows computing community at this University. A large amount of time and effort is spent getting the non-Windows computers to interact properly with the Windows infrastructure here. Besides, we are a University. I feel we should be embracing and encouraging diversity in every realm, including computing technologies.

65. Wireless does not work in all areas of our building reliably.

66. Exchange does not always play nice with third party mail clients.

   The exchange email, calendaring does not work well with the Mac OS. When using wireless in my building, the strength of signal in my office is very weak and slow. When I bring in my laptop from home to the office, I have the same problem with connecting seamlessly.

67. I would love to be able to participate in some training but need to be able to complete it online.

68. It is very slow to get Outlook loaded.

   Microsoft Word and Microsoft Outlook have a lot of limitations and problems. I wish there were better programs. I really liked Oracle for calendaring. I realize that these are just wishes and that really great word processing programs and/or mail/calendaring programs for PCs may just not exist in the real world.

   Some of these items I marked neutral but really I just don't know about them.

69. While I appreciate being able to use the web to access voicemails, this latest system did result in some lost functionality. You cannot * through someone's phone greeting to leave a message...the system doesn't update your greeting as it should when you've returned from vacation...and it's time-consuming to listen to so many command options.
The Wireless Network in the academic buildings in which I work does not provide complete coverage, as is the issue in the ResHalls. Since ITS implemented the dead spot recovery plan, dead spots have been located and remedied. However, network coverage will go down unexpectedly even when NetStat reports that the B and G networks are sending data. On a positive note, the PBX system that NAU uses for telephony is useful and is a strong and effective way to communicate between departments and offices.

In regard to "Accessing the Network from Mobile Devices," I should be able to register my mobile devices so that the devices connects to the network without having to agree to the terms of services each and every time I need to access the network. Also wireless network access is unreliable, if not nonexistent, in a number of locations (e.g. Liberal Arts).

Need more help with web maintenance on departmental site.

I don't use ITS directly. The department I work for has a staff of 3-4 full-time computer tech staff who work on our office computers directly. They are the staff I work with on a regular basis.

I hate the new voicemail system. Too much repetition, too long to get to messages.

Would like to know about website support. Have given up trying to update my page using department software (dreamweaver)

My wireless connection in the School of Communication (bldg 16) is awful--massive delays before anything loads, etc.

The wireless coverage in Adel Math Building is extremely flaky, often fading out or disconnecting without explanation and rarely climbing higher than 2/5 bars of strength.

Speed seems slower than expected at times.

Even after the banning of Personal Routers, I still cannot get reliable access to the wireless network.

Our network seems slow and sometime connectivity is in and out. Same for the wireless network.

Our telephone is on the Flagstaff system, VOIP, and periodically we just stop being able to receive incoming calls. When this happens, we may not notice it right away--just a couple of slow days with no messages, right? Sometimes we cannot make outgoing calls, either. This is noticed right away, course. Telecom services are terrific and they fix us right up with little delay, but it is annoying. People trying to call us think we're not in. Also, sometimes the phone system doesn't even deliver messages for a day or more. This is VERY annoying. This problem also comes and goes.

As for ITS technical training, it's fine but I see all the great workshops in Flagstaff that I would love to participate in and cannot work out the logistics to do so.

The network is extremely slow.

I have been interested in taking a ITS workshop/training class and found out they are no longer available. Not sure if it is due to funding, but I would like to see them back.

I am quite dissatisfied with the voicemail component of the telephone features. You should be able to go straight to your voicemail without having to listen to other choices first. (I'm a new-ish employee and haven't memorized what number to just push.) I also don't like that an intuitive type of navigation isn't used. To delete a message you push "7." It makes more sense to have it set up so you "Push "D" for delete" or "E" for erase"

Other, more intuitive commands I encountered are "N for Next" and "B for Back."

I also am startled that we don't have an on-phone directory, so that if you dial NAU from outside, you don't have an option to type in the "first few letters (or more) of the last name" to get directed to that person's phone.

offer more classes
87. None of the school's websites (Vista, Louie, NAU Gmail) can be accessed from Blackberrys.

88. I do not have a NAU cell phone and am unable to access my e-mail from my own phone unless I pay extra.

89. Phone v-mail system has so many menu options it takes too long to use.

90. NAU's wifi system is one of the worst I have seen. I have a wifi node physically located in my office but can rarely connect to the G band. Poor signal, poor coverage. NAU's wired network is also poor. 1Gb connections in building yet cannot utilize efficiently between computers on same subdomain. Transfer speeds seem choked.

91. From previous experience NAU phones seem to have many useful features however, lines are not programmed properly such as call coverage.

92. the wireless is terrible need to put at least 1 on each floor and section in Gabaldon if you want us to get wireless that does not take 10 minutes to load 1 webpage.

93. I am very dissatisfied with the Internet in McDonald Hall. I have a 72 dollar fee for Information Technology. I am assuming this fee goes to the ITS business so we can get internet and such. I get poor internet wired service. I hardly get wireless in my Hall and when I do it is really slow. Trying to take this survey took me four times to get wireless connection. I am very displeased that I pay for service that I do not get. I have called and have worked through different options and one service person told me I should just get a cable. I pay to have wireless so I want my wireless. I know that there were personal routers that hurt NAU's wireless connection but this semester I do not see why I am still having problems. If I am in a dead zone which I hear McDonald Hall is, that should be fixed. We are still paying for the connection so I do not see why I should have to settle for less. Many students do not realize what they are paying to have the ITS service. I do and I do not appreciate paying for service that I do not get. Thank You for listening to what I have to say. I hope that these problems can be looked at and resolved.

94. In our building it is very hit and miss whether you can connect to wireless info. On the outskirts of the building it seems to work better, but many of the inner rooms it will not work.

95. "Thin clients" in LRC 140 are unreliable and glitchy.

96. Allow VPN without having to go through the captive portal and click Agree. Longer Keep alive time through captive portal.

97. The internet is too slow and sometimes difficult to connect to.

98. Wifi in the dorms is VERY slow and I have never been able to connect to the landline, even with the correct cords

99. I DO NOT FEEL I EVER GET AN PERSONAL COMPUTER SUPPORT

100. Sometimes the internet is unreliable on campus.

101. I find the navigation of the Communitae (sp?) phone system awkward and slow, plus the password change requirements are a bit over the top, making it difficult to remember my password without writing it down.

102. I think ITS should re-think it's policy on regulating bandwidth use on campus. Student use of sites like YouTube and Hulu is part of their world and college life, especially for students living on campus is not all about educational experiences, it's about life too, not to mention that there are plenty of courses where faculty point to YouTube content as required course work. Lighten up on the band-width - this is reality - spend the money if bandwidth is tight and beef up.
I'm only dissatisfied with the help desk phone service when (edited) answers. I have said this same thing in the past. I usually hang up when she answers and try again later. She RARELY is able to help or answer my question(s). She's pleasant but not helpful. I know several other employees who say the same thing. She's nice but doesn't seem able to answer any questions. Curious how she's stayed as long as she has...

Lack of hands on trainings available.

As an Extended Campus employee we don't usually have the opportunity to get additional technical training, it would be nice to be able to further our training in those areas.

Wireless Internet is very slow and isn't overly reliable. Often times, I have to reconnect to the ResLife safe network and I don't understand why I have to do that so often.

The wired network in the SBS building is slower than other buildings I have worked in on campus. It's sometimes frustrating. The current telephone function pertaining to checking voice mail will not allow you to push the selection you want prior to listening to most of the menu message. This is frustrating and not very time effective when you need to check voice mail a lot. The old system allowed you to enter your selection earlier and bypass most of the menu dialogue.

The wireless internet at South Family is the worst!!

I would like to be able to call someone and get answers to web building questions. Some staff know very little and others nothing - they send me to the software - i can figure that out but I often need specific help - THERE ARE EXCEPTIONS!! I won't name names but...

Actually, I am mostly guessing as to the scale, as none of the buttons are tagged for screen readers, nor is there a legend to indicate the value of 1 - 6. In general, my ratings are favorable, though, based on 1 being highest rating, and 6 being "not used/applicable."

Wireless internet is VERY slow. Considering what students are being charged in technology fees, the wireless should be blazing fast and as it is my home network is faster.

Technical Training particularly for the new Black Board should be offered more frequently and on different days.

not convenient to have to start VPN on my iPod Touch in order to check my email+calendar while at work on campus.

I have not been able to access email from my cell phone

Wireless access in Gammage is ridiculous. I rarely can even connect - I cannot connect at all in my office. The telephones are really old and lack features that should be standard such as missed calls.

I do not like the way the Exchange calendar works, although I have been able to get used to it. Either I'm improving, or it has with the most recent upgrade, because I don't seem to lose appointments and neither do those I've scheduled meetings for quite as often.

The Solution Center always seems to try to help, but often there is no resolution while I'm on the phone. I typically have to come up with a workaround or end up having my computer ghosted.

It is my own connection at home that is bad. We are working on getting a faster and more reliable internet connection.

Again, I think our computers run too slowly

Telephone could go automatically to messages without so much talking and prep.

On the phone system's voicemail, I hate how you have to navigate the phone tree so many times to get to your message. You have to press 1 for your message twice.
Last time I called the help desk was unable to support personal iphone for NAU use. The online materials do not help me to resolve my problem (managing two exchange accounts- I recognize the phone is limited to one exchange account but I cannot get help to resolve the set-up of NAU as a non-exchange account.

It is annoying that you can only get NAU email to blackberry for free and have to pay for calendar access on a blackberry.

Phone support is weak and disjointed. There are three levels of voicemail service on two different systems. This is confusing and wasteful. There is no comprehensive online description of all service options available, especially regards enterprise voice.

More training for Extended campus staff would be great. We definitely need some new technolgy on phones, wireless head sets would truely help out my knots and neck pain I go through. Plus out campuses are growing but each of our phones are different and you can't see who is on there's, just stuff like that.

I do think you all are great though!

As a newly hired staff member, it was difficult for me to get all the passwords, the user name etc. for all the programs I would be using such as TaskSTream, VISTA, COEwebsite, NAUemail, etc. I had to contact by phone for each one....I would have preferred being GIVEN them all at once and believe it should not be me as the new employee who initiates the contact(s).

I do not know who the WebTech Team is.

Waiting for EDEN is like waiting for Godot...

the redundancies on the telephone answering message are irritating, and I have gone to the page where one is supposed to eliminate them.

I wish we would have more in-person training sessions on commonly used tools (e.g., Microsoft Access.) As an alternative you offer a fair amount of training sessions via recorded materials, and perhaps this has to do with budget cuts. That said, I may be pointing out a moot subject with which I should not be dissatisfied.

It takes forever to get to your telephone messages just using a phone. It is much easier to use the communite on the web. It is dissapointing that the University does not provide wireless in ALL buildings on campus.

SOS Tickets for computer repair take a long time to complete. Wireless network slows significantly and has IP conflicts during higher use times. Decrease DHCP Lease time to 1-2 hours

Security policy for mobile devices is unnecessarily strict. For individuals with non-security-sensitive positions, network use should be easier.

Exchange email and calendaring are terrible on the Mac OS (regardless of which client software is used). Updates force changes that are not communicated to the faculty/staff and create major issues. When updates are communicated, email is used... not helpful when exchange is down...

Telephone operation is complicated. Multiple complex menus, obscure command codes to access features, and convoluted instructions make their use irritating.

I placed a request to have my phone repaired about a month ago, but it has not been fixed.

A rather minor issue...but the last time I attempted to set up a SharePoint site for a working group, I was not able to find (at all!) the instructions on how to request such a site be set up. That collaborative tool is so useful, guidance on getting started on it should be very easily found/very visible on the ITS web site.

The internet is often hard to connect to, even when using an ethernet cable, and especially when using the wireless.
The Communite' phone menus are lengthy and cumbersome and require one to go through multiple menus to access voice messages.

Web server is down too often. Functions are highly limited. Support for php database is not existent (and rudely denied). I've moved all of my sites off of NAU, because of these problems.

the system is very slow and consequently frustrating to use and discourages students from logging into online courses or shells for face to face courses.

telephone voice mail is cumbersome in its set up and takes too long to get to the messages need more friendly and helpful service for webpages

I would like to see NAU move forward on higher speed wireless and ITS to recognize the degree to which students, faculty, staff, and departments use wireless computing rather than wired computing as a primary means of connecting to the internet and campus network.

I am generally satisfied with Exchange, but the calendaring system may be overly complex or "touchy." Sometimes appointments do not appear on all attendees' calendars, but it is difficult to determine why.

Service is not consistent. Some times the person if very helpful and patient and other times I feel like I am being pushed to get off the phone or not being listened too. Like they are trying to solve a problem before I can explain it. The odd part is that it isn't just one person(s). It can be the same person but on some days they are helpful and other days they are not.

There have been several times in the past year when voice mail messages did not arrive at my phone until an hour or more after they were left. However, I do like the web access for checking messages and changing status.

The NAU VPN is unbelievably slow from home. I work part of my week at home, and it occasionally takes 1-5 minutes to access files on my department's share folder while off-campus. On campus using wired access is great, though.

How about not having to go through the "Accept terms and conditions" page every single time we access the wireless network at NAU? I sometimes log in multiple times a day and am always hung up by having to go through that page before accessing the network. Seems like after doing it once we've indicated we accept the terms, and shouldn't have to keep doing it every time.

As an employee and resident of my building I still do not have wireless capabilities in my apartment. This makes it extremely difficult when working from home on my personal laptop. Instead I still have to go to my office to conduct work that would be more convenient from home.

Satisfaction in Accessing the Network from Mobile Devices is "neutral", with an asterisk. We have Wireless devices that cannot "accept terms" via webpage, and are thus not capable of quick connections. All other devices work seamlessly, and we are very pleased with those connections.

The turn around time is very slow and the support seems to forget that not everyone is at their level.

I wish the current voicemail system would say that someone is on the phone when the line is busy instead of going to voicemail with a message of just saying the person is "Unavailable".

Do not like the fact that while mobile phone providers do not support SSL or VPN access for the most part, I am forced to use only port 80 & 443 on the wireless network via my mobile device. A double whammy comes when I have to login to the wireless network every time, and agree to an EULA over and over.

As for Exchange email, even Microsoft’s clients cannot complete basic tasks such as searching for people (without knowing their middle name!) or basic spam filtering (putting the work on the end user to filter email, nor using this input for the good of the community.) It's also impossible to search for distribution lists (XDL.)
I've also had multiple problems with Exchange eating valid email as spam. There is no simple way for me to check this either (requires me to work with an ITS worker to manually pull up emails, not to mention they AUTOMATICALLY GET DELETED after a number of days.)

I use my iPhone a lot on campus to access my ticketing system and control my desktop. Having to accept the 'terms and conditions' for the wireless connection every time I unlock my phone gets to be a hassle. Would be nice if I only had to accept once per day or week.

I have noticed that the speed of Internet connectivity on campus has slowed and become less reliable in the past year.

When updating web pages it would helpful if the file size to update hyperlinks could be increased to prevent having to contact the webteam to upload it to the website. Hopefully this will be solved with the new EDEN upgrade.

Minimal Internet services, actually spend some money and buy some servers to increase bandwidth. the wireless internet here is a joke. One of the few campuses in the country...places in the country where you cant get wireless anywhere. For NAU to be an uprising school focus on increasing the wireless and wired internet. Wireless should be available in all lawns areas.

I would like to see more in person ITS training choices, particularly Access and Adobe products, such as In Design.

I was under the impression that Trey was the only web support available to my department as we use the CMS.

Microsoft Exchange is clunky for Macs.

Wireless is slow in the Communications building.

I feel that NAU should have an android app that allows staff to access their NAU email from their phones. This app should be free in order to ensure that staff who need it have access to important communication sources with their department.

I think ITS is doing a great job.

training is not very frequent and very remedial.

The wireless is ridiculous in most of the classroom buildings, and it is almost impossible to download even the most simple of files that would be needed for class.

Open the speed to what is necessary for the number of students.
A mesh network for the routers would be nice so that I do not have to reconnect when I move to another building.

I do not have the wireless capability to stream video or to use Skype internationally either from my office in Campus Heights or from home in South Family.

It would be really nice if voicemail service was offered, even for a fee, to residential staff members at their home campus number. It doesn't seem like it would be that hard or expensive to enable voicemail for a few more campus extensions.

Lack of wireless access in Old Main. Web site support is slow for small offices with no internal tech staff.

I just don't like the new voicemail system. I never seem to be able to get it to do what I want it to do....

The WiFi in my room in Allen Hall maxes out at 1 bar with pathetic speed

SOUTHFAMILY HAS PROBLEMS WITH WI-FI NUMEROUS TIMES. REPORTED NUMEROUS ABOUT THE WI-FI WHICH I CAN'T USE MY LAPTOP IN BEDROOM BUT ONLY IN MY KITCHEN/LIVINGROOM CERTAIN AREAS I AM LIMITED.
164. [No Answer Entered]

165. Address book requires too many clicks to use quickly and the use of middle names makes searching more difficult, can't we filter out the middles?

166. Trainings I've attended in the past were not in-depth enough (Excel, Access), or else moved too quickly to absorb (SQL).

167. We need more in person training opportunities all year. It would be nice to have some in the summer when things slow down and we can find time to go

168. Access to phone messages seems cumbersome.

Since the installation of the new SOS ticketing system, every time I call the solution center I am told to complete a ticket even when I am calling because of difficulty with the system or for a general "how to" that I'd like some assistance with. I would suggest returning to a more customer-centered approach which requires some questioning prior to referring to the ticketing system.

170. Mapping drive to computer used from home, often just quits working.

171. I live on Aspen 4th floor in Gabaldon Hall, and I've reported the poor wireless multiple times and I still do not have access. I do use a wired network, but it is extremely frustrating to be without wireless.

I checked out a laptop from my department. It was very old and slow. When it did work, it was not effective. I ended up needing to buy my own because I need one that works correctly and effectively for when I travel to statewide meetings.

I love the Solution Center help, but sometimes I feel like they could know more about the Office Suite than they do. I often feel like I know as much or more than they do about the functionality. They would be absolutely top notch if they knew how to do the strange stuff too.

173. I cannot connect to the engineering building 69 at times, and at others the signal simply cuts out. It is always very low- low signal no matter where I am in the building also. The residents hall internet seems to work quite well though.

174. The phone menu requires that you press too many buttons just to retrieve messages!

175. Make it easier to connect to wifi with blackberry.

176. I was bounced around person to person, it took months nothing ever happened ... This has been the case with every attempt at using ITS besides a small set of macbook related questions I have had correctly answered by ITS.

Having to continuously log on to wireless as I move from building to building disrupts my ability to use email or internet at NAU on a cell phone. Took a web design course through ITS that was completely useless.

177. I cannot connect to the engineering building 69 at times, and at others the signal simply cuts out. It is always very low- low signal no matter where I am in the building also. The residents hall internet seems to work quite well though.

179. Have trouble synching iphone to NAU network. Email appears out of sequential order.

No manual with an used NAU laptop that was provided. Laptop did not come with updated programs that were placed on regular NAU office computer. Need a wireless router to use laptop effectively off-site.

181. The phones are a bit out of date. Its hard because we expect similar features as th smart phone. Maybe not realistic but that is what we are using.

Internet connection is obnoxiously slow, especially in Mountain View. I find it hard to do my homework when I need to get on Vista and it takes 5 minutes to load a page. I have a dual-core processor so don't try and pull that bullcrap with me. Quit being cheap and pay for stronger, faster wi-fi. And as far as ethernet cables go, in mountain view there is only one
ethernet spot, meaning that only one person in a room can use it. Unfortunatly, that person is my roommate. Put a second ethernet outlet in Mountain View rooms!

The wireless networks on campus on very difficult to connect to. Area within the server does have a lot to do with it but when I can connect in one room and shift over to another and lose a connection and can't get back on, that's not good.

The email system is very unreliable. There are times that it works other times there are connection problems.

Could be much faster.

The Exchange calendaring system does not meet the needs of an office with a central calendaring system for seven different individuals schedules.

Webpage support is now done by one of the staff as an addition to his usual duties as a few years ago it was nigh on impossible to get support. It does appear better now that I have a technical minded person in my office.

Friendly help, easier access to assistance, typical response that I have had is rushed. I understand we all have large work loads, though if customer service is part of the function then those are the people that should be helping. New technologies are coming out all the time. What is the forum in which ITS is looking towards to keep us up-to-date? It's sometimes easier for us the end user to look outside of NAU for help and or resources.

Just don't like Exchange / Outlook. The fact that Exchange's calendars don't synch easily with other calendars (like Google's) is a pain. (Google has an app for forcing it to, but its only available on Windows, and doesn't run reliably on a 64-bit OS.)

It seems that ITS sometimes works in isolation from the academic community. It would be better if there were more communication and shared decision making.

Options for Extended Campus personnel are limited and very difficult to come by.

Unable to download Wordpress updates for a website housed on NAU server despite many contacts with ITS to fix this problem.

(edited) in the solution center is not the friendliest person. When you say hi, she doesn't respond she just waits for you to state your business. Whereas, (edited) and the others always say hi back before getting into the issue. It just feels a bit rude - like we're interrupting (edited).

Wireless doesn't always work in my lab.

The voice mail system is cumbersome to set up, particularly when multiple individuals are sharing a line.

Make it easier to check voice mail messages. If I am using the phone in my own office, why do I have to enter password, and then listen to 2 more menus. I'd like to just hear my voice messages when I pick up the phone.

I have had problems connecting to wireless in adrey and ashurst auditoria. If I can connect it is painfully slow. I prefer to just plug my computer into a network outlet.

Exchange is very buggy even for Windows users, with appointments inexplicably disappearing on a routine basis. The clients for Mac users are terrible. It is well past the time when you could ignore or marginalize Mac users with few consequences.

Classes generally take up too much time with intro/first steps...and then rush through the substantive parts. Organize a class around "how to" questions for a specific task.

The wireless network in my dorm, Aspen Crossing, is very sporatic in terms of connection stability. Monday nights, I have to tutor online for my job and although I connect to the VPN,
I disconnect at least once during the three-hour period that I have to be online. Even when I use an ethernet cord, my connectivity is not as stable as I would like it to be.

I hear far too many overall complaints from departments who request assistance and don’t get it because of the work queue. I believe that inefficiencies and misspent dollars happen a lot at the university because our experts in ITS are simply too busy to address everything. There needs to be an escalation process whereby ITS resources can be involved to review technology expenditures, and inform purchasers of possible collaborations that exist at the university.

Network speeds are sometimes unreliable (wireless) or fluctuate in speeds (wired), even when connecting to on-campus websites.

The voice messaging system on the phones is archaic. It seems like it could be more user-friendly, = fewer steps to get to the calls.

Wireless internet connection, at least in the math building, is generally slow and is occasionally interrupted.

Also, I am very dissatisfied with the lack of support for linux users and other open-source software in general, such as eliminating support of Mozilla Thunderbird.

STUDENT WORKERS AND REGULAR WORKERS SHOULD PUT CELL PHONES DOWN WHEN I NEED HELP.

When I attempt to use my laptop in other parts of campus (ie: in FCB or CHHS) I was unable to login. It may be "me", but I can log in at airports, coffee shops, etc with no problem.

It takes too long to restart my computer in the morning and have all my needed pages open.

We have been told now that we have to do a total shut down at night so this is very frustrating when the phones start ringing at 8am and students are in the lobby.

Have more traning

The wireless network in our building has been poor throughout the majority of the year and has been an ongoing issue for the past couple of years.

insuficient information to even know what to recommend

I don’t really know about any of these. I love how Google is used as our main sites.

I had trouble finding out answers to my problems. I got transferred all over campus in order to solve a problem. It was very frustrating!

The wireless is SLOW- takes too long for items to load...frustrating in classrooms when teaching.

Some buildings don’t have wireless access. can’t read my email on my smart phone; doesn’t display all of IRIS. No conference call features on my office phone so i have to use my cell phone for conference calls and that costs minutes.

Not sure who is part of the Web Tech Team. We work with the Web Tech team in Marketing

19. Please indicate your level of satisfaction with the following software systems at NAU.

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>I do not use</th>
<th>Response Total</th>
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</thead>
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<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>I do not use</th>
<th>Response Total</th>
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<td>Total Respondents</td>
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<tr>
<td>Advantage</td>
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<td>9.65% (78)</td>
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<td>Email delivery of voice mail</td>
<td>11.88% (96)</td>
<td>15.59% (126)</td>
<td>808</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>File Storage on the Bonsia H: drive and NAUSHARES</td>
<td>22.28% (180)</td>
<td>30.57% (247)</td>
<td>808</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Instant Messaging through Office Communicator</td>
<td>25.12% (203)</td>
<td>22.4% (181)</td>
<td>808</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LOUIE</td>
<td>25.12% (203)</td>
<td>57.67% (466)</td>
<td>808</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MyNAU Portal</td>
<td>15.97% (129)</td>
<td>42.08% (340)</td>
<td>808</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NAU Alert</td>
<td>28.59% (231)</td>
<td>38.49% (311)</td>
<td>808</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sharepoint</td>
<td>6.06% (49)</td>
<td>19.68% (159)</td>
<td>808</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Respondents</td>
<td>149</td>
<td>773</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

20. If you entered dissatisfied or very dissatisfied to any item above, or if you would like to provide suggestions for improvement, please indicate why or include them below.

We have a server but it's not large enough and we would like to begin storing more electronic personnel files with a firewall for safe storage. I’ve also had problems sending large .pdf files and I was told that ITS has a rule about how large the .pdf files can be and it seems ridiculously low. Recently I had to break up a file into 4 separate .pdf files and if ABOR can send us 300 page .pdf files then why can't we do the same?

1. Instant messaging aggravates me because unlike email, I do not have traceability/backup of the communication. Also, employees tend to be too conversational which then requires additional back and forth communication to decipher what each person is saying. Email provides more thoughtful dialogue.

2. Since the latest fix/upgrade of Business Objects several glitches example: have to hold down the control key to save certain BO reports, reports that used to pick up all data listed in criteria not picking up all data

3. There are numerous issues with SharePoint. For example I am often asked to log in multiple times when I am in the program. Sometimes when I filter a column, then the information is not available to open a document.

4. It makes computer run slower and I don't use it. The worst is I cannot remove it from system. It is a bad program. There's email, phone, and other communication system why we need more for this. Again this bad.

5. Communicator has changed the way I work. Very handy application for quickly reaching out to someone or helping troubleshoot a problem.

6. SharePoint is difficult to access from my workstation

7. Getting report writer training is next to impossible. SharePoint is unwieldy and un-intuitive to use.

8. SharePoint has SO many problems--can't open with certain browsers, depending on the time of day weather outside or who took my garbage out--meaning it's completely unreliable.
Can't post, can post sometimes, can't other times. Each Sharepoint I am on has different problems. Overall, it's just a piece of Crap. If we do spend money on it, then we should stop -because there are plenty of free source, in the cloud elements that are MUCH more effective.

9. Hey, I'm designing the new portal interface so I feel lucky to be updating something that needs help! Most of the online apps are just not useful to me, though, and I use alternatives.

10. Business Objects is the least user-friendly program I have ever used. I avoid it at all costs and typically ask a more experienced person to pull up the files I need.

11. I don't understand how to connect to my school drive from home.

12. If there were a way to centralize access to Sharepoint through LOUIE, that would be very helpful...there is a sharepoint site for each committee I sit on.

We are overly bombarded with electronic messages as is. I used to wear a pager 24/7, so I am perhaps more sensitive to this than others might be. I enjoy person-to-person contact and as little electronic communication as needed. I learn more from face-to-face interactions.

13. I enjoy running statistical analyses in SPSS and SAS, just not all the "chatter" that seems to be popular. My eye surgeries likely contribute to my distaste here: I have a hard enough time seeing as it is; the less I have to sift through, the better.

Get rid of Office Communicator. It just slows down my system. What is the point of MyNAU portal? Can something look any worse than the design of MyNAU portal. Wait, that would be Sharepoint. The Sharepoint software is also very user unfriendly, clunky, and adding and deleting stuff is a pain.


15. More space on the H: drive would be nice.

16. I am so satisfied with the share files. I forget to be thankful for them on a day to day basis -- until my access is cut off (which only rarely happens). It is so nice to be able to work on documents that my co-worker also has access to.

17. Many of my messages were not transcribed correctly. It was easier for me to listen to the message (and I have a hearing loss) than to try and figure out what the transcriber indicated.

18. Instant messenger will randomly log me out...daily. I can also never get the "share file" to work. It always fails.

19. We need some more LOUIE training.

Regarding Bus. Obj., I wish there was an easier way to copy reports from public docs into my _RW account. Regarding the Bonsai drive (misspelled above), I am dissatisfied in that they cannot increase drive space upon request. Instead I need to purge items or save them to disk which anyone can walk off with. Regarding Communicator, please see my prior comments.

20. Office Communicator is not always accurate in reflecting user status (active, away. etc.), often loses connection...

21. Logging in to different NAU sites requires me to enter my password multiple times.... is there a way to simplify this?

22. I was not aware of the e-mail delivery of voicemail option (hence my dissatisfaction). I would happily have used it!

23. LOUIE is cumbersome and slow.

24. I have always needed more room on Bonsai and been told there is no possibility for getting it.
26. Advantage is not user friendly, training is very poor, and it is very old and out-of-date. Can't wait for the new system.

27. Peoplesoft/LOUIE has holds/incumbrances that cause endless headaches with accounting.

28. Office communicator should be an optional add-on and not forced onto the NAU-domain connected systems.

Besides the fact that it's not efficient to have to faculty and staff on one system and the students on a different one, the students, with their Google Mail, have a better, cheaper system than the faculty and staff. Microsoft's proprietary Exchange system is expensive, complex and counter-intuitive.

I have trouble using Bonsai H: through the VPN at home. Once I connect to the VPN, I tend to have problems seeing folders and have to disconnect and reconnect to get access. Sometimes Win7 gives me the option to 'work online' but more than 50% of the time, this is not an option.

31. NAU Portal is very clunky. I find it much easier to access its features separately.

32. Our phone system can't deliver voice mail with NAU Email. I can call in though.

33. Feedback from students (and my opinion as advisor), is that it is easier to go to the NAU home page and click on "Quick Links" to access the same information as found on MyNAU.

34. NAU Alerts text messages tend to arrive to me AFTER the event already happened.

The NAU Portal is useless and dated. I am forced to use it to search the directory and wish that the directory was available somehow else so that I didn't need to go to the Portal at all.

35. NAU Alert removed my phone number from its distribution this year and I didn't know until the bank robbery suspect was on campus and my co-workers were receiving messages and I wasn't. If we need to re-register periodically, the system needs to notify us because I thought you signed up once and were on the list until you removed yourself.

I hate business objects. I think it's very difficult to use and to identify what some of the parameters are and where it then pulls the data from. Often, the data is completely inaccurate in the business object reports. I try to avoid using it as much as possible and typically go through my office's particular software program's reporting tools.

37. I believe that MYNAU Portal could have a user friendly interface.

Business Objects feels very old. I hesitate to create new reports with it due to its perceived reliability and slow turnaround on requests to the BO team. The function of BO at NAU is valuable, but the technology seems a bit behind the technology curve and stodgy to change. I know it can be difficult to switch products after committing to a specific vendor for any amount of time. But: Given NAU's commitment to Oracle for PeopleSoft and database softwares, I would like to see a review of the OBIEE tools from Oracle. I think there is more upside for employee careers if they use a product that has fresher technology and opportunity for professional growth.

38. Both LOUIE (PeopleSoft) and the MyNAU portal look old compared to other portal and ERP interfaces. I am working as part of the ePlanning project which hopefully will improve the usability and presentation of the LOUIE system, but the MyNAU portal is kinda embarrassing in how it looks when compared to student interfaces at other universities.

NAU alert provides valuable information, but sent out notification to me almost 45 minutes after the event occurred and had been resolved. I subscribed to the SMS system. My coworker received a text 30 minutes before I did. Not very timely. The automated pop-up on my PC also appeared to have been delayed and did not show up until well after the event occurred and had been resolved.
Access to files on Bonsai is painfully S-L-O-W, especially when telecommuting from home. Communicator connections drop too frequently, and I get tired of seeing the error message that says "Microsoft Communicator cannot verify the identity of the server nau.edu. Do you want to continue? This certificate is invalid. If you continue, the information that you send will be encrypted but will not be secure." That message appears *every* time I log in to Communicator.

BO documentation would be great. Why not provide data translation so users know what data comes from where? A training class would be helpful for more advanced functions (subquery, for example).

MyNAU portal is UGLY.

server access from os x is often flakey

you mean they HAVE email delivery of voicemail. Wow, tell me more.

Sharepoint is so high-overhead and fraught with errors (all the authentication, not friendly to Mac users). We've just taken our collaboration of campus to Dropbox. Am waiting for NAU to implement a nice, secure Dropbox-like facility.

In Business Objects under "public folders", "louie", "class rosters", "class roster by subject and number", it only allows you to pull one class at a time. It would be great if this could be updated so you can pull more than one class at a time (like you can on a mid-term grade roster report).

It appears that ITS has a lot of services that would be useful if we knew more about them and were trained or had online tutorials on how /why to use.

NAU Alert's user interface is very difficult to work with. There are several times i have had to get assistance to get a phone number added or removed.

Sharepoint has been a thorn in my side for a while. It has lost documents, won't upload and won't "check in" modified documents. Also, functionality is lost on ever browser except internet explorer. In todays world it seems limited and dysfunctional for every day use. I know my area uses it rarely.

Microsoft Internet Explorer is the only browser that works properly with Sharepoint. For non-Windows machines, IE is not an option without remoting into a Windows machine first. Something that supports all common browsers would be a far better solution.

By LOUIE - I assume that is Peoplesoft? I would like to see an increase in data storage offered to faculty on the H drive.

I store large video files and often am alerted that I exceeded my space.

NAU Alert doesn't seem to be working for me. It did last year.

LOUIE (PeopleSoft) is cumbersome, ugly, and well it just downright sucks.

Business Objects seems to be down quite often. More so than other services.

I had to disable text messages on my phone, but would like to get Nau alerts as email or voice mail.

LOUIE is just awful - e.g., the number of steps I have to go through to access a student transcript is ridiculous, the total user-hostile nature of the things (i.e., needing to know or look up the semester code of 1107 or whatever it is instead of drop down menus). It does the job but it takes way too long to do so.

LOUIE seems to be quite outdated in its functioning, and it's extremely finicky. If I accidentally hit the wrong link, I have to go in circles to get back to where I was because LOUIE never responds to hitting the back button. I feel like I have to jump through hoops just to get to the information I'm looking for, too. To get a calendar layout of my class
schedule for a previous semester, for instance, just takes too much searching around when I should just be able to click one thing to take me to all of my schedules, click the one I want and then print it out. I feel like it needs a serious overhaul. The NAU Alert system doesn't work for me. I will get e-mails, but it won't send a text to my phone, even though I've tried signing up numerous times. I don't know if it's a glitch or just me doing it wrong, but it seems pretty self-explainatory, so I don't see how I could be entering my information wrong. Especially if I'm signed up through e-mail already.

Both LOUIE and MyNAU are time-consuming to navigate. Any simplification to links you could do would be helpful.

Advantage will be replaced soon.

Alert to cell phone costs the receiver.

Sharepoint is fantastic on Windows, but the exact opposite on Mac. This is largely due to the lack of Internet Explorer, which I know can't truly be fixed.

I do not like the new BO. I have to use Firefox to get the reports to save to my computer.

Louie and MyNAU should be one website. I HATE logging in to 3 different websites every time I want to check my E-mail or grades. Also, NAU Alert wont allow me to sign up. I've tried multiple times, but it just won't let me.

I don't like using MyNAU because I do not like the layout. It is visually crowded and I'd rather go directly to whatever sites I need to use.

I am on a Mac, and since moving to Office Communicator, I cannot receive links from coworkers. I can't send files, and it crashes regularly. The functionality of Yahoo IM was much better from a Mac standpoint.

Sharepoint is an excellent tool and should be fully supported by ITS.

Email delivery of voice mail results in very garbled and sometimes very funny messages.

For comparison or scripting information, the only scale above with screen-reader identifiable labels is under Sharepoint.

LOUIE is outdated and requires far to many clicks to get to anything. Student advising takes far longer than needed due to difficulty accessing anything on LOUIE.

I changed my cell phone and have tried to change the NAU Alert configuration so that I get texts in my new number but I haven't been able to do it. I called once and they told me that someone would get back to me and that never happenned.

No comment

it is very, very difficult to find the information that i want in advantage, BO, and louie. none of these systems is particularly user-friendly.

MyNAU Portal is very clumsy and ugly. It is so crammed and unintuitive I try to avoid using it whenever possible. The directory on MYNAU is particularly bad, a down-grade from past versions.

The portal is very crowded and visually displeasing. I do not use it. Also, NAU Alerts result in emoticons - very weird.

I know you are already aware of the issues with the Alert software. Business Objects seems to be very slow.

I was not able to access voice mail by email and had difficulty getting directions how. The site was very confusing.
74. Not enough useful content for a staff member.

75. I am unsure of how to move files over to the Bonsai:H drive. I really don't know that much about it. SharePoint is very confusing and many files end up in duplicate places.

On a Mac, the instant messaging or 'Messenger' through Microsoft allows me to send url links to people but does not allow them to send me links- I have to use Apple ichat or Gmail chat to do so. Also won't allow me to upload files.

76. MyNAU is a designer's nightmare. Love the idea, it just needs some clear navigation and cohesion.

LOUIE is just 'clunky.' I am guessing it was free since there is way too many screens and annoying to navigate. Not hard just a huge time waster, but obviously not customizable for NAU.

The ability to fully leverage all that SharePoint has to offer does not seem to be supported. Business Intelligence (Specifically, the ability to use SharePoint as a front-end to Oracle) we would be interested in investigating. For the library, SharePoint is a mission critical system. Downtime of more than a few hours is unacceptable.

77. MyNAU Portal is not user friendly, unaesthetic, and rather redundant. It fails repeatedly in successfully directing users to where they wish to go; logging in to Vista, LOUIE, etc is not always successful.

78. Do not know how to use instant messaging or where training, instructions are.

I understand there is an improvement plan in place for the Portal and I look forward to seeing the new version. From my experience there is a general consensus of dissatisfaction due to its confusing layout. I hope it will be more student friendly, particularly more relevant information.

79. As a course scheduler, I am keenly aware of the unduly cumbersome, awkward, time-consuming aspects of Louie. The continual screen-refresh features, the annoying warnings which may require pressing return multiple times to run through them to complete a save operation, the extremely inefficient manner in which data must be entered (without any upload capability as well) makes my job much, much harder than it needs to be. I am sure that the person-hours wasted due to the horrible features of the system are enormous on an annual basis.

The Business Objects application user interface is terrible... when it's even available. The repeated (unannounced) outages have caused serious problems throughout this year. File storage on Bonsai is fine. Most people I work with don't use it because low size limits make it useless. NAUShares is completely inaccessible from a Mac. Data can be pulled off of the network drive, but nothing can be edited or replaced. This issue makes naushares a complete waste of time and energy for mac users.

80. Office communicator is one of the most frustrating applications built into the ITS Windows image. It auto-launches on every machine, will not quit when closed, and prompts for user information at every login. Users who don't want to use the application have to input bogus info and dive into the application properties to disable it's startup. This should be an option to activate, not a "feature" that needs to be disabled. Sharepoint has the same issues as the naushares drives... since you cant edit anything from a mac, they're not helpful.

I would like some instruction on how to optimize use of the Exchange/email/voicemail integration - I know there are some cool capabilities but no one in my office seems to know how to get started with it, and I haven't seen any offerings of introductions.

81. Louie is slow and awkward to use.

With NAU Alert for the first year I enrolled, last year, it never texted my phone. I had entered my phone numerous of times with no resolution. This semester has been better however and I have received timely texts in regards to NAU outages.
87. NAU Alerts could be easier to set up and update.

Business objects is challenging to find the report I need with out sifting through and reading each possible report. Some better way of displaying what information the report will generate would be helpful. Also print the information is a bit challenging.

88. LOUIE is difficult to navigate, because information is spread out across too many pages. For example, it would be nice to be able to view student information all on one page instead of one page for address, another for their major, and still another for their current schedule. Minimizing the number of clicks it takes to view all of a student's info would save me a huge amount of time.

89. Clear and visible links to get back to the previous or the desired page when working in LOUIE.

It'd be nice to have just one way to get in to NAU's variety of systems. The MyNAU Portal is great, and I like the way in integrates with LOUIE, but to access certain aspects of my staff account (like vacation hours, for example) I still have to go through Peoplesoft (unless I just haven't figured out how to do it through the portal?).

90. Business Objects seems to have glitches and cannot obtain info in a timely manner. NAU Alert is confusing to setup.

Sharepoint seems to be a horrible system. My RAs cannot always access it, I don't really know what to use it for - nor do my supervisors, and it is not very easy to understand; it is not an intuitive system.

91. Office communicator does not like to stay uninstalled. It's something that I don't need, and we really don't use it among everyone in our department.

The email voice messages seem to take forever to load now that they translate into an email document. And it is generally garbled. I would prefer to just listen to the message to reduce the slowness of translating to text.

92. Sharepoint is a bit too clunky to quickly move files in and out of...

NAU alert is usually very slow in delivery, plus I was not notified of my "expiration" and was unsubscribed for a few months. Plus, I do not like having to login via a 3rd party system, why isn't this service authenticated via NAU CAS?

93. Communication just slow the whole system down. It is very error prone.

MyNAU Portal is ancient, clunky, and disorganized. Too much unimportant or irrelevant information (like weather? c'mon! I can get better weather information on my own) is forced upon the portal. At least allow some personalization like the Google personal page where modules can be added or removed at will, reorganized, and interacted with in an elegant manner. Web 2.0 is old news already -- everyone is doing it -- but MyNAU portal is stuck in the 1990s. The look reminds me of Windows 3/11. When I try to move portals, MyNAU crashes (on a Mac/Safari). How about a look/function like http://www.tweetdeck.com/??

94. It seems that the information that you can pull up in Business Objects is inconsistent. It is very confusing on what information you can get from certain reports, how to search/browse for specific things. Also, it seems that the names for certain things have changed in the past so it is inconsistent. For example, in events, Orientation...being able to browse for certain dates is a nightmare and years ago, how the dates were displayed is different from the way they are now. Extremely dissatisfied with Bus Obj.

Since the upgrade Business Objects has very unstable. When building reports it has locked up, losing and wasting hours of work to the point that I have given up on completing a report. Reporting wise it is Satisfactory, but system performance has been a big issue. This causes users to look elsewhere for reporting and they lose confidence in report results and
the product.

102. I didn’t know this service existed even when I’ve tried to find it (email delivery of voice mail)

103. NAU Alert should be used only for true emergencies, not for summer power outages alerts.

104. MyNAU portal is bloated with too much information. I don’t login to it unless I absolutely have to. It also loads slowly compared to other systems on campus.
   I have filled by Bonsai drive up!

   LOUIE is great, but I do find that sometimes I have to close all of my browsers for the system to let me in, even if I am not logged in to LOUIE already.

   Advantage is not very intuitive, although I usually have no problems with it for standard travel documents. Gerry Barela is the person I go to whenever I have issues with it.

105. Communicator has only proved to be a disruption to my work.

106. I did not received the alert regarding the bank robbery and when I called nobody could help me understand why. Prior to that I Had been receiving alerts.

   I am currently Dissatisfied with Advantage because since the most recent upgrade it does things a bit different. It signs out at random times and to log back in after it times out is always different. I am Dissatisfied with the most recent Business Objects upgrade because I cannot log into BO through explorer I have to open it in Firefox and even when open in firefox it is hard to save the downloads.

107. I called and confirmed that you do not support my carrier for NAU Alert (StraightTalk)

108. I find it difficult to use my voice mail now that it goes to the computer.

109. Sharepoint is good for some things, but very cumbersome for other things.

   I use the Advantage documentation pages frequently, can steps for approval for document types be added? Even purchasing staff can’t figure out how to get some documents through the system without multiple tries at approval at different levels which wastes everyone’s time. These pages are accurate as far as they go, but there could be additions to the information. There should be one location for a list of all object codes with descriptions. BO should be tweaked so query prompts are not case specific. Or there should be an error message so the casual user knows what is wrong with the query instead of just a return of no information in the report.

   The reason I put "satisfied" for Business Objects is the lack of training, especially on which objects to use for different purposes. Also, tying together fields from two different databases is never mentioned.

   I think there was a training for Business Analysts, but not others who create reports.

   Advantage people need good manuals and documentation. Its ridiculous to have to rely on (edited) to get simple questions answered. I am glad financial processes will move to PeopleSoft. One of the smartest decisions ever made.

110. Communicator does not work as well on my Macbook as it did on my Dell. I dislike having to manually set my status as busy when in a meeting (I liked the cross functionality with Outlook on my PC), I cannot share my screen, and I and my team are frequently logged out when inactive for an hour or two. It’s very frustrating.
MyNAU Portal: I wish that it synced up with LOUIE better. I am in and out of LOUIE (including test environments) and the Portal doesn't like this. I love to use the Portal in order to have easy access to favorites and so I would like to have it open all the time. In fact, I have to close it often when I'm working in LOUIE.

Sharepoint: I find Sharepoint a little difficult to use in terms of saving documents. I know I can upload a document, but it's not intuitive how to save a document in Sharepoint, unless it's already there. Therefore, I end up with a lot of duplicate documents - one in my files and one on Sharepoint. Plus, it's a little clunky with the file organization management - having to go into Explorer view seems strange to me.

Advantage is very user unfriendly. Too many steps. Louie can be very slow when entering data. Too many pages or steps.

Find it difficult to take on extra teaching loads, run research program, mentor students, and be expected to be a budget manager when people in college who are trained to do these things refuse to help. Reflects my frustration with infrastructure at NAU rather than how these computer systems operate.

the portal is doesn't "suck me in" and is kind of clunky so I don't use it. As centralized access to services are funneled through the portal - a redesign is warranted.

Sharepoint is clunky and complicated and no one knows where anything is stashed there.

Sharepoint brags about a lot of horsepower, but it is a convoluted, one way street that is extremely difficult to modify after you've set it in motion.

Office Communicator does not have the fluid, easy to understand presentation of Yahoo IM and the fact that the conversation history is in Outlook is bizarre.

i signed up for NAU alert and still have yet to get a single notification about anything concerning my school

Sharepoint is not ideal for Mac users because of the many functions that do not work since we do not use IE6 or higher. The other downfall this the limit space with sharepoint. For file storage I am very dissatisfied because I am on the wired network but yet I still have to connect through the VPN to have my FTP client work when uploading webpage files.

I don't use NAU Portal routinely; when directed to use it (eg Gateway Connects) I think it's fine. NAU Alert is great when I'm included...It seems that my number gets dropped and I don't know it. I would really like this system to keep staff numbers or find a better way to renew the list. Now as a building manager, I really need it to be dependable.

Sharepoint is great when it's working; it seems to break often; when it's not working I can't access any of my work. So it's not dependable, it's less user friendly lately, and it makes me feel like all the information on it may not be secure. That may not be true but since it is so tempermental, it FEELS like Sharepoint could break to the point of not be repairable and a lot of data could be lost or access permanently lost and that would be devastating. I am totally for paperless environment but Sharepoint feels insecure and vulnerable.

Do not use campus IM function as having IM from accros campus would be distracting. Office personnel use ICHAT. Sharepoint has run out of room again so we are discussing finding a different CLOUD for storage of the critical information we need access to.

Again we do have training on software NAU offers, though the follow-up and general questions are the part that I have trouble with. Ususally not easy to find a contact or again seems like thats not part of the job, and/or no time.

Business Objects and Peoplesoft seem to be very arcane. I suspect better, more transparent interfaces could be designed.

When linking to VISTA from MyNAU portal, not always directed to class shell but the front page of VISTA
130. Business Objects in not intuitive to use. Needs to be simplified.

There should be some way to seek help with Advantage and BO without having to call someone. For instance, when you are working in Word and you cannot figure something out, there's a help section that allows you to search or look through the index for your topic. I've always felt like how do you become proficient with Advantage and BO if you can't research your topic in a reference manual of some sort. The system itself works well, but the ability to search for instant help at the time that you need it, is lacking in my opinion.

132. Number of unread emails when looking at mynau portal was a nice feature.

134. I don’t feel confident I get NAU Text Alerts. I also fear or wonder if I need to sign up after a period of time or I’ll “fall off” and either didn’t get or didn’t see the request to reapply.

MyNAU Portal- MyNAU represents a concept and look that is terribly outdated. I don't think making it look slicker is going to help much. It may be time now to think outside the “portal” box, despite the investment that's been made in it up to now. Generally, a better approach would be to install "Share/Bookmark" buttons on NAU web content and let the user select their service of choice for aggregating the content (Facebook or whatever). Google apps or something like them, provided they meet accessibility requirements, are another approach. No matter how much time and resources you throw at the portal, it will never be as attractive and useful as the things Google and Facebook and companies like them come up with.

Sharepoint - My unit relies heavily on Sharepoint for internal business, but unfortunately it has been relatively unstable from day one. ITS needs to decide if it wants to maintain this at an enterprise level or not. If so, then invest the resources it needs. If not, then inform the various NAU depts./units using it so they can decide if they want to run instances for themselves. Fish or cut bait.

136. Creates more work than it helps.

137. For NAU Alert, my provider is not listed so I can’t have NAU alerts come to my phone. My phone company is Straight Talk by Walmart.

138. The voicemail within e-mail works just fine, but the format chosen does not play on most Android devices. Consider changing e-mailed format from .wav to .mp3?

139. Sharepoint is extremely confusing and the webpage is hard to navigate.

140. MAKE THEM FASTER

141. I have tried to sign up for NAU alert many times but am never able to actually succeed.

142. The new version of iris sometimes works slowly on my computer.

143. LOUIE in processing mode too often for long periods of time.

Sharepoint-Shared Documents- Pet Log seems to have periodic errors

NAU Alert- Text seems to go out before an email or posting on the NAU website is even available. I do not have text

IM- Sometimes shutdown. I use this feature more than emails now and love that I have saved conversation. How can I print or send a message straight from IM?

144. I have tried to sign up for NAU Alert a few times and it still doesn’t work for me.

145. Voice recognition on the email delivery of voice mail is not accurate.
Re NAU Alert: Please save for real emergencies and snow day announcements, not messages of limited relevance and importance like building and road announcements. Things like a truck temporarily blocking traffic on Knoles or power outage in a classroom are NOT emergencies, and I don't want to pay for unimportant messages.

I signed up for NAU alert system and didn't receive the alerts. I found out through my friends what the alert system was suppose to inform me of.

I stopped using the NAU Alert on my cell phone when it was sending messages that I did not deem very important, like "the power is out on north campus". As I don't have a texting plan for my phone, it annoyed me that I was paying extra for non-essential messages. I think the email version of the Alert is ok.

I don't have access to business objects but others have used it for work-related reports and we've come to find out that the data is disputable or not reliable or accurate. Perhaps it's in the way its read or entered but it's problematic and I've come to see it as suspect. My use of it is limited, however. I think the Louie advising system could be improved. Takes a lot of clicks to get data and I find it pretty cumbersome.

21. The NAU printed Information Directory (phone book) generates revenue for the university, is printed on recycled paper, and is recycled upon expiration. Some similar directory information is now available online through MyNAU. Features now available in the phone book that may or may not be possible to replicate online include campus emergency procedures, discount coupons, business yellow pages and ads, and references to the Board of Regents or NAU Administration names. Regarding the NAU phone book, please indicate whether:

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>You prefer to continue receiving the printed book.</td>
<td>96</td>
<td>12%</td>
</tr>
<tr>
<td>You prefer to access the information online only.</td>
<td>419</td>
<td>52%</td>
</tr>
<tr>
<td>You would like continued access to both.</td>
<td>249</td>
<td>31%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>39</td>
<td>5%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>803</td>
<td>119</td>
</tr>
</tbody>
</table>

1. I don't use the printed phone book at all. It is wasted paper. Put it online and throw some sponsored ads up there to preserve the revenue.

2. If it saves significant money, Axe the printed version. It's out of date the moment its printed.

3. I have never used the printed book.

4. I didn't even know that this exists, so I have no opinion.

5. I honestly don't care.

6. All of those things can be replicated online.
7. We do not receive or use the printed or MyNAU directory. Only use the link from NAU home page.

8. Neutral - but do not use the printed version personally

9. I don't care.

10. I don't need a personal copy, can use one in our Service Center.

11. every person doesn't need a printed book, however I do feel that it is good to have if needed. Just make one available in every department

12. Don't care. As long as I can still access ldap.nau.edu

13. I support limited printing of book- smaller quantities for those who want them

14. No preference

15. Would be fine with online only if was easy to find info.

16. Uncertain what this question is asking...no question text.

17. Not at Flagstaff campus

18. Never have received the directory

19. couldn't you take all of the described features digital? I don't use the paper copy- have never seen it!

20. If you only offered it online, then I would also like to see the individual directory listings by department.

21. Ability to print out parts of phone book useful which would allow the phone book to be on-line in its entirety.

22. I think the on-campus community doesn't need a hard copy, but there ought to be some for distribution around the community (I suspect).

23. I neve received/heard of either

24. i have never recieved one

25. Don't really care....I don't use paper book at all.

26. Prefer access online IF it were all the information in the book

27. I currently use both the hard copy and on line directories, but if the paper phone book went away, I'd be OK with that.

28. I guess printed copy every other year?

29. What the hell is NAU phone book?

30. Online but every Residence Hall and Info Center having one paper copy on hand
31. Home office, do not have access to printed version

32. I don't really use either

33. access to both, but not necessarily one for every person

34. I have never received either, so I don't know how to answer this question properly. I would say online info is better received, though.

35. I don't have much use for the printed or online directory, so I'm indifferent.

36. Never seen the book

37. I've never seen the NAU phone book

38. Don't receive

39. I've never seen the printed version

22. NAU is endeavoring to reduce greenhouse emissions and the utility budget as much as possible. NAU computer systems are by default set up with sleep settings for the computer and monitor. Please indicate any of the following practices that might apply to you regarding green computing habits:

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>I turn off my monitor whenever leaving my desk for more than 15 minutes.</td>
<td>216</td>
<td>28%</td>
</tr>
<tr>
<td>I understand that screen savers do not save power.</td>
<td>375</td>
<td>48%</td>
</tr>
<tr>
<td>I turn off my computer overnight or for extended periods of nonuse.</td>
<td>531</td>
<td>68%</td>
</tr>
<tr>
<td>My office turns off laser printers for extended period of nonuse.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I have not modified my default computer power settings.</td>
<td>206</td>
<td>26%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td></td>
<td>9%</td>
</tr>
</tbody>
</table>

Total Respondents 785

1. I lock my computer (standby) because I need it immediately ready when I arrive in the morning.

2. energy saver in the computer for sleep and for monitor

3. I tend to turn off the monitors after I leave for the day.

4. my computer goes to sleep on its own
5. my screens slip but my computer is on so I can log on at home to do work.

6. I use older equipment in lieu of purchasing something new when not needed.

7. I have a LED display with no power button and a laptop that I take home everyday.

8. turn off computer for weekends and vacations

9. I turn off my monitor overnight

   I saw that in certain buildings people are going around turning things off. Since I telecommute at least a few days a week, I need to be able to remote into my computer to work. If someone turned off my computer it would wreak havoc. I also remote and work at non-traditional work hours so my work PC must remain on. I hope they are asking all workers before doing this.

10. I turn off my monitors overnight, but leave PC on to be able to remote in for on call

11. Most of our equipment is set to power up and down at beginning and end of the workday, and we use Energy Saver settings to reduce power consumption during the workday.

12. I use remote desktop from home almost every night so need to leave my computer on.

13. I use 'sleep mode' to save power.

14. Speedstep/PowerNow should be enabled by default.

   I take my laptop home most nights and I have modified my power settings to turn off my screen after 10 min of inactivity so that I don't have to remember to turn off my external monitor when I go to meetings

15. My computer goes dark in five minutes and shuts off in ten

16. I put my computer in "lock" mode whenever I leave my desk as well as overnight so I can access my desktop from off site

17. I think sleep settings keep me from VPNing in from home - had to modify.

18. The FCB has great power saving policies in place, I use these.

19. I set my computer to

20. I use sleep settings

21. I put my computer in sleep mode overnight during the week and turn off over the weekend

22. I keep my printer off unless in use

23. I modified my settings to be even more efficient than the default

24. I use sleep mode when I have to leave my computer on overnight

25. Monitors off every night, CPU locked but left on overnight - turned off on weekends and holidays
28. I have Laser printers set to power-save after being unused for periods of time.

29. Power Strips, Monitors sleep

30. I think this endeavor is pointless. I guess saving money is good, but whatever I don’t use campus computers. As long as they’re set to wake on lan…turning them completely off is idiotic.

31. I take my computer with me after work at the office.

32. I leave my computer on so I can remote access it from home.

33. Windows 7 hybrid power settings, super reduced sleep mode that can be accessed via Remote Desktop when needed.

34. Our office fax comes through my computer, so I must leave it on at all times

35. I set it to sleep in 20 minutes

36. I use "hibernate" - doesn’t that save energy?

37. I turn off my monitors at the end of the day. I lock my computer at night during the week and shut it down on weekends and holidays unless I need to access it remotely.

38. tried "wake from LAN" but current BIOS doesn't work consistantly

39. Computer is set to go to sleep after 10 minutes.

40. I turn off my computer on Fridays, restart on Mondays

41. Power cord turns power off to everything when my computer is off. Printer and everything attached is turned off

42. I do not use a computer at my job

43. my computer goes to sleep after one hour of inactivity.

44. I’m on a thin client which is very power efficient as far as I’m aware off.

45. I use a laptop and turn it off.

46. I use a laptop computer exclusively...no desktop.

47. I log out, and the computer and monitor go into sleep mode at night.

48. I leave my computer on over night...guess I need to stop that!

49. I turn off my monitor when I leave at night. Shut down computer for weekend.

50. 24x7 staffed & computers on.

51. Do I need to turn off the monitor overnight?
52. Depending on when I need to remote-in, I generally turn off my computer nightly.

53. I shut down my computer just for weekends or extended periods of nonuse, but not overnight.

54. I lock my computer and turn off my monitors when I am gone - evenings, meetings.

55. Turning off computer overnight is not possible: need to have work PC up for remote desktop support
   ITS does not supply a standard OSX image, so power settings are left to the discretion of the user. If there were a supported image provided by ITS, power and other settings could be globalized

57. FCB IT manages our power use well

58. I turn off my monitors overnight.

59. I switch the monitor off at night.

60. I turn off all of my users machines every night

61. I use a thin client and turn off the monitor for extended nonuse.

62. System sleeps/low-power mode; off on the weekends

63. I do not agree with the premise of this question.

64. Leave my one 24/7 since I sometimes need VPN/RDP

65. I re start my computer at the end of each day. I want it available in order to remote from home.

66. Lock computer when leaving my desk area

67. Home office

68. Turn off computer only during the weekend, it takes too long to boot up in the morning.

69. I have started to turn off my computer at night; I always turn off my monitor at night and my printer

70. Though I turn off my monitor frequently, I leave my work machine on so that I may SSH into it.

71. I turn off my monitors (2) overnight, as well.

72. unless I have absolutely nothing on my to-do list or my to-do list is managed enough I turn my computer off

73. Not on campus

74. Changed setting to energy star
23. Are you aware of the information security web-page at www.nau.edu/security?

<table>
<thead>
<tr>
<th></th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>260</td>
<td>32%</td>
</tr>
<tr>
<td>No</td>
<td>541</td>
<td>68%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>801</td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td>121</td>
<td></td>
</tr>
</tbody>
</table>

24. Have you needed to report an information security incident?

<table>
<thead>
<tr>
<th></th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>40</td>
<td>5%</td>
</tr>
<tr>
<td>No</td>
<td>761</td>
<td>95%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>801</td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td>121</td>
<td></td>
</tr>
</tbody>
</table>

25. If so were you successful in finding out how to do so and completing your report?

<table>
<thead>
<tr>
<th></th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>29</td>
<td>74%</td>
</tr>
<tr>
<td>No</td>
<td>10</td>
<td>26%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>39</td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td>883</td>
<td></td>
</tr>
</tbody>
</table>

26. Please indicate your level of agreement with the following statements.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>The University's information technology is lagging behind my needs.</td>
<td>3.39% (27)</td>
<td>10.93% (87)</td>
<td>31.91% (254)</td>
<td>43.09% (343)</td>
<td>10.68% (85)</td>
<td>796</td>
</tr>
<tr>
<td>I have appropriate desktop computing technology to perform my job.</td>
<td>27.64% (220)</td>
<td>52.26% (416)</td>
<td>12.94% (103)</td>
<td>5.4% (43)</td>
<td>1.76% (14)</td>
<td>796</td>
</tr>
<tr>
<td>ITS support is important to my work activities?</td>
<td>38.19% (304)</td>
<td>36.68% (292)</td>
<td>20.73% (165)</td>
<td>2.51% (20)</td>
<td>1.88% (15)</td>
<td>796</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>796</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>126</td>
</tr>
<tr>
<td>(skipped this question)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
27. How satisfied are you that ITS provides you with sufficient technical support for the existing NAU computing environment?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>254</td>
<td>32%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>389</td>
<td>49%</td>
</tr>
<tr>
<td>Neutral</td>
<td>122</td>
<td>15%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>22</td>
<td>3%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>9</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td>796</td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td>126</td>
<td></td>
</tr>
</tbody>
</table>

28. Overall, how satisfied are you with ITS support for NAU's mission and goals?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>227</td>
<td>29%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>410</td>
<td>52%</td>
</tr>
<tr>
<td>Neutral</td>
<td>128</td>
<td>16%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>22</td>
<td>3%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>6</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td>793</td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td>129</td>
<td></td>
</tr>
</tbody>
</table>

29. Please provide any last comments you have about IT services at NAU, particularly any suggestion you have for improvement.

Total Respondents 192

(skipped this question) 730

1. Even though my office has its own IT support staff, I readily contact ITS with problems because they are quicker to respond and fix my problems.

2. Continue to answer individual questions at the level of the staff member calling in. It is much appreciated when you determine the level of expertise of the caller and work from there. It's great to understand what is being said and to learn how to troubleshoot some problems on my own.

3. More Microsoft in-person training, like what the College of Business does. Some of us can't afford to attend the trainings the College of Business offers.

4. With the budget reality the way it is, I would like to see the university move towards more OSS solutions.

5. Maybe they should have at least 1 person behind the phone lines a little later than business hours. Sometimes people need phone assistance, but have to wait until business hours.
6. The SOS system doesn't indicate which group is for what. You assume users know what the acronyms mean. On the old SOS system, a user could turn on the team decries in order to select the appropriate team (acronym) for help.

With the exception of one individual, the help desk teams are friendly, knowledgeable and helpful. I feel staff should get the same assistance that students do with trouble-shooting personal computers and other hardware. I have a university laptop, but the grants I am funded on cannot afford a up-to-date computer and I often use my personal computer at home. However, when my personal computer has problems it doesn't matter to the university that I use it almost solely for work.

7. I have almost always received prompt, courteous and "correct" support. Keep it up!

All of the staff at ITS have been exceptionally good - very professional, kind, articulate, and patient (extra kudos for that!). I think you have one of the best departments on campus, and I thank each of you for your efforts! The university needs to cut the budget, but it should not come from yours - You are essential to us all.

Re: technological advances: I prefer bare-bones simplicity over all of the bells-and-whistles features available to me, so I am not the best to evaluate all the tools offered. (I still miss the logic of MS-DOS, sorry!)

Suggestion: I don't know what is feasible, but I'd like to see longer and more frequent shut-downs to save electricity if possible. I also think that we could all spend some time cleaning out old files to make more room on the servers (I include myself here!)

I'd like to see us reduce the number of unnecessary communication formats, but I realize that that is a personal preference and that I am largely out-numbered by those who want to be connected to everything.

I appreciate (edited) attention to the errors in Question #2. (FYI, there are still some areas that could be edited, spelling corrected, etc.) The meanings of the words in a survey and their interpretation is a critical consideration to avoid reporting spurious results. Thanks (edited)!

Again, my thanks to you all. -(edited)

10. I am in the Franke business college and we have in-house IT.

11. I would love it if the blackboard app for smart phones could be available at NAU.

The folks who answer calls at the ITS Solution Center are priceless. I can't tell you how many times myself, or the staff I support, have called them for assistance throughout the year. They are always helpful!

12. I thought we were supposed to leave our computers on overnight to receive updates. If this is no longer the case, please let us know!

I forgot to say how thankful I am for the Help Desk. Those folks are really great. I am always calmer when I get off the phone with them. They have the best customer service skills on campus and they can always figure out computer problems.

In general -- having experienced computer services at the U of A as a student -- I am so impressed with NAU and its centralized IT services. I feel like the information dissemination for IT issues is always in plenty of time for you to adjust to changes without panic.

Some software specific to my position is too expensive for my department to buy for me (EndNote software). So I have had to make do without it and at times, have felt hindered at performing my job due to lack of this and other pieces of high-end specialty software used by my clients. My department DID buy Adobe Acrobat Professional and it was expensive and hard to believe that this tool is not licensed by NAU for all of its faculty and staff. I use it a lot! Other than the lack of high-end software being included in a desktop machine, I have to say that ITS has always done a great job at fixing things on my Dell. I also enjoyed the 40 hours of web design classes and my
certificate earned from ITS. That was an excellent program and really helped me with my job. Thanks!

16. Hard to improve on what you already do!
   The people are not only knowledgeable, but friendly and easy to work with. Thanks for all your support - Keep up the good work!!!

17. I just wish there was more of an awareness of the services and training for Extended Campuse employees throughout the state.

18. The folks that answer the Solution Center phone line are always very helpful. There has been one or two times when that first person could not help me, but they put me in contact with someone else who could.

19. I have had particularly positive experiences whenever I have called the Solution Center/Help Desk-thanks for the great service.

20. When I am in a bind with a technological issue with my smart phone or computer, I appreciate the support from ITS via phone call. Thank you for all your hard work to make our lives easier and more productive as we successfully use our equipment (computers, etc.).

21. (edited) is a great technical support for our office. Keep up the good work, (edited)!

22. ITS customer service is EXCELLENT!

23. Thank you for asking us for feedback!

24. The network is extremely slow and I have had to download this year's version of "Clean Access Agent" almost every time I open my browser. Shouldn't downloading this application once be enough?

25. Most of the time when I use the telephone help desk, I receive good support. However, that feature is not available after 5:00 p.m. (4:30 p.m.) in the summer or on weekdays. This is especially important for those of us who teach an online class. I completely understand that such an issue may be tied to budget (budget cuts= shorter hours/staffing issues). My point is simply that faculty need at least some limited support in the evenings or on weekends.

26. I have been told to call my college ITS person for support; however, I prefer calling ITS.

27. I am SSA, Sr. ... I couldn't do my job without ITS support. So if this survey is to answer any questions pertain to cutting the ITS budget ... then I say "DON'T TOUCH IT"

28. My main source of frustration in the past 6 months is with the JAN server. This is an important service that is just not reliable. If ITS can't keep its own servers secure and operational, it undermines confidence in everything else you do.

29. Every time I call the help desk with a problem I feel like I am the first one to ever ask my question. I don't see how that can be so.

30. I answered neutral to the last question because overall I am satisfied but I use technology in my photo classes and depend on web development of many assignment. This problem with security on the dan and pine servers have left me standing at the lecture podium looking like a fool when things are changed behind the scenes and I cannot perform my lectures. This is difficult and a clearly am not please. My plan this summer is to revise my lessons and assignment that will not include nau server resources.

31. I am consistently pleased by the responsiveness and flexibility of the Unix team. It is disappointing that meetings seem to be scheduled at 9am when I come to my desk and am most likely to need to jump on an outage-related problem or other mission critical issue.

32. Fix the wireless access issue previously mentioned for NAU owned computers

33. We need software (such as Adobe Illustrator) and training so we can publish in on-line journals.
34. Please allow Microsoft Office 2010 to be installed.

I would like to see more support for Apple software and hardware.

35. The first question of this survey did not have an option indicating that I am aware of the item, but do not use it. The way it is currently worded, I think you will get some information that is of limited value.

36. IT staff need to realize that they're here to support all NAU departments; faculty, staff, and students.

37. Wonderful work and friendly ITS staff.

Given my position and function at NAU, I don't know what ITS does or wants to do other than break-fix IT help and PeopleSoft customization. I am interested in ITS's strategy and plan for the future. An ITS open house or meet the ITS team events may not draw a large amount of people, but for me it would be useful to learn more about ITS direction and to improve the transparency of the ITS department and staff.

I think this survey is a good start to soliciting feedback from students and employees.

Thanks.

Our offices are not on the Flagstaff campus so we rely heavily on the Flagstaff IT services for support. There are some IT folks working in our building, but they are primarily designated to support Extended Campuses, so we greatly appreciate the Flagstaff IT staff, their great helpful attitudes and expertise, and especially the capability to remote in and assist us. Thank you very much!

39. Wireless internet should be provided in all buildings.

40. I've had great service from ITS. I have not had time to take advantage of all of the services, but it is my time limitation that has caused the problem.

Need to improve os x support. We are asked to keep all our files on the remote server for security and backup, but the network is slow and connection is flakey. This requires me to manually move files back and forth between the server and my local drives to get decent performance.

42. My ideal solution would be to have automatic syncing and mirroring of storage on my desktop and laptop (both macs).

Thanks!

ITS for employees is much better than ITS for students. ITS students do not know the best solution and often are rude with customers. ITS for employees are very helpful and get the job done. This has been my experience using ITS as a student employee and then as a student.

ITS is fine, but really needs to work hard to keep up with every-changing advanced in the private sector: things like dropbox, shared calendaring, google docs, etc. ITS should generally strive to find an outsource/partnering solution with these tech leaders (much like it did for student mail and Google) --- perhaps we could pay Dropbox to essentially provide storage for all faculty...and this would make Sharepoint superfluous as well. ITS is bound by certain constraints of course, and must combat its vested inclination to protect its position/people by not making ITS services redundant with Dropbox, etc ... but ultimately people will just vote with their feet anyway, usage will fail, and those positions get cut anyway. Why not be proactive?

I was unable to get help from IT to connect my Macbook Pro to a share folder in my department. Therefore, I’m unable to access it at home. I suggest that IT bump up their Mac knowledge to help the increasing number of Mac users. Also, Outlook is a pain to use! I suggest allowing staff to use a form a gmail. It is much easier and can load a 1,000 times quicker.

46. The only serious issue I see is that extended campuses is much better suited to support my needs
than the academic affairs component of campus. I would like to see more and better technology solutions coming out of academic affairs. For example, there are no supports for academic departments to meet when faculty are distributed across the state and budgets no longer will fund travel. Extended campuses has resolved some of these issues very effectively but the academic side of the campus seems unaware or uninterested in tackling these issues for faculty so we are left isolated from departments and committee assignments.

47. ITS is very responsive and helpful. There have been a few times I had to contact ITS and I received help that same day. Thank you!

48. N/A. Good job.

49. Our dept ITS person, (edited), is great!!

50. Thank you IT for solving all my computer problems! You are always there for me!

51. Mobile device support for more ITS base services.

I believe that ITS offers great services and is very quick to address student, faculty, and staff needs. Will services ever be perfect? Probably not. But I feel that ITS strives to create an excellent computing environment to meet our needs.

52. ITS services are much better than our college tech support

53. Great Job!

54. The software tutorials (lynda.com) for desktop office software are very helpful for staff in the statewide offices for improving efficiency and productivity but the cost is prohibitive.

When you call, some of the techs are consistently and significantly more helpful than others. Also, one insist on getting your user id whereas the rest don’t. Giving negative feedback can be hard to do, maybe some more proactive positive feedback would help and then you could see who’s getting the most of that. The response to email tickets is quite a bit slower. If you improved that, you could make it easier to get feedback.

55. I have been extremely impressed by IT's phone support! You do a great job!

56. ITS infrastructure on campus is dreadful, comparatively speaking. The systems in place are maintained scantily by a professional and knowledgeable team, but the resources are, at times, inaccessible and under-performing. ITS Support is satisfactory to handle such problems, but the underlying issues are what concern me. In a public university, the sheer number of computing and systems-related problems that arise should be minimal. Infrastructure and OUs should be put in place that allow for complex processes and that stay current with technological trends, not that suffer because of compatibility errors or legacy hardware inconsistencies. Finally, the burden that is placed on NAU-ITS is a large one, and it is unreasonable to expect a collective and unified front when different academic departments' staff perform and utilize IT resources at a level well beyond that which ITS offers.

57. I have found IT staff to be courteous, prompt and knowledgeable. It is a pleasure to work with them. Thank you for all that you do!

58. I prefer to use my own devices and my own services. I would consider using computer system that wasn't my own, only if I was allowed to install software I require, the computer performed better than a system I own, has multiple displays, was in a comfortable ergonomic location, had a keyboard that used scissor-switch keys and not those cheap membrane-switch keys.

59. NAU IT services ROCK! Thank you!!!

60. ITS' role is not clear for me. I work with e-learning and they seem to help me quite a bit.
63. I am happy with the fact that our student workers can get access to our staff calendars, the support from IT is very helpful and VERY patient, thank you.

64. Nice job! Thanks!

65. I am especially grateful for the courteous, professional, and extremely helpful solution center phone line. I use it whenever I have problems and always get useful assistance.

66. The ITS website is difficult to navigate and I often can't find what I'm looking for.

67. Would like more info about virus protection updates for work and home machines. Would like more help with faculty web page.

68. I have had numerous issues using my Linux (Ubuntu) computer with Vista Blackboard. While the people at the ITS call center are very nice, they are not very helpful regarding these issues.
   We have a terrific tech coordinator, but that person is so overwhelmed with volume of work that it makes scheduling a tech session a real art if it isn't something that can be done through the online environment.
   Perhaps this next item is not something for which ITS is the hold-up, but I have been disappointed at the slowness of the conversion of online classes to a synchronous environment. This has held up replacing some types of classes (think EDL 629) that used to be an Interactive Television format because of the 'in-person' element required for some classes and has left us twisting in the wind, begging departments for independent study situations for course that could be done (perhaps) in the synchronous online environment.

69. The choice between BB Learn and Moodle was really well publicized and done.

70. The biggest problems occur with student usage of the system. Although ITS meets my in-class needs, students regularly complain about connection problems in the dorms. Another issue that often comes up is program compatibility. It would be helpful if we have easy ways to convert documents produced on Macs in the office. For some reason, getting students who use Macs to save the information in Word formatting is really difficult.

71. I still not ready to remote from home, given that I have a Macintosh. If you ask colleagues, they're usually PC-based and set up their remoting so long ago that they don't remember how to do it. I guess that I should call 1511 from home some morning and try to set it up that way.

Also (small thing): I wish there was a quick online training for Microsoft Outlook and Communicator. My previous company didn't use these. I can see that they're powerful and I use them daily, but feel like I'm tapping only the most obvious features.

I also am wondering if there is a way that Adobe Fonts could be part of the larger ITS Adobe relationship. Marketing stipulates Adobe Caslon 540, but does not provide it, so any department that needs it must buy it separately (or use a substitute). Providing the secondary font, which is Univers 53 Extended (Adobe) and/or Universe 55 Roman (Linotype ?) would also be helpful.

72. Overall, you all are doing a great job. Thanks

73. Phone system customer service reps are pleasant, patient and helpful.

I realize that Mac users are the minority on campus, but in many ways they need MORE support (or at least extra explanation) than Windows users. Most Mac users didn't even have Messenger installed, as they were told Communicator would install automatically (which it did, on Windows machines).

Also, energy settings are something I believe should be enforced via Active Directory. Many users in my department have disabled sleep completely, and leave their computer running 24/7/365, even during extended holidays like Christmas break. Having said that, some users also use Remote Desktop to remote into their work machines, and require that sleep is disabled. Even so, basic energy savings, such as turning a monitor off after 10 minutes of non-use, is something that should be enforced.
By the way, sleep is disabled by default on the Win7 ITS image, I assume for people who use Remote Desktop. To me, it would make more sense to have sleep enabled by default, and then let the users who use Remote Desktop disable it.

Our organization rarely uses ITS support services since we are off the NAU domain. In areas where we do interface with NAU ITS I am overall satisfied. Only real complaints are poor wifi performance and poor wired performance.

All my experiences have been very positive with problems being addressed promptly, efficiently and professionally. Thank you.

My answers to Question 2 are invalid, as I was forced to choose one of the responses. However, there were some of the items listed of which I recognized, but neither used nor recommended, and so I did not want to mark any of the responses.

ITS internet needs to be worked on!!! Besides that ITS has done a fair job of service and helping students with there computer problems.

It is a comfort to know that I can call even about silly things and get assistant.

I would like to be able to once again purchase SPSS for use on my home computer.

I like the switch over to gmail! Good choice! :)

I am still dissatisfied with not being able to use IITV to teach in the reservation. It does not need to be IITV but another system that allows synchronous interaction. The main problem is that many labs in or around the reservation were dismantled so students do not have a place to meet and be in class. Also, maybe if we implement cloud computing we could save some money.

My only concern is that the lag time between SPSS licensure agreements and installation of the software. The prices vary too much as well.

Your website needs some serious usability help, and it would be nice to have some information about Mac software support and implementation.

Your phone desk help is great.

Some of the decisions that ITS makes seem contradictory to the mission of the University - when the campus wide wireless was installed, ITS did not utilize the latest version N (I don't understand why), I don't understand why bandwidth is being restricted when we are supposed to be offering students a full, well-rounded experience on-campus; restricting bandwidth makes ITS seem to be very out-of-touch with our students.

I want to commend (edited) for his outstanding service to our (edited) sites. (edited) responds quickly and competently to our computing needs. Please don't let (edited) get away!

I like that ITS provides prompt service.

ITS is often very helpful when I seek out help and when representatives come to residence halls, they are respectful and are careful to wear their name tags to identify themselves. My main complaints are the speed and reliability of wireless internet as well as the Safe Connect to ResNet. Overall, I am satisfied with ITS.

ITS and the overall technical and web presence on campus does an outstanding job to assure timely and appropriate solutions and resource, in my opinion. I also believe we continue to strive toward universal access and usability, which requires an ongoing consideration for some of the issues mentioned in this survey, along with other electronic services and resources on campus. For example, assuring that any software purchased and used by NAU is vetted through the Disability Resources office (which is a current star on the ITS report card), that electronic information policies address universal access considerations (e.g., assuring that departments, staff, and faculty understand that all communication must be delivered in an accessible format), and that planning and implementation of future projects are designed with these considerations in mind, from the ground up, including technology considerations in learning environments.
91. I have never had any problems communicating with ITS and all of my problems were fixed promptly. Thank you.

92. I would have comments in this area once if I had been able to attend a training on Black Board. Some students in my classes have difficulty with Vista.

The survey question that asks you to mark as "unrecognized" any services you don't use is frustrating. I know certain things exist but I have neither used them nor recommended them. That is NOT the same is being unaware that they exist.

I sometimes feel that ITS forgets that "S" stands for "service" - that the answer is "no" unless we can convince them otherwise through a lot of management and meeting time that it really should be "yes"

93. We have IT support in house which is important for our specialized functions. However, whenever we need support from ITS I find them knowledgeable, helpful and timely.

94. ITS support people are absolutely wonderful. "(edited)" is by far the best support person I have ever worked with in my 30 years of providing Administration support. Thanks to all of you!!!

95. I think your work is excellent. You are at the cutting of everything as far as I am concerned.

96. IT staff are always courteous and knowledgeable as well as eager to help. Thanks for being there!

97. When I have needed assistance, IT personnel have been very helpful and resolved my problem for me quickly. Thank you.

98. ITS is doing a great job!

99. I wish there was an easy way for students to retrieve emails from Vista or Blackboard Learn (emails only, not course content) classes that they've dropped or classes that have ended.

My main contact with NAU's IT services is through (edited), who oversees IT for the Philosophy Department. I cannot overstate how knowledgeable, dependable, and friendly he is, and how much I appreciate his work.

I have had many very difficult issues come up while teaching courses in Vista. The IT team has not only been very prompt in answering my questions, they have worked as a team to make sure that the issues have been fixed quickly. I never hesitate to ask for help because I know someone will always be glad to help me.

100. Excellent service from IT services.

101. There is only one person in all of ITS who will even think about answering a question about SAS, which I find odd for an academic institution. And no one is able to support Macs.

102. Overall, ITS does a fine job. The people I interact with are typically very competent and enjoyable to work with.

All of the PCs need to be running Windows 7. XP is just too old. It's also ridiculous that the computer in my classroom doesn't remember settings. I'm asked whether I want to import bookmarks every time I start Firefox. It's like visiting an Alzheimer's patient.

103. If off site, as a new employee, please provide all the phone numbers and contacts for IT with the new employee "hiring packet". Example: NAU main campus along with the east valley/Chandler Gilbert Comm College Media/IT assistance.

104. Keep up the good work! Go ITS :)
Primary irritation: MAC users as second class citizens.

I can use both PC and MAC but MAC offers a much superior platform for work in video and languages. There is no question about my changing platform no matter how often I’m told "...but if you’d only use a PC.

I’d like ITS to continue offering support for Mozilla Thunderbird.

I couldn’t work without you all and your support.

With the growing apple market, especially within education, ITS needs to think about implementing a more comprehensive support system for these users. OS X Server environments should be maintained along side existing servers at ITS to ensure all services provided for windows users are also accessible on the mac. A competent server administrator with knowledge of both platforms, and access to the necessary systems, resources, and information, should be able to work these systems together without much trouble.

It seems that a large concern for ITS is information security and system conformity across campus. The best way to ensure that these are addressed would be to provide image support to the IT Pros and individual users across campus. A standard ITS-designed image for the Mac would allow much greater control, oversight, and uniformity. It would give IT Pros a starting platform for the development of their own images that would be compatible with the user experience university-wide.

Along with image support, a centralized network deployment hub for OSX images would be extremely helpful. At the moment, there are blocks on the ITS-managed network switches that prevent deployment of mac images. If a server were hosted at ITS and allowed to deploy images to campus-wide computers and labs, we could cut down the time it takes to set up our own servers and independent networks to complete this task. Down-time due to software issues would be drastically reduced, and user productivity would in turn be positively affected. This system is already available to windows users and the benefits are obviously worth the support within that scenario. Support for a similar system would be beneficial to the mac environment as well.

To further the support of the windows operating system, it would be nice to have a windows image designed to operate within VMWare or on a bootcamp partition for the mac. The current method of deployment is less than ideal, and takes a significant amount of time. Due to this, many of the people who would like to use windows within environments where the mac is the standard are neglected because of time constraints on support personnel. To be able to deploy windows to a mac using the ghost disk would be a huge step up in the support of operating system integration. The other problem that plagues windows integration into a mac environment is domain registration. Each OS requires it’s own hostname or MAC address, and with the current system, we end up assigning two hostnames to each computer. Tracking and maintenance of these hostnames becomes very difficult in a lab environment, where they need to be wiped clean and reset every semester. Previously, we were able to assign two Mac addresses to one hostname which simplified the process to a certain extent (it doesn't require the assignment of static IP addresses, which takes away from the DHCP dynamic pool and impacts our wired network capacity and capabilities). Finding a workaround that would allow both systems to join the same account would be ideal, but even allowing multiple hardware addresses to be assigned to a single hostname would be a great improvement in the systemic impact of supporting multiple-boot machines.

If NAU is going to say that Apple systems, OS, and applications are supported by ITS, then they should be supported! If we can't access basic services like file sharing, authentication for logins, etc, then the term "support" needs to be rethought.

I appreciate ITS support for students when they run into issues and are taking online classes.

I think there is so much more we could be doing in terms of encouraging interaction and virtual collaboration tools. I feel we could use more support for videoconferencing, Skype, other "meeting" technologies and tools. Seems like a real contribution to the campus sustainability goals - but also would be reassuring to me - I believe there's much more out there than I am taking advantage of.
118. The support provided by ITS is essential to my fulfilling the daily duties of my job. ITS services have declined over the last few years. They are less knowledgable and less helpful. Their customer service needs to improve and they need to recognize the realities of technology nowadays and the faculty work at home on their own equipment just as much if not more than at the office to carry out their work. They also need to understand that students are constantly changing their use of technology and help faculty to work with these changes to increase student accessing of online materials and communications.

119. I am distant faculty, and although my desktop is not NAU purchased, I do interface with all of NAU’s systems, so when I am having issues, so as a virus or worm, NAU should have a high level of concern, as this could also effect NAU...

120. Your Help Desk staff are awesome - they provide assistance even when they have to find an answer to an unusual problem that they have to spend a considerable amount of time on - they never give up until they find a solution. Solution Center is a very appropriate name.

Through office computing, I feel adequate with the ITS response only because my department takes care of these needs internally.

121. As a resident of the campus I believe I have received poor if not little attention the needs I have to conduct my personal life, specifically in the areas of wireless connection. Although I have reported these needs, I do not believe I have received sufficient customer service or a thorough response.

122. You guys and gals have been a fantastic asset. I appreciate the hard work in our behalf.

123. With all the technology that is available I don't understand why we aren't kept up to date on at least a weekly basis.

124. GREAT job NAU ITS!!!

125. The ITS website is difficult to navigate and vital information is out of date, especially as related to purchasing hardware and software.

Would love to see ITS veering away from AD style authentication for some of it’s services, and instead using NAU CAS, such as this ITS Survey, NAU Alert, etc.

126. As a side note, I'm concerned about the wording of question 17, as I believe that all portions of the phone book can be replicated online, including the ability to sell ad space for revenue.

127. Everyone is always very helpful...thank you! PS: I appreciate being able to purchase software through ITS also.

128. When requesting help from an ITS member through email, it would be better if ITS staff were nicer and more understanding that not everyone is technologically savvy.

129. My overall experience with ITS support has been good. Those that I have had contact with have been helpful and great to work with.

I think the staff has been doing an incredible job. The combination of skill level and customer service has been great. I have greatly appreciated their willingness to resolve our technical challenges. The remote assistance has really helped me because am more of a visual person. It helps me to actually learn what is going on.

I have worked at or with several universities in my career. I have never worked with an IT department that does as good a job as ITS at NAU, especially given the shortage of personnel resources. They are not perfect and there is always room for improvement but they have a good structure in place and should get more credit, funding and personnel dedicated to their mission because it will only become more critical in the months and years to come.

Our office gets many calls from Flagstaff students wanting to enroll in online classes where the seats are reserved for Extended Campuses students. It would be great if ITS or Extended Campuses could put a link on all such classes in LOUIE to a webpage which explained the policy and directions for how to get an extended campus override, as clearly students are confused by the process.
Your web page needs help. It's tough to navigate and locate specific items of interest. When I use the search functions it often sends me to broken links.

Good job!

There needs to be continued focus on accessibility of all data and information for individuals with disabilities.

Friendly staff, helpful people...ITS has it all...nice job over there.

NAU's research mission has not been considered in past software purchases, I hope this changes.

My only frustration is that I start work at 7am each morning, and if I'm having serious computing issues, I have to wait an hour before I can reach anyone. But, I think the staff at the ITS help line are GREAT... always friendly, helpful, and patient!

- More online training available, perhaps just examples linked online of "how-to's"
- Training related to SQL and database linking available

I am puzzled about how NAU promotes social networking so much. I realize this is how our students communicate but on the other hand, Facebook and Twitter is a huge time waster and employees use it for personal business as well. The use of these affect productivity therefore costs the university money. I do not use any of them. I would rather communicate face to face.

Overall, I feel that ITS has many great people who work there, but the support level for most systems is lagging, the website is horribly difficult to navigate and we are dramatically technically behind even some of the very rural community colleges in the state. I do not feel that ITS meets or exceeds the need to increase efficiency and effectiveness necessary for the ongoing budget crisis of the state and university system.

we were not in the loop when Academic Computing changed the OS that runs Bursar print services which affected our labs for weeks. Other units of ITS are very good about presenting at IT-PRO meetings. This change might have been shared there.

Very glad to have two monitors and quick Internet access. It would be nice to have a webcam, though, for virtual meetings.

I've only had very positive interactions with ITS and UADS - thank you, you all are very responsive, helpful, and you're doing a great job.

None

ITS has a great team.

Help desk has always been helpful when I call - thank you!

Great reliability, but compatibility of NAU websites and wireless networks with different OS and devices has always been an issue. my.nau.edu will not load correctly on my Blackberry, and I have never been able to get it to connect to the wireless network at the business college. My Opensuse laptop sometimes has trouble with nau content downloads.

IT is not the problem. The issue is that some departments VP Distance Education are looking to cut costs on the students who need technology the most. How is it that we are renting instructional space from high schools in areas where NAU can do better to provide links that are open to students and discussion opportunities.

IT can only be effective if access is provided to all campuses; mountain campus AND distance sites. Now that NAU is advertising their Community College connections, the choice is to either provide the best technology at all sites or make the students travel to one where NAU is truly everywhere (with technology access) to where they want to learn.
How can instructors have one computer that might provide access when our students are needing it every night consistently and should have labs with computers to learn how to integrate technology for their students.

I will continue to speak on this issue until it is fully addressed.

IT services are doing their job; the discrepancy doesn't exist where resources are offered to students of means.
I have heard comments, "We had to pay for use of this lab... we'll have you know."

How many students are paying tuition for the same degree? They deserve the technology and so do the instructors who are preparing students for the information age which is one that will rely increasingly on content found on the web and not in textbooks.

Please inform some of the decision makers that NAU must move forward in this area; now more than ever.
Thank you.

We have 40+ thin clients in our building and have struggled with various aspects associated with them. The manufacturer has been slow to deliver fixes. - Black screening- They are less flexible than we understood them to be. I would like to see thin client support ramped up for non-lab areas.

151. UADS has been very helpful and developed solutions for my business needs.
I use Microsoft Onenote - on a few occasions I have contacted 1511 and have not found the solutions/ support i was looking for. I will say that after the first few calls for Onenote help, I did stop calling and that knowledge base may have changed.

Thansk

152. ITS provides really good support for students with problems. I am very impressed by the professionalism and supportive attitudes of the staff who do phone support. The wait time in getting help has really shortened. You are doing good!

153. I would suggest improving the website: I usually find it difficult to find information on the topic I'm looking for help with.

154. I think ITS does a phenomenal job assisting faculty. I am also appreciative of their 24-7 support for students. I would have had students not be able to access Elluminate or other course materials if they were not available.

Thanks for all of your support!

155. ITS personnel are always friendly, kind, and intelligent in their approach to finding solutions to any problem that I may have to call about. They understand so much more than I do and make a real effort to bridge our "communication gap" because of my lack of technological knowledge. Thanks for being our heroes to keep us "up and running" so we can do our business efficiently and effectively at all times. :-)

156. As a MAC user I feel that the majority of support is for PCs. Even though I have that feeling most of my issues have been resolved and I was satisfied with the service.

ITS is very helpful in trying to provide assistance when called but I always get the feeling that because my office is a MAC OS office we are less equal than PC users. An no I do not want to change to PC.

157. keep the help desk!! thanks

158. I am very satisfied with the assistance I get from the actual IT guys that work in my actual department. They are great. To my knowledge, they are not actually working for ITS directly, but I could be mistaken about this.

159. I have rarely used ITS services directly (calling ITS). I always go to my in-department IT guys. ITS has been fine, when I've needed to call them.
160. We love ITS, they are just great to work with!

161. Phone support has been excellent. Thanks

Bb Vista has been difficult to utilize in some respects, such as uploading testbanks and specific questions from testbanks. Also, as an instructor with a full-time job off campus, it is very difficult for me to make trainings during the day.

162. None, thank you.

Major upgrades such as OS XP --> Window 7 or MS Ofc 2003 to 2007 to 2010 needs to be better understood as to what will be compatible or not compatible if people are on different platforms.

163. (edited) is the best at the Help Desk, (edited) is great; (edited) was amazing and I'll miss him; and all the others are very very good. I miss (edited) and now (edited). thanks to all for all that you do.

I realize that like all of us, you are trying hard to do more with less. This definitely impacts the services you can provide. But sometimes, decisions that seem logical and expedient in the short term come back to haunt you. Case in point-- unilaterally deciding to restrict bandwidth for streaming video. Dumb! This affects quality of life for students, as well as affecting good access to EDUCATIONAL content! Perhaps 5 years ago few would have noticed, but you can't get away with that now in 2011. There is no choice but to upgrade the infrastructure!

164. Another pet peeve-- making units "go it alone" with individual, patchwork solutions for things that should be done at the enterprise, university level. E-business is a good example. All kinds of units collect money and fees, yet there is no university-wide, turnkey solution that would make for a more consistent user experience and more efficient set-up and processing. In the end, the expediency of telling units "you're on your own"-- which results in all kinds of rickety, in-house, or incompatible systems proliferating all over NAU -- costs us all more, not less.

Because the faculty is required to work more and more on-line, we cannot perform without ITS competence, availability and patience. Please finance ITS with the savings NAU is making from reducing tenure-track density of faculty.

165. NONE

166. I hope that as I learn the new blackboard system, that you will be there for me. What number do I call for Blackboard questions? This will be the first course I am attempting to teach with Blackboard- ESE 503. Thank you! (edited), NAU SELECT, Adjunct Faculty

The department needs a strategist free of tactical work to be aware of all technology needs and expenditures at the university, in order to foster collaborations that can lead to increased efficiencies.

167. I'm new and learning the systems, and IT services have been readily available (when you know where to look) all along the way. Thank you.

168. I have never had to use ITS.

My biggest dissatisfaction is the lack of support for Linux systems. Some of the problems I currently have are connecting to a the NAU VPN connection while on the campus network (which I need in order to connect to a remote desktop) and connecting to a remote printer in the campus.

I think y'all do a fine job, but better communication and support for the graduate assistants in charge of specific computer labs would be appreciated. I know for most of last semester, only a few of the computers in the (edited) had the printer server properly networked. Most of the computers were unable to print which nearly led to actual fights when people needed to print something before a deadline.

169. Keep encouraging folks who are not tech-savy to come to you for training. Frankly, I feel inadequate in the computer literate arena and am somewhat embarrassed to ask for help - but
when I do, you are all gracious and kind.

When I enter a ticket I never have a time frame as to when it will be completed. It also seems to take a long time to get the requests done. I also noticed that I will get a ticket saying that my request was completed when it was not.

A suggestion might be to give us a time period that we will be waiting for our requests to be completed.

Also don’t sign off on a ticket to get it out of the system before it is completed.

Again I want to stress that I have not been here long enough to really be able to make too many comments.

CUSTOMER SERVICE SHOULD BE IMPROVED. THE PEOPLE BEHIND THIS SHOULD NOT TREAT PEOPLE LIKE ME WHO NEED HELP LIKE COMPUTERS.

The Help Desk is fantastic -- patient, efficient, and very easy. Thank you!

The HELP desk is invaluable to me. Every time I encounter a problem they are very helpful and calm. I appreciate their knowledge, skills and communication style.

The help desk is a life-saver. Everyone has always helped me without talking over my head or down to me for my lack of understanding. The help desk is like the librarians - extremely knowledgable and take questions as teaching-moments. I very much appreciate the customer service - with a smile!

I am using the ITS lab for Lynda.com training with a CD for a better environment to study. It is impossible to do training at the front window area I work in. Recently since the lab has been under remodeling I have also used the Cline Library and that has worked out well for the Excel 2007 I am able to work on a seperate screen since they have Excel 2007 still at the library.

It is difficult to rate all of the services ITS provides since our department also has an IT group that serves as our first response for IT needs.

Better support needed for online courses [faculty training first, then trouble-shooting support once a class is up and running]; more wireless capacity; use of student fees to support classroom technology on a regular basis; more tech support for classroom technology

The internet problem has not been solved since routers have been demanded being removed in the dorms. some dorms have way worse connection than others. So far i've heard that Mountain View has the best. hmmm...makes ya wonder. I've only used the services once last semester and I was not satisfied.

You definitely need to have better training/project support for staff members put into the position of suddenly having to use a new program or quickly produce a new project without adequate time to learn via existing ITS training mechanisms. Other universities I have worked with have an ITS staff member who can work with you in a pinch. Being placed in an impossible position by your supervisor with no software assistance available is not right!

ITS has been very helpful to us at NAUPD Dispatch over the past several years. I am completely satisfied with the level of expertise and customer service which ITS has provided.

Our tech guys at the NAU-Yuma Branch campus are always available and helpful or know where to refer us. Online and phone help for other services, online courses, TaskStream, etc., are always at the ready and helpful.

I would like to see more opportunities for training in Bb Learn, maybe on our own Yuma campus?

The people on the phone from the Solution Center have always been very helpful when I have a problem that I cannot fix. I am not very knowledgable or skillful with computers, have little training, and am mostly self taught. So I always appreciate any help they can give me since I am of the older generation!

The NAU ITS services are wonderful. As I work for other institutions, and with professionals from other institutions, I can say NAU provides excellent support.
189. Keep up the good work- I am greatly appreciative!

Allow larger space to send email attachments. When I have to share files with pictures in a
powerpoint the file is often too big to send. This is a very large inconvenience! Having to pay for
enterprise server fee to use calendar/nau email on a smart phone and pay $15/month just to use
it doesn't make sense. I am thankful for the people at 31511 and 3554 give them a pat on the
back and a raise! Why do employees get desk tops rather than lap tops??!!!
More courses on basic email filing, powerpoint, vista, excel advertised on email would be helpful.

My experience has been that NAU's ITS support is composed of great people who are extremely
knowledgeable and very willing to help the campus community with our technology needs and
issues. The problem is that they are, like all of us, largely understaffed but are nonetheless
expected to take on ever-increasing workloads. Thanks for all you do to support us!

190. IT support is great for day to day functioning. Wait time is long if you are trying to develop
products/services for business functions