1. We would like to start by insuring that we tailor our questions to your position here at NAU. Please select your primary affiliation from the list below.

<table>
<thead>
<tr>
<th>Affiliation</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Student Worker, involved with teaching, such as graduate assistant</td>
<td>53</td>
<td>9%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Staff Student Worker, such as in an administrative capacity</td>
<td>87</td>
<td>15%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Faculty</td>
<td>139</td>
<td>24%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Staff</td>
<td>299</td>
<td>52%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td><strong>578</strong></td>
<td><strong>100%</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Faculty services list

<table>
<thead>
<tr>
<th>Service</th>
<th>Used</th>
<th>Recommended</th>
<th>Used &amp; Recommended</th>
<th>Unused &amp; Unrecommended</th>
<th>Unfamiliar</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alfresco Content Repository</td>
<td>1.3% (2)</td>
<td>0% (0)</td>
<td>0% (0)</td>
<td>5.84% (9)</td>
<td>92.86% (143)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Blackboard Learn</td>
<td>51.95% (80)</td>
<td>5.84% (9)</td>
<td>29.22% (45)</td>
<td>9.74% (15)</td>
<td>3.25% (5)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Blackboard Learning Course</td>
<td>24.03% (37)</td>
<td>3.25% (5)</td>
<td>11.69% (18)</td>
<td>18.83% (29)</td>
<td>42.21% (65)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Blackboard Collaborate (Elluminate)</td>
<td>16.23% (25)</td>
<td>5.19% (8)</td>
<td>10.39% (16)</td>
<td>17.53% (27)</td>
<td>50.65% (78)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Bonsai H: Drive</td>
<td>26.62% (41)</td>
<td>0% (0)</td>
<td>15.58% (24)</td>
<td>5.84% (9)</td>
<td>51.95% (80)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Class Mailing Lists</td>
<td>37.66% (58)</td>
<td>3.25% (5)</td>
<td>18.18% (28)</td>
<td>11.04% (17)</td>
<td>29.87% (46)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>E-reserves system from Cline Library</td>
<td>25.97% (40)</td>
<td>6.49% (10)</td>
<td>22.73% (35)</td>
<td>13.64% (21)</td>
<td>31.17% (48)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Grade Performance Status (GPS)</td>
<td>29.22% (45)</td>
<td>4.55% (7)</td>
<td>13.64% (21)</td>
<td>23.38% (36)</td>
<td>29.22% (45)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Jan PHP/MySQL Web Server</td>
<td>11.69% (18)</td>
<td>0% (0)</td>
<td>4.55% (7)</td>
<td>11.69% (18)</td>
<td>72.08% (111)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>NAU Gmail (Google Apps)</td>
<td>23.38% (36)</td>
<td>3.25% (5)</td>
<td>14.94% (23)</td>
<td>18.83% (29)</td>
<td>39.61% (61)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>NAU iTunesU</td>
<td>9.09% (14)</td>
<td>3.25% (5)</td>
<td>4.55% (7)</td>
<td>19.48% (30)</td>
<td>63.64% (98)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Oak IIS Web Server</td>
<td>6.49% (10)</td>
<td>1.3% (2)</td>
<td>2.6% (4)</td>
<td>11.04% (17)</td>
<td>78.57% (121)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Online Course Evals</td>
<td>47.4% (73)</td>
<td>5.19% (8)</td>
<td>22.08% (34)</td>
<td>7.79% (12)</td>
<td>17.53% (27)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Pine IIS Web Server</td>
<td>5.84% (9)</td>
<td>0% (0)</td>
<td>1.95% (3)</td>
<td>7.79% (12)</td>
<td>84.42% (130)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Scorer</td>
<td>5.19% (8)</td>
<td>0.65% (1)</td>
<td>4.55% (7)</td>
<td>5.19% (8)</td>
<td>84.42% (130)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Sharepoint</td>
<td>19.48% (30)</td>
<td>1.3% (2)</td>
<td>9.74% (15)</td>
<td>6.49% (10)</td>
<td>62.99% (97)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>south LRC</td>
<td>5.84% (9)</td>
<td>5.84% (9)</td>
<td>3.25% (5)</td>
<td>12.34% (19)</td>
<td>72.73% (112)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>
### Teaching Classroom

<table>
<thead>
<tr>
<th>Subversion</th>
<th>0.65% (1)</th>
<th>0% (0)</th>
<th>0% (0)</th>
<th>5.84% (9)</th>
<th>93.51% (144)</th>
<th>154</th>
<th>n/a</th>
<th>n/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survey Forms Scanning</td>
<td>2.6% (4)</td>
<td>0% (0)</td>
<td>0.65% (1)</td>
<td>11.04% (17)</td>
<td>85.71% (132)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>University Stat License: JMP</td>
<td>1.3% (2)</td>
<td>0.65% (1)</td>
<td>1.3% (2)</td>
<td>10.39% (16)</td>
<td>86.36% (133)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>University Stat License: SAS</td>
<td>1.3% (2)</td>
<td>0.65% (1)</td>
<td>2.6% (4)</td>
<td>14.29% (22)</td>
<td>81.17% (125)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>University Stat License: SPSS</td>
<td>8.44% (13)</td>
<td>2.6% (4)</td>
<td>8.44% (13)</td>
<td>9.74% (15)</td>
<td>70.78% (109)</td>
<td>154</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

#### Virtual Lab

<table>
<thead>
<tr>
<th>Total Respondents</th>
<th>154</th>
</tr>
</thead>
</table>

### Errors

3. What do you use as your PRIMARY NAU work computer?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop</td>
<td>342</td>
<td>65%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Laptop</td>
<td>137</td>
<td>26%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Tablet (iPad, Android, etc.)</td>
<td>2</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Thin Client</td>
<td>6</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Desktop and laptop approximately equally</td>
<td>20</td>
<td>4%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Netbook</td>
<td>1</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>I do not have a primary computer</td>
<td>5</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>I do not use a computer at work</td>
<td>5</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>9</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Respondents</th>
<th>525</th>
</tr>
</thead>
<tbody>
<tr>
<td>(skipped this question)</td>
<td>53</td>
</tr>
</tbody>
</table>

**everything**

But it is not NAU owned- I am a distant faculty

Laptop with Docking Station

Laptop & iPad

Laptop with attached larger screen

for electronic work orders and work e:mail

I use my desktop computer at home. Also the computer in class.

not applicable

Desktop at Campus and at home.
4. Where is your primary work site located?

<table>
<thead>
<tr>
<th>Response</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flagstaff Mountain Campus</td>
<td>410</td>
<td>78%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Distance NAU site (Yuma, etc.)</td>
<td>45</td>
<td>9%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Home residence</td>
<td>37</td>
<td>7%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Flagstaff Mountain Campus &amp; Home approximately equally</td>
<td>13</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>19</td>
<td>4%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>524</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

DDD Community Resource Center Tucson Az

off campus location

Rented office space near my home.

Distant, remote location, from home

(personal address)

Off campus location near Kohl's

I use my Flagstaff campus, my home office, and travel sites (on the road) roughly equally

uao- off campus site

off campus

Off-site (Admissions)

Yavapai College

Offsite

Flag for info access, home for getting anything actually done

Phoenix office

home

Campus Home Travel

(personal address)
Thomas school
Flagstaff Campus/Home

5. What operating system runs on your primary computer?

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Windows</td>
<td>429</td>
<td>82%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Apple (Macintosh)</td>
<td>73</td>
<td>14%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Windows &amp; Mac approximately equally</td>
<td>16</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Mobile operating system (Android, iOS, etc.)</td>
<td>1</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>UNIX (Including Linux in various versions)</td>
<td>3</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>4</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td><strong>525</strong></td>
<td><strong>100%</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(skipped this question) 53

see question #2

Mac, Windows and Linux (Mint)

Paper and pencils

Virtual Desktop - Parallels

6. The Gartner group (A respected computer consulting firm) now recommends that organizations schedule desktop replacements on a four year cycle. ITS currently provides support for PC’s and Macs up to five years old. Holding on to computers for too long threatens the data stored on them, reduces serviceability and user productivity. Is your primary university computer equipment:

<table>
<thead>
<tr>
<th>Equipment Status</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than four years old</td>
<td>321</td>
<td>61%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Four to six years old and scheduled for replacement soon</td>
<td>65</td>
<td>12%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Greater than six years old and not scheduled for replacement</td>
<td>27</td>
<td>5%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>I am unsure of the age of my system</td>
<td>125</td>
<td>24%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td><strong>525</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(skipped this question) 53
7. Please indicate which of the following mobile devices you currently use?

<table>
<thead>
<tr>
<th>Device Description</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cell phone (basic phone)</td>
<td>219</td>
<td>42%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Smart phone (combination phone &amp; personal digital assistant such as iPhone or Droid)</td>
<td>275</td>
<td>53%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Audio/Video-only IPod or other mp3 player</td>
<td>104</td>
<td>20%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Internet-capable IPod (Touch)</td>
<td>75</td>
<td>14%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Personal digital assistant without voice capability</td>
<td>6</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>iPad</td>
<td>116</td>
<td>22%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Android tablet</td>
<td>18</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>eBook reader</td>
<td>106</td>
<td>20%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>none</td>
<td>30</td>
<td>6%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>4</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td><strong>522</strong></td>
<td></td>
<td><strong>56</strong></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Feature</th>
<th>Hourly</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Rarely or Never</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet browsing</td>
<td>11.43% (55)</td>
<td>37.21% (179)</td>
<td>12.27% (59)</td>
<td>3.12% (15)</td>
<td>35.97% (173)</td>
<td>481</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Email access</td>
<td>28.93% (138)</td>
<td>26.62% (127)</td>
<td>6.5% (31)</td>
<td>1.47% (7)</td>
<td>36.48% (174)</td>
<td>477</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Text messaging</td>
<td>27.61% (135)</td>
<td>43.76% (214)</td>
<td>13.7% (67)</td>
<td>2.04% (10)</td>
<td>12.88% (63)</td>
<td>489</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td><strong>492</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>492</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9. Please indicate your level of agreement with, "I know who to contact with any given technology problem."

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>195</td>
<td>38%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Agree</td>
<td>230</td>
<td>44%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Neutral</td>
<td>56</td>
<td>11%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Disagree</td>
<td>26</td>
<td>5%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>11</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td><strong>518</strong></td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(All questions were responded to by 518 total respondents, with skipped questions indicated as n/a or n/a for Avg.)
10. Which of the following feedback mechanisms to ITS are you aware of?

<table>
<thead>
<tr>
<th>Feedback Mechanism</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOS trouble ticket post-solution survey</td>
<td>232</td>
<td>45%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>MyNAU portal survey questions</td>
<td>173</td>
<td>33%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Ask-ITS email</td>
<td>295</td>
<td>57%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Solution Center phone help desk</td>
<td>418</td>
<td>81%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>SOS web gateway for trouble ticket entry</td>
<td>137</td>
<td>26%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Information Security Incident Report</td>
<td>50</td>
<td>10%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td>518</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

11. Please indicate which of the following social networking sites you use either as a part of your work at NAU or, separately in your personal life.

<table>
<thead>
<tr>
<th>Social Networking Site</th>
<th>Work Response</th>
<th>Personal Response</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facebook</td>
<td>24.06% (115)</td>
<td>75.94% (363)</td>
<td>478</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>MySpace</td>
<td>18.18% (2)</td>
<td>81.82% (9)</td>
<td>11</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Twitter</td>
<td>34.15% (42)</td>
<td>65.85% (81)</td>
<td>123</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>LinkedIn</td>
<td>44.08% (93)</td>
<td>55.92% (118)</td>
<td>211</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>YouTube</td>
<td>31.97% (117)</td>
<td>68.03% (249)</td>
<td>366</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>FLIKR</td>
<td>29.17% (14)</td>
<td>70.83% (34)</td>
<td>48</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Delicious</td>
<td>50% (9)</td>
<td>50% (9)</td>
<td>18</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Zinch</td>
<td>0% (0)</td>
<td>100% (1)</td>
<td>1</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>ZooLoo</td>
<td>0% (0)</td>
<td>100% (1)</td>
<td>1</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td>435</td>
<td></td>
<td>n/a</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

12. How satisfied are you that ITS keeps you informed of technical changes or problems?

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>101</td>
<td>20%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Satisfied</td>
<td>250</td>
<td>49%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Neutral</td>
<td>131</td>
<td>25%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>27</td>
<td>5%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>6</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total Respondents</strong></td>
<td>515</td>
<td>100%</td>
<td>n/a</td>
<td></td>
</tr>
</tbody>
</table>

13. Do you find the following to be effective ways to stay informed on NAU technology issues?
I am not familiar or do not use

Very effective | Somewhat effective | Not very effective | Not effective | Response Total | Points | Avg |
--- | --- | --- | --- | --- | --- | --- |
ITS Info Newsletter | 27.57% (142) | 26.6% (137) | 33.59% (173) | 8.54% (44) | 3.69% (19) | 515 | n/a | n/a |
Featured Items on the ITS web page | 32.62% (168) | 14.76% (76) | 28.54% (147) | 18.25% (94) | 5.83% (30) | 515 | n/a | n/a |
Periodic Inside NAU spots | 25.05% (129) | 31.46% (162) | 33.79% (174) | 6.02% (31) | 3.69% (19) | 515 | n/a | n/a |
Direct email updates | 8.16% (42) | 71.26% (367) | 18.25% (94) | 1.36% (7) | 0.97% (5) | 515 | n/a | n/a |

Total Respondents: 515

(skipped this question) 63

14. Do you have any suggestions to improve ITS communications to you?

Emails detailing available training in advance of training, so that I can schedule around sessions that I want to attend.

This is a tall order, but if there are changes to location of files for servers the department and or person that upkeeps the files need to know that the location has changed. If though this required me to contact ITS to fix, Tobias was very helpful in making sure that our kiosk was up and running again.

Stop with a hard copy newsletter. Send all communications electronically.

None at this time, ITS staff I’ve communicated with have been very helpful and patient. Thank you!

The newsletter is sometimes too much to read at once.

There should be one site and one phone number for all tickets that are then handed off to those responsible. Too often times we submit tickets to be told that we need to use another venue for submitting tickets or reaching someone by phone when we are an Extended Campus site. There needs to be hotline number for Extended Campus sites when IT issues come up for instructors and the site needs immediate assistance. Surprised this was not addressed when the IT support were removed from each site and centralized. Often times temps are hired at the sites and in office until closing and have varying knowledge with basic hardware operation (i.e., logging into the system, getting a DVD to play through a projector, to name a few).

If it is important, it should be sent via e-mail.

An advertised news (RSS) feed would be best in communicating information in a timely manner.

It’s just hard for me to read the newsletter. I prefer smaller updates through Inside NAU.

Even though my computer is not NAU owned, since I use it 90% for NAU work, I feel when I am having issues, especially security issues, NAU IT should care or be more concerned since that can also hurt the integrity of the entire IT system...It is hard to be a distant faculty with no IT support, I work from my home-I do have a NAU laptop, which I use, but my primary computer is a desktop.

I think they are great! I haven't had much time at work to review all the tools available to us on ITS.
Opt-in notifications of changes to servers that I am registered to access.

No, our technical support person, Edward Grzywniski, provides excellent service to our campuses.

I think a campus wide WEEKLY ITS update email would be cool.

I haven't seen spots in Inside NAU, but I think that would be a good idea.

If you put a computer chip in everyone's brains, you could beam messages directly to their consciousnesses. Now that might be a bit expensive, but it would certainly be effective!

Nope. I am on the ITPRO list and the ITSOUTAGES list, so get LOTS of ITS communications! ;-)

My perspective is that helpful tips are located in various spots. It would be helpful to have them all in one spot and receive notification when something is changed or updated.

NO

N/A

Provide more opportunity to self-select what I am interested in: Let me subscribe to more direct or portal related content I am interested in.

No but I want to say that I am so happy you stopped sending the monthly newsletter in print!!

I would like more communication. Not necessarily more verbiage, but regular reminders that some system or other is due for a change. When we switched as a campus to Blackboard LEARN, I knew it was coming, but at some point all was quiet for a while and it fell off my radar and then it suddenly jumped up on me. We who do not live with computer updates on a daily basis find it easy to forget change is coming.

A direct email with the ITS info newsletter sent out monthly or how ever often the newsletter is created.

You're doing fine.

I have always had all of my problems quickly and efficiently answered when I call the ITS help desk.

I would like that www.facebook.com equal www.facebook.com, not www.nau.edu. It angers me to no avail.

It seems a little ad hoc at the moment. Have a standard place for news. Something like an RSS feed, email list subscriptions, or the like would make it easier "receive".

One time communications aren't enough. We need to keep up to date information available about all important systems in a place on the ITS website that is easily browsable/searchable.

I think unless someone is a real techie, one does not pay attention to the communications, unless they are having a problem. Sorry, but that's how I see it. It's not your fault.

DON'T do e-mail updates--I will delete them and not read them and then I will know nothing about you.

I think you are doing a great job especially since bbl does not give you a good product to work with.

There is rarely any word from the Provost's Academic Computing Advisory Committee - seems like there ought to be more give and take between faculty and this committee.

A superior service to faculty members! I appreciate every one! You are all extremely helpful.
Just to continue to be clear in your email communications the level of "alert" or importance of the information contained therein, as in REALLY PAY ATTENTION TO THIS vs. FYI-level info.

Please be as transparent and communicative as possible. Too much communication is better than not enough.

None.

none

NONE AT THIS TIME

If it is something of critical importance to my job, I prefer to be notified via direct e-mail updates.

Make sure all students get outage notices!

No, I am pleased with all services and assistance provided.

No, I feel that ITS does a good job with communication

keep up the good work....

Please fix the internet. I check out laptops from the library and even with a full signal I don't get internet. I randomly get disconnected from the internet other times.

Please change the computers in the SLAC. Every time I go there it takes 25 minutes just to sign in

Provide information of resources for new adjunct faculty members for the online resources.

none

Featured items on ITS web page would be more useful if folks received an email with the link to get there. Otherwise most folks don't go there to check for new stuff.

It would be nice to have a heads up before the web pages change. Usually we only know the web pages have changed when we boot up that day. It's frustrating to have a student you're trying to help and you can't find anything because everything is suddenly different overnight.

Fix BbLearn issues.

As an Adjunct Faculty the Help Desk hours are very limited. As an online instructor issues happen outside of the 'normal' hours. The hours seem antiquated in the current environment of 24 hours/7 days a week access.

None

Emails work best, and keeping all necessary departments informed so the supervisors can pass the word down to their workers was the most effective in my experience.

Visits to various units on campus - that's just begun and it's a HUGE success!

I have tried for three weeks to contact IT and have yet to be able to get an answer to my question.

Keep e-mailing me it is the best way for me to get the communication and also the best way for me to respond.

Sometimes my computer has a problem and the Solution center has been able to help. But today the person answering the phone could not fix the problem. Perhaps my computer is getting old!
Continue to post important info on your web site

My printer in rm 166 was smoking and I would like to have one that that actually works. Thanks you very much

Better communication between ITS and other IT departments about downtimes (upgrades/maintenance/etc).

No, I feel that they do a good job communicating.

None

no

None. Feel we get good communication.

I'm drowning in communication. Let me contact you :-(

nope.

No, thank you

I have found it to be very helpful to me.

Just a comment on your previous question: My computer is 4-6 years old, but it is NOT scheduled for replacement. There IS no schedule for replacement of computers at NAU, in my experience. it is by luck and circumstance. This is my third computer in 22 years here.

LTS needs to be kept abreast of campus-wide policy changes like tightening firewalls, throttling access to off-campus video services, and other things that affect us, preferably in enough advance that we can point out the kinds of problems some of those changes will bring before we are swamped with technical problem calls we can't solve ourselves.

use less paper and more technology

E-mail/text message alerts for outages.

Post service interruptions as soon as the interruption is confirmed. Getting the word out quickly will help alleviate user frustration and reduce calls to the Solution Center.

Not qualified enough to say

More direct emails would be great. Thank you.

emails

More Mac users or Mac knowledge

no

This is a difficult question to answer as my work load is so great that I have a difficulty justifying taking time to review.

None
If there is an issue with the internet, servers, etc. it would be nice if ITS would send out the pop-up on the computer screens.

Work on getting internet that works reliably on campus so that communication through email and websites would actually be possible.

I have the feeling that very momentous decisions are being made about the future of the technological basis of this institution with minimal faculty input. For instance, it was only after many months of documented problems with the learning management system that the Faculty Senate discussed the matter. If Inside NAU included faculty discussing IT issues, that would be a huge help.

Keep communicating regularly.

I think a monthly newsletter to IT pros with a list of projects, statuses and notes (such as priorities, issues, anticipated completed dates), would be helpful... just an idea, probably could use some refinement.

Upgrade knowledge on PC's not everyone has a MAC.

I would like to receive more updates when there are system, log-in/authentication, or network problems that have an impact on my network access.

It has been my experience that there is insufficient documentation on NAU ITS webs to address NAU ITS infrastructure policies, procedures, guidelines. I am continually faced with trying to accomplish a work-related task, only to meet resistance from NAU ITS teams (which we always work out) but which (in my opinion) require excessive time on my part, as well as yours. It would be really nice if, when an issue comes up, that your support team be able to simply point us to a web page of information (saving time for all of us).

It's probably not reasonable, and I can't be specific, but I have, at times, believed that NAU needs a stand-alone ITS documentation department, one that oversees all ITS documentation (rather than on a team-by-team basis). This team's charge would be to...

1) Create, and maintain a consistently-present source of information for ITSPros.

2) Continually recycle through that documentation in order to keep it as current as is possible.

3) Be the primary contact for we ITPros to identify/report that we need more information (working with NAU IT infrastructure) and either can't find any, or that what we find is outdated.

Perhaps make sure that old web pages are gone and "current" pages are up to date and sufficiently detailed. ( I appreciate this requires dedicated resources to do it well.)

None

Mobile alert for IT-related immediate security concerns. 2) Better information delivery on latest IT changes ahead for campus. Sometimes, it seems the departments aren't given much notice in order to prepare for changes.

No, you guys are great. I have never needed you from a student perspective though, only in my student worker position.

My Portal Page

I would like to have a seminar on my campus in person on how to improve my usage of Blackboard.
For example, dealing with the gradebook is very challenging to me despite of my years of experience teaching online courses.

Keep staffing ITS with technically competent and person-friendly people.

I suggest, possibly in addition to your newsletter, a brief one-subject update that is quick and simple to read and understand, maybe weekly. When I'm working on 4-5 different projects, I run through emails quickly and usually don't get back to reading a newsletter. The short info's can be reminders or differently-formatted updates that are also included in the newsletters.

Give info to department chairs, who can update us at faculty meetings.

None at this time, thank you for your hard work.

The presentation at the Center for International Studies on Wed, April 25 was superb. I'm glad you have it online.

Thanks for all that you do.

No

I appreciate the excellent support, training opportunities, and updates.

No I think ITS does a good job of posting bulletins on MyNAU.

Monthly updates would be helpful.

You all do an excellent job!

Especially for outages, it would be nice to have text message updates about when BBLearn is down and for approximately how long.

Automatic emails to all nau students, faculty and staff when certain technology difficulties approach. For example, beginning of Spring Semester 2012, we had bblearn issues in which were down, slow or not operating correctly. We need appropriate emails or display a much greater/larger text in NAU portal what is going on with the system.

15. 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>Not Aware of Service</th>
<th>Responsiveness Total</th>
<th>Points Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution Center Phone Support</td>
<td>47.55% (243)</td>
<td>25.64% (131)</td>
<td>6.26% (32)</td>
<td>0.98% (5)</td>
<td>0.2% (1)</td>
<td>13.11% (67)</td>
<td>6.26% (32)</td>
<td>511</td>
<td>n/a</td>
</tr>
<tr>
<td>Desktop/Laptop/Mobile Computer SOS Trouble Ticket Support</td>
<td>25.05% (128)</td>
<td>21.53% (110)</td>
<td>10.76% (55)</td>
<td>1.17% (6)</td>
<td>0.39% (2)</td>
<td>27.59% (141)</td>
<td>13.5% (69)</td>
<td>511</td>
<td>n/a</td>
</tr>
<tr>
<td>Wired Network Speed and Reliability</td>
<td>24.07% (123)</td>
<td>34.64% (177)</td>
<td>10.57% (54)</td>
<td>4.31% (22)</td>
<td>1.57% (8)</td>
<td>14.48% (74)</td>
<td>10.37% (53)</td>
<td>511</td>
<td>n/a</td>
</tr>
<tr>
<td>Wireless Network Speed and Reliability</td>
<td>12.72% (65)</td>
<td>30.14% (154)</td>
<td>14.09% (72)</td>
<td>8.39% (48)</td>
<td>5.09% (26)</td>
<td>19.57% (100)</td>
<td>9% (46)</td>
<td>511</td>
<td>n/a</td>
</tr>
<tr>
<td>Accessing the Network from Mobile Devices</td>
<td>11.15% (57)</td>
<td>23.48% (120)</td>
<td>13.7% (70)</td>
<td>5.87% (30)</td>
<td>2.35% (12)</td>
<td>31.9% (163)</td>
<td>11.55% (59)</td>
<td>511</td>
<td>n/a</td>
</tr>
<tr>
<td>email delivery of voice mail</td>
<td>11.55% (59)</td>
<td>11.55% (59)</td>
<td>9% (46)</td>
<td>1.17% (6)</td>
<td>0% (0)</td>
<td>37.96% (194)</td>
<td>28.77% (147)</td>
<td>511</td>
<td>n/a</td>
</tr>
</tbody>
</table>
## File Storage on the Bonsai H: drive and NAUSHARES

<table>
<thead>
<tr>
<th>Feature</th>
<th>Percentage</th>
<th>Number</th>
<th>Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone features and function</td>
<td>24.46%</td>
<td>12</td>
<td>511</td>
</tr>
<tr>
<td>Telephone support service</td>
<td>10.96%</td>
<td>56</td>
<td>511</td>
</tr>
<tr>
<td>ITS Technical Training</td>
<td>11.55%</td>
<td>59</td>
<td>511</td>
</tr>
<tr>
<td>Webpage and database project support from WebTech Team</td>
<td>8.22%</td>
<td>42</td>
<td>511</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>511</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

16. 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 | 146   |
(skip this question) | 432   |

I am based in North Valley and our wireless is good. When I travel to other sites some of them have not slow wireless but intermittent wireless. NAU Yuma often does not have wireless that works for my machines. It's not a people problem--it's a volume problem. Since this is outside my expertise I don't have the right vocabulary to make the suggestion but I think some of the sites need more "bandwidth." (This might not be the right word but I hope you can translate into the right one!) Thanks!

Our wired internet connection is pretty slow in my building. we have old cables.

Can't stored speed dial numbers

We need better support with updates on all/any of the MAC machines in the Comm building. We also need better support of printers with the whole building.

I wish there were more opportunity for various trainings. I am satisfied though with the availability of lynda.com to train on my own.

I do not like that in order to log onto the NAU network from my smart phone I have to log onto the browser and agree to the terms of service every time I wish to use that network. Once one agrees to the terms, I believe my device should just log onto the network.

Also, there is not a wireless service in my building, which means while at work, I am unable to use the wireless option on my phone.

The phone I currently use is not very user-friendly. Simple tasks like checking voicemail or making an out-of-office message are needlessly complicated.

I have never been able to get better than 10 Mbps over the LAN (wired) in my current office. I frequently transfer large files across the network (naushares, ghostsrv, etc.) and the network speed really slows me down. Wireless is consistently faster.

Spotty wireless service with no clear cause.

The old voice mail system was much more user friendly and less time consuming

Please find out a better way to provide wifi... It is incredibly sad that you find and lose networks, connections and timeouts within 5ft of moving or down the hall. Routers every few rooms? Each room? Something please!
Suggestions listed in previous question with comments

VPN and wireless range issues in Gammage

I have found that some of the staff at ITS are easy to work with but many are not always friendly or expect you to know more about the computer system than you do.

For the email delivery of voicemail - it jumbles the messages terribly, so I asked to go back to regular voicemail.

I have not personally used the email delivery of voicemail but when I get them sent to me, they seem to be very poor at correctly conveying spoken information.

While I have had great experiences with ITS over the phone and they have been prompt and helpful when it comes to dealing with or fixing my work computer, the people who help to put technology into the classrooms have made my job more difficult because of the unwillingness to be flexible. I work at the Program in Intensive English and have felt that the communication between some of the IT staff is aggressive. Instead of trying to help me to provide good service to my students, I feel like I have to work without IT support and give my students technical training in spite of the IT support.

I don't have my iPhone connected to the secure network, too many restrictions. The public server is quite slow, so I rarely use it.

Voice Mail via email is terrible, voice recognition needs to improve.

I have 3 email accounts configured on my iPhone. I can access two from NAU, but the one from Qwest which works everywhere else I've tried it in the USA, does not connect before timing out at NAU even when I connect to the NAU VPN first.

Offer training in software more often, (i.e., Excel, Outlook) and break it down into shorter class times.

I would like to know more about email delivery of voice mail.

Slow network connection at the Paradise Valley campus; many complaints from instructors in regards to uploading videos and large files. No wireless access available for NAU students.

IMHO, we have TOO much storage on Bonsai for the average user. I think it should be around 4GB with options to request more if needed.

Solution Center is very helpful, but it really depends on WHICH person you get.

I work in HLC..network is good.

I use IRIS for phone/voicemail and am pretty happy. The WMV format will not play on my smartphone...but now having the ability to forward my calls fixes that...

I hate the phone system. It is clunky and slow and outdated. My phone doesn't even work in my office.

Telephone support - often rude and expect us to figure out the phone rather than just providing them information so they can hook up phone, features, et.

Wifi constantly drops in certain areas of certain buildings (I suspect due to network congestion - mostly in the Engineering building, where a LOT of students utilize computers). Also, the VPN occasionally will start kicking me every few minutes, and I can't save to the server without that.

I actually don't need much help from ITS, either w/ computers, as our department has its own computer support personnel, or w webpages and databases...when I have a particularly sticky database issue, I can contact the dbas directly, and I'm very savvy in re webpages etc.

My personal laptop is never able to connect to NAU-Secure in the first 12 attempts. Furthermore, our work computer always loses connection around 1pm.
In the past few months, I have experienced some difficulties when using my Enterprise Voice phone service. The audio quality is so diminished that I have to ask the caller to hang up and assure them that I will call back on my iPhone. I’m fairly sure that the problem isn’t with my headset because it works well at other times. Perhaps, this is a bandwidth issue.

NAU secure is always having issues

I am often quite mobile at work, and when the wireless network doesn't work the way it should it's frustrating.

I needed some help with Select Survey last fall, and discovered that the ITS team didn't have any expertise beyond what's documented in the online help. Lois was cheerful and pleasant in trying to answer my questions, but ultimately couldn't offer assistance beyond what I already read in the online help.

I find the network that runs BB Learn to be very unstable and slow. It interferes with my ability to do work sometimes.

On the staff side service is great but calling in as a student has provided me little guidance.

does this exist really?

Wireless internet in Halls is ridiculous. Cuts out at times and signal is very weak!

I really don't like the voicemail over e-mail. Half of the time it does not take a mesage for one reason or another. I also can't listen to the message over the smart phone.

Would like to see more technical training opportunities: Not just entry level, but training that helps me do my job better

Would also like to have better access to technical support teams. SOS usually takes several days to get me connected with the right team, and is tedious to initiate.

I asked for Naushares for my department but did not receive the amount of space that I was told I would receive and therefore do not use the folder because it doesn't hold what I need it to hold. Then I was told that I could pay for space, that is something the department will not pay for just so that the office can more efficiently do it's work. Instead of 1 gigabyte per person, I received 3.38gb for 5 people, I guess because 3 of those people are student employees they only counted as 1/2 gb. Plus the amount of space varies from day to day even though I have nothing in the folder. So overall I was disappointed with NAUSHARES.

I need to know how to update my web page. When i asked I was told - take Dreamweaver - I don't have 2 days to spare for that.

Training is lacking.

Wireless is ridiculously slow and often difficult to connect to.
Phones are beyond outdated.
Dreamweaver and other web authoring software should be provided to faculty to maintain their webpages.

Actually, I wanted to say how very happy we are with file storage on NAUSHARES. We could not do our work without it and hope that it stays healthy!

I have noticed that the trainings being offered have diminished in quantity and content over the last year or so. I would like more training opportunities, for example, Excel/VLookup was an item I had to get assistance with from a co worker in another department.

Also advanced training in Bus Objects, to best use the data available would be fantastic.
And finally, training in EAN/PeopleSoft, specifically with students application status. The codes used by Admissions are confusing to non-admission staff, who are checking on the status of a prospective or orientation student.
The new webpage structure and style sucks!

When accessing voicemail, the list of choices is long and not in the most likely order. (Most likely order is (1) Listen to your voicemail. If you don't get a lot of voicemail, it's hard to recall what you're supposed to push.

I also liked it better when "Erase" was on phone buttom 3, which contains "E" for erase.

It's slow and for some reason, EVERY ***** webpage reroutes to nau.edu, and it ANGERS me because i KNOW how to use safeconnect and all that.

The voicemail system "Communité" is very awkward and I would like to use a "voicemail to email" or even a "forward voicemail to my mobile" option.

Solution center assumes we are all non-technical, and rarely has the real answer to the problem. Wireless has improved, but the VPN slows things down painfully. The Mobile Devices policy is too restrictive for personally owned devices. I don't want to give ITS the right to remote wipe or force a PIN onto my personally owned device.

I keep getting disconnected from the network on my mobile device every 10 minutes and have to log back in when I am still in the same building.

The wireless connection in Gillenwater Hall is terrible. Even if I manage to connect, it is slower than the 3G Internet on my cell phone. However, the wired Internet works 90% of the time.

I don't like the telephone features--so much of my time is wasted listening to that dang mechanical lady. And leaving people messages--there are three to four messages that say they aren't there and please leave a message (two that the person puts on, then two that the mechanical lady uses). It is SUCH a waste of my time to call people if I need to leave a message. Do you want me listening to the mechanical lady or running another analysis for a research report that will improve the way a department teaches their introductory courses? I find the latter to be more important.

Seems to have a long period of time before someone return a response. Need additional resources for creating, and maintaining various webpages.

I have an ancient phone and I have to look up how to access my voice mail every time (because people infrequently leave me voice mail messages.) I'd love to know how to setup the email delivery of voice mail.

I know it is probably not possible to keep up with all platforms - but I chose a Windows smart phone to make connection to MS Exchange and Outlook as easy as possible, and I believe there could be some expanded info on use of Windows phones (in addition to Android and iPhone).

Not enough flexibility in web page modification procedure. ITS wants to maintain too much control, but should transfer control to colleges.

I don't want to talk about it. Just still not satisfied. I have to enter 2 different passwords to get into my e-mail acct.

I strongly dislike voicemail. It's far too cumbersome. I just need a simple answer machine-type device

The support is not very good.

Sharepoint support is fairly lacking.

The Solution Center is awesome! Sometimes other teams do not have the same commitment to customer service.

Always able to quickly get an answer or problem fix

The set up/change information regarding the ITE 12SD phone system isn't working with those instructions on the ITS website.
They stopped my computer and phone allowance during the furlough year, and have not reinstituted it, so I pay for all my online and telephone use related to NAU. This dissatisfied me.

My wireless connection or even wired connection go out on a daily basis. I always have to reconnect to the internet server here. It is horrible. Half the time it says I am not connected to the internet and is super frustrating.

Wireless goes in and out, even if you are sitting right below a wireless modem. The thin clients in my lab take forever to load and Microsoft Office freezes constantly.

NAU SHARES and Sharepoint are antiquated and very difficult to use. Not at all user friendly in today's technology friendly world. Other systems need to be developed for a more appropriate use of shared drives. It shouldn't take half a day to load something onto a drive.

No excuse for an organization of this size an sophistication not having WiFi in ALL buildings. A phone system that supported Caller ID and readable function labels on the handset for advanced functions would be nice. Not having two distinct phone and voicemail systems that are unaware of each other and don't work together would also be a step forward.

The telephone features and functions we have available in our offices is antiquated. Also, the pricing to departments does not reflect the modern world needs of faculty, who more often than not when returning calls from students, must call a "long distance" number.

Wireless network is slow at times and was a pain to set up on my iPhone at first. Not really sure if this is an NAU problem but thought I would mention it.

I never remember the codes for the voice mail on my office phone. Make it a four digit number

wireless internet speed and reliability is almost non-existent in the dorms.

Expand wi-fi reliability and speed. Mobile sign-in's are a pain as it is required numerous times.

The secure wireless seems to not work about once a week and so I switch to public.

Fix the internet. It literally doesn't work and I have spent over an hour on multiple occasions trying to sign in to the internet when the computer had a full wireless signal.

kj

My computer is very slow on Monday mornings. I also think our telephones need upgrading to include a record of caller ID.

More File storage for employees, I have six thumb drives I have to store my work on and move around because the lack of space on our network naushares drive

Don't like the telephone menu...to long and cumbersome at this point. Maybe I don't use it enough since I don't have students yet.

Unable to access wireless in Gammage.

Wireless access on north campus is very poor - frequently can't access on mobile electronics

I would like a message system that includes the ability to fast forward through a message. Otherwise, to make sure you have transcribed a phone number or other information correctly, you have to listen to the WHOLE doggone message just to check that the number (or whatever) is right.

NAU-Public with VPN works ok, though our PPTP/SSTP implementation is problematic for non-windows platforms (specifically linux).

NAU-Secure seems to work occasionally with windows laptops. Macs fail to connect more often than not. I've not yet seen a linux client connect to it.

Response times from the WebTech team for a couple critical requests this last year were suboptimal.
My Bonsai drive is full and I do not know how to get more memory allocated.

Wifi network: unreliable connections, signal strength poor in a lot of areas inside ARD.

N/A

The wireless in the Gammage building is extremely slow and is not readily available when I need it.

Get people at the help desk that actually have a clue about what they're talking about. Every single time I had a problem it was some idiot girl and it was always stupid questions they asked. They could never help and I had to turn to regular people who aren't paid but should be because they know what's wrong.

The wireless in the Gammage building is extremely slow and is not readily available when I need it.

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The phones are old and not particularly user friendly. I came from an environment with ISP phones that were awesome. Conference calls were easy and the directory on the phone was amazing.

For helping faculty, staff and students please continue to make important info easy to find, thanks for having a search feature, as well as menu options under types of users.

Being told to take down Jan pages, and denied access was inconvenient and really limited ability to support students and faculty.

I wish that my office phone was connected to my computer so that instead of getting voice mail messages, I received an email.

Wireless/WiFi signal and reliability in the Gammage building is horrible...I cannot connect to the public network on my Droid with any consistency - the signal is either extremely week or completely non-responsive (or both). Using the wireless network is a very futile venture, as I always have to revert back to the Verizon network to connect.

Wireless network at Cline library is unreliable to the point of being unusable.

Only issue I have is trying to navigate voice mail via the phone. The menus seem to be overly complicated and difficult to follow. I very much like being able to access my VM via the web though.

I have an AT&T phone and do not receive service or very little service from inside all the buildings at NAU. This is a big issue!

Desktop SOS Trouble Ticket could not help me because I am a student worker and needed my supervisor to send the SOS.

Wired Speed is sometimes slow or lagging.

The wireless tends to be iffy, particularly in some of the dorms.

I would like a phone with caller ID and direct access to voicemail.

It can take up to 30 minutes to open some of our computers. I the Registrar's are investigating solutions to the issues.

It's very challenging to access the NAU wireless network on a mobile device--I understand the need for some security, but would like to see improvement in this area.

There is not wireless service in my building. Phone help is good but e-mail is terrible--the customer service people give "pat" easiest answer without addressing the problem or trying to understand it before giving that type of reply.

By the time I listen to the same entry message three times, I'm a bit impatient.

don't need them. I fix things myself.

NAU's telephone system is archaic and my office phone is a dinosaur that doesn't even allow basic features I need for conferencing. Many offices are moving away from traditional phones and taking
advantage of more web based/mobile technology but NAU needs to make greater strides in updating their equipment for all employees.

The ethernet in my building is sporadic. It goes out for periods each week. I don't use the online calendar system because I don't trust that it will be available when I need it.

The voicemail system is difficult to navigate compared to the local telco's. In areas like ARD Pod or the UU, secure wireless is either terrible or nonexistent (and often regular wireless is the same), and VPN access is not much better. Considering how many meetings we are encouraged to have in these locations, meeting room wireless access should be a given, not a crapshoot.

Make it easier to access the secured wireless network using a portable device or laptop - sometimes it does not even work. I tend to use NAU Public most.

difficult to get on NAU secure wireless network from many locations. Cannot get wireless at all in Bldg 49 (not served) or from Honors College (closed network of some kind). Especially difficult on Apple products, MacBook, iPhone, and iPad no matter the location. Phone tree for picking up voice mail on phone is insane--takes forever, have to put in password twice, password constantly expiring. Hate that voice mail system.

Over the past year, we've had difficulty getting help from PC Support. The answers we receive seem scripted and there doesn't seem to be any desire to research a problem to find a solution. When the problem is tricky, we're directed to another team where we have to start all over again.

phones with caller ID would be very useful

Being in Phx, I don't have a lot of access to ITS Technical Training. The phone system is horrible. Some of our students cannot be reached at some numbers for some reason, it is down a lot and voices are muffled.

Make ITS training practical

Don't have the telephone support suggest they send an email about how to deal with problems. Don't have time for that stuff

Disatisfied with desktop/Laptop Support because we are a small office in Phoenix and to get support here in the office it is very difficult. We recently went to a new phone system and now our fax machine and analog lines don't function

1) I've tried multiple times but have yet to get my iPod touch to connect to the NAU wireless internet... So I can't use it for a calendar or email for meetings.

2) Bonsai is ok, but a little slow and got burned once teaching class and what I needed was on Bonsai and Bonsai went down. Now I use dropbox exclusively, and only use Bonsai when I have to.

3) Web pages. I can't find anything and have given up trying to navigate anywhere from the main page. At this point, I just google and hope to find the right page.

The internet on campus is unreliable at best even when using NAU computers on an NAU network, wireless internet does not work more often than it does and is comparable to a dialup connection which is slow and may be disconnected at any time. Wired connections do not always work due to some buildings not having enough switches to connect all walled ethernet ports. Fast, reliable internet on campus is extremely rare.

When checking email on my IPhone I always have trouble when connected to the NAU-Public server. I have to turn off wireless and go on my data network (ATT&T) to download-which in many buildings on campus the signal is greatly reduced/non-existent.

Your Help Desk people are always so friendly and helpful and talk "laymen's language" when solving problems. Thank you.

Reliability and speed of wireless connectivity in study carrel on second floor of Cline (South end of building) is absolutely terrible, both in NAU Secure and NAU Public modes.

I believe that the backup storage availability is inadequate, both in terms of space and support, including money spent on this essential function.
My phone does not have speaker capabilities...I really need a phone with a speaker phone.

ummm no

If webpage support team includes SharePoint, I would say there are some issues. There ought to be some way to test, other than gathering test users (test server or account/s). Response to SharePoint issues is slow and sometimes results in the run-around. It appears to be a lack of resources, perhaps. If it's not a lack of resources, perhaps it is just a low priority.

Not everyone was able to access the shared drive so it was difficult to complete our duties at work on time.

NAU's wireless network is very unreliable. It needs to be upgraded/replaced.

The wireless on campus needs to be updated to a higher standard with more coverage. Its current setup works but isn't very satisfactory.

The last question regarding "Web Tech" team is confusing to me. I'm not sure if you are referring to all ITS support teams, or if there really is an ITS team called "WebTech Team" (if there is such a team, I'm not aware of it. Also, the question should be broken into two questions. What if I am satisfied with "Webpate" but not satisfied with "database project support".

Wireless access in the Cline Library building is extremely problematic and inadequate given the current use of wireless devices for accomplishing mission critical work by personnel and course work by students. Problems include difficulty in 1) getting a connection, 2) sustaining a connection 3) for students in particular knowing when, whether, and how to use NAU Public and NAU Secure to get to various services that they commonly use.

Better management of web security certificate renewals would be helpful.

I hate the voice mail. It's time consuming and redundant. I know there are short cuts to skip the "welcome.... but wonder why it's even there. I don't know why anyone needs to be told whose voicemail you called. You called it, you already know. It's just very frustrating when you're in a hurry.

The wireless network at the Paradise Valley campus is very slow and most of the time has intermittent connection problem.

older buildings are hard to rerofit to be higher speed.

The technical phone support/training doesn't exist or is very difficult to find out more info about how to use the system. And most users doesn't know that digital phone system is available (and what are the benefits). ITS Technical training has gone downhill with less training options available and outdated CD training titles listed on the ITS website; therefore, forcing departments or individuals to find their own training or buy books. Suggestion: when ITS roles out new software to campus always include training so employees can get up to speed otherwise what's the point of causing disrupting to people's workflow. There are benefits to newer software, right? Show the users why.

Phone system is not user friendly.

The phones are old. No caller ID and other functions

phone voice mail requires too many buttons before accessing messages. Code, then messages should just play without having to enter additional number.

New Voice mail system could be quicker. You have to punch numbers in twice to listen to a message. I would just like to hear the menu once.
My wired connection seems to cause more trouble than my wireless.

Currently the wireless network is not effective in supporting the level of work and connectivity required to do my job.

The residence halls need a stronger server for wireless internet. And logging in within the residence hall is a pain compared to connecting to NAU public... all servers should be as easy to connect to as NAU public.

The Registrar Office has very slow/low internet connection. If it were more reliable it would be beneficial to both us as workers and to the students we are helping.

The wireless service is slow in some buildings. Web page development could use extra staff to help the departments. When classes are conducted it would be helpful to provide training based on a new user and use the appropriate terminology as all are not web developers.

Always looking for training with MicroSoft products (Word, Access and Excel) and I never see any scheduled.

The Bonsai drive does not have enough space to hold all of the files I need it to hold - even with a new computer.

The wireless in my residence hall is quite unreliable and I often have low bars when connected. I have tried to use the Ethernet, but it won't work on my laptop, so my only choice is the wireless. In addition, I cannot connect my iPod touch to the NAU Internet very quickly and effectively. I have to log in every time and it takes a long time to connect if I just want to look at my email quickly. It's overall inefficient and I wish there were more routers so I could get more bars in my room.

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

<table>
<thead>
<tr>
<th>Software System</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>I do not use</th>
<th>Not aware of software</th>
<th>Respons Total</th>
<th>Points Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advantage</td>
<td>3.35% (17)</td>
<td>8.09% (41)</td>
<td>8.09% (41)</td>
<td>1.78% (9)</td>
<td>0.99% (5)</td>
<td>49.9% (253)</td>
<td>27.81% (14)</td>
<td>507</td>
<td>n/a</td>
</tr>
<tr>
<td>Business Objects</td>
<td>3.94% (20)</td>
<td>16.96% (86)</td>
<td>11.24% (57)</td>
<td>3.94% (20)</td>
<td>0.59% (3)</td>
<td>39.05% (198)</td>
<td>24.26% (12)</td>
<td>507</td>
<td>n/a</td>
</tr>
<tr>
<td>Exchange email, calendaring and collaboration</td>
<td>22.29% (113)</td>
<td>43.98% (223)</td>
<td>8.66% (50)</td>
<td>2.56% (13)</td>
<td>0% (0)</td>
<td>11.05% (56)</td>
<td>10.26% (52)</td>
<td>507</td>
<td>n/a</td>
</tr>
<tr>
<td>Instant Messaging through Office Communicator/Lync</td>
<td>20.51% (104)</td>
<td>28.21% (143)</td>
<td>8.88% (45)</td>
<td>1.18% (6)</td>
<td>0.79% (4)</td>
<td>26.82% (136)</td>
<td>13.61% (69)</td>
<td>507</td>
<td>n/a</td>
</tr>
<tr>
<td>Web video conferencing through Lync</td>
<td>5.52% (28)</td>
<td>11.05% (56)</td>
<td>6.9% (35)</td>
<td>0.79% (4)</td>
<td>0.39% (2)</td>
<td>53.65% (272)</td>
<td>21.7% (110)</td>
<td>507</td>
<td>n/a</td>
</tr>
<tr>
<td>LOUIE</td>
<td>23.27% (118)</td>
<td>51.68% (262)</td>
<td>18.54% (94)</td>
<td>4.14% (21)</td>
<td>0.39% (2)</td>
<td>1.38% (7)</td>
<td>0.59% (3)</td>
<td>507</td>
<td>n/a</td>
</tr>
<tr>
<td>MyNAU Portal</td>
<td>18.15% (92)</td>
<td>41.42% (210)</td>
<td>21.5% (109)</td>
<td>2.37% (12)</td>
<td>0.79% (4)</td>
<td>14.6% (74)</td>
<td>1.18% (6)</td>
<td>507</td>
<td>n/a</td>
</tr>
<tr>
<td>NAU Mobile</td>
<td>7.13% (36)</td>
<td>14.99% (76)</td>
<td>14.6% (74)</td>
<td>2.17% (11)</td>
<td>0.99% (5)</td>
<td>46.55% (236)</td>
<td>13.61% (69)</td>
<td>507</td>
<td>n/a</td>
</tr>
<tr>
<td>NAU Alert</td>
<td>21.5% (109)</td>
<td>39.84% (202)</td>
<td>13.41% (68)</td>
<td>1.78% (9)</td>
<td>0.59% (3)</td>
<td>16.96% (86)</td>
<td>5.92% (30)</td>
<td>507</td>
<td>n/a</td>
</tr>
<tr>
<td>Sharepoint</td>
<td>6.11% (31)</td>
<td>18.34% (93)</td>
<td>12.82% (65)</td>
<td>2.96% (15)</td>
<td>1.97% (10)</td>
<td>34.71% (176)</td>
<td>23.08% (117)</td>
<td>507</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 507

(skipped this question) 71
18. 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.

<table>
<thead>
<tr>
<th>Total Respondents</th>
<th>88</th>
</tr>
</thead>
<tbody>
<tr>
<td>(skipped this question)</td>
<td>490</td>
</tr>
</tbody>
</table>

I feel as though business objects is not very user friendly, and frustrating to use.

As a staff member - I find it cumbersome to log in to the NAU Portal to run a business objects report (enterprise reporting). many extra steps and extra windows.

Saying 'just use Windows' is a poor support model.

If this is in reference to the mobile app, it is not a great app. It does not have much useful functionality for me. The things that might be useful appear to just bounce to a web page.

n/a

Way too much spam coming through on this.

I wish Sharepoint could allow upload of Access files. According to ITS help, it is not possible.

PeopleSoft is a terrible and outdated platform.

SharePoint is a very clunky system to use--it frequently breaks or gives "service unavailable" errors.

Business Objects was down too much for awhile. Every time I needed to run a report it was down. Sometimes when I run reports it cuts off information at the bottom of a page break and there is no way to see it either on screen or if printed.

Look to the sister university, U of A on the Google Play Store (for me at least). They have pretty much everything build into the app rather than time consuming and slow links to the NAU mobile browser.

Students frequently ask them for assistance with Louie questions and we can not see what they see in Louie inorder to navigate to needed information. I refer student to tutorials and the IT toll free dedicated phone line but that line is not available 24 hrs but internet is so students become frustrated with not being able to have someone or some tutorial available 24/7. This is especially true when completing on-line graduate admission application.

Sharepoint is slow. It is clumsy software. It has limited capabilities.

Consistently have incompatibility issues with Microsoft applications on my mac. Sharepoint is also extremely unorganized and difficult to use, not to mention incompatible with non-IE or mobile browsers, etc.

you're already changing from Advantage

Business objects has been down a lot this last semester. It is also hard to navigate and does not work well in internet explorer.

The only reason I put dissatisfied for LOUIE is for student records it is not a user friendly system. It is not easy for students to see what courses they have remaining to complete their degree programs and it is a bit confusing for students to read their degree progress reports.

Lynx is a highly in effective system and frequently removes contacts from my groups.
Web conferencing with Lync is choppy, video stalls or is delayed, uploading of video or shared content is very slow.

Advantage and Business Objects are cumbersome and not very user friendly. I’m glad we are switching over to Peoplesoft Financials.

Sharepoint is slow and inefficient. There are much better open source options with better functionality.

Business Objects is slow and kludgy. Also, you've taken away the ability for folks to be able to create/customize their own reports, so we're stuck with the canned reports via (ugh) web. I'd much rather be able to access the data warehouse directly via MS Access or other tools and create my own queries/reports. I suppose for most people, it's okay, but it's still damned slow and kludgy, even with the provided corporate reports.

Sharepoint has been mostly a headache for me. Alerts are in various places depending on what kind of page you're looking at, and a multitude of other stupid problems. Overall I do not like sharepoint. By LOUIE do you mean peoplesoft? Peoplesoft can be slow sometimes, a pain when I’m entering payroll.

Although Exchange calendar reliability has improved somewhat for Mac users over the past year, performance is still exasperatingly slow, and some functionality works only from a PC, not from a Mac. On Lync, you can't set up a profile picture from a Mac. Would like the ability to set up access to a shared email address from Mac Mail. In LOUIE/PeopleSoft, I often get incorrect error messages about password or user ID being incorrect, and then it passes me through to the next page anyway.

NAU Mobile is not effective when working with BB Learn. The text is not large enough to work with effectively.

why is NSTAR not included?
why is Peoplesoft HR not included?

NAU alert does not work on a t-mobile prepaid phone - we tried half dozen times.....

I don't understand the Lync program and just find it a nuisance.

LOUIE feels old, and does not support mobile access. Very complicated to manage my information, and I feel like it is going to break every time I use it.

MyNAU Portal looks more up to date since last year's upgrade, but the information presented there feels out of date and seems to only contain part of what I am looking for. Example: schedule doesn't show me location for my classes, I have to login to LOUIE. Why?

NAU Alert is slow. When it has been used, I received the TXT message after the incident was already resolved. Would be nice to have email alert also as that seems to travel faster than TXT message.

NAU Mobile does not work well: it is slow, and the info presented is not useful to me as an employee or as a student - I still need to login to LOUIE. On my Android, the app request way too many permissions. Why does NAU need to know so much about me and my phone to show me the donate here screen?

I use Advantage very minimally, as a backup support to other admin for approving.

NAU Alert - Sometimes I don't receive the alerts and it's hard to determine if my account is current or when it needs to be updated.

I avoid use of Advantage and Business Objects as they seem to make tasks more difficult than necessary.

Again, for BUS OBJ, I would like training in how to use the available data to the best possible use. This training may be available, but I don't know where to find it.

I don't like the new Lync system. It is too proprietary (saving conversations) and it never seems to shut down, and I cannot find how to add delegates, or why I would need too, but two of my coworkers have added me as delegates.
Most people do not use Lync ... and yet it gets forced on us daily and we have to waste time logging in or trying to kill the damned thing. It should be optional software.

Not your fault about Sharepoint. I just think it is an inflexible interface.

Still getting used to Lync. Interface icons are very small and hard to intuit. Many meetings have started slow/late because of difficulties getting audio/video—or getting one, but not both.

Lync loses its connection frequently and only sometimes gets a reconnect.

Sharepoint is terrible. It is hard to find anything, harder to use, and not intuitive at all. There is no way to do much of anything on a mobile device. After using various shared document "cloud" solutions, Google Docs, and various wiki tools, Sharepoint stands out as the worst. (The dependency on a full MS Office install and poor version control are two of the most obvious problems.)

The Calendar component of Exchange still seems very buggy, particularly related to privileges and room scheduling functions.

I hate IM’ing and don’t want it coming up on my computer—every morning the first thing I do is shut it off. How can I just get rid of it?

This has more to do with the account inquiry. But its very confusing. It is not obvious of what has been paid and what still needs to be paid in case you have a dispute. This is especially confusing for international students. I think the old way was better.

I rarely get the updates from NAU Alert in a timely manner.

The Sharepoint is the most difficult platform that I have ever used. It is also one more place to have to go to look for information. It is much easier to share information via email or Dropbox.

TAs TPs and GAEs are not treated separately. Intercepts can come from any transaction to pay for another transaction. It takes a lot of time to reconcile if multiple trips are open. In normal accounting systems each disbursement is treated as a unique item. One transaction does not influence another. Very troublesome when trying to get travel advances when teams have back to back trips and intercepts prevent teams from getting advance that they need. While there are ways to circumvent the system it should not be necessary

While I find the quality of LOUIE as a program to be about average, I feel that sometimes it just feels bloated and slow to use, especially when running daily processes.

NAU mobile app is unreliable. Fortunately, we can access Bb through Safari.

It seems less user friendly.

Please see previous comment for Sharepoint.

NAU Mobile is often not up to date. Also I think it should have a link to check your outlook mail.

Business Objects is difficult to use, produces incorrect results and is down way to frequently. Sharepoint is too Windows-Centric and isn't maintained or supported in an enterprise fashion.

advantage is cumbersome and time consuming and not very user friendly.

I’ve been signed in to LOUIE and had random buttons that wouldn't work because of connection time outs or something, but other buttons worked. I refreshed, but that didn't change a thing.

n/a

PSFIN is a step in the right direction!

Please help me with how to use NAU Mobile so I can access my email on my Android phone
Wish I didn't have to log in twice to get to my faculty email. If I logged in to MyNAU, it should automatically log me in to my faculty email.

NEED TO CHANGE THE PASSWORD SET UP. I don't want to have to change my password as often as I am FORCED to. Also, I cannot alternate between 2 since "it's been used recently" This huge concern over the safety of my information based on a password makes me feel uneasy about the other end of things. MY end is fine and my password is damn secure. If I'm concerned, I will change it myself.

The updated MyNAU portal is really a mess to navigate, especially if using a touch pad on a lap top instead of an external mouse. There is too much going on, on the page. It looks crowded. I don't care for web sites that require users to scroll down in the browser.

All of those platforms are very hard to use -- nearly opaque, difficult to navigate, don't work with Chrome in some cases, etc.

NAU Mobile is very slow and takes too much time to access.

The NAU Louie system takes forever to load and the pages only allow me access about half of the time.

I don't like having to frequently renew my NAU alert. MyNAU portal is too time consuming to use and gets in my way (set as my home page by IT staff)---it is quicker to go to nau index and go to what I am looking for without signing in. There is nothing useful on MyNAU Portal.

Very difficult to find what you need. Not very friendly when it comes to searching. Not maintained, old pages in there or duplicate pages.

I feel like I have to go to 3 different web sites to access, class room, emails and grades, I would like to handle all of this on one web site.

LOUIE is functional but living in the dark ages.

Find a way to make this work with MACs is a way that does not require Mac Outlook to use some functionality -- yes, yes, I know, ITS can be rather dismissive of MAC users, but there are enough of us that need better support than saying you can access it on the web.

it would be great to get NAU alerts as emails instead of text messages. I have to pay for each text message, and was being harrassed by a random person in New Mexico, so had to disable that feature on my smart phone. I guess Exchange is OK, if this means Outlook. I don't know what the alternatives are.

Sharepoint is a great file sharing and development tool but there doesn't seem to be much expertise at ITS to support this product. It would be so helpful if there were some sharepoint experts at ITS.

i don't see the point of MyNAU, only ever go there when need to get to email from a strange computer and can't find email access point when search NAU website

Louie needs to be easier to navigate.

I have tried using My NAU as my home page and just can't see the advantage as I can't keep links and so forth on there. If I can...I don't know about it. I would like training or something if there are more advantages to using this page as a homepage.

I just really don't like IM in any format.

I cannot get my nau alert to work

I had several syncing problems getting iCal to work with the NAU calendar and after having an inconsistent calendar on my laptop vs desktop, I gave up and now only use iCal with the two syncing on Apple's iCloud.
At least I've gotten the email to work simultaneously on my laptop and desktop...

Gmail has been wonderful, however it is very difficult to connect to due to very unreliable internet on campus. When able to connect many NAU computers have difficulty loading gmail page and often have to switch to basic/slow connection setting.

Most dissatisfaction comes from the centralized password systems. First, it is extremely inconvenient to have to continue to change passwords, as you have to change muscle memory as well the passwords set-up in 2 other mobile devices. Additionally, Louie will often go to a screen that says "invalid credentials" only to hit refresh and have it send me to my LOUIE page.

No longer use directly, but can't seem to easily get info I need

Setting up the alert system has repeatedly been a very difficult and complex process, to the point that such difficulty deters participation.

I am in Yuma & located not on university property. Therefore, I use Yuma Regional Medical Center computers, network & capabilities. I use my personal Mac laptop for much of my work as well. I would like to be better connected into the NAU network, despite being off-site. If you have any suggestions for how I can do this please let me know.

Please see previous box about SharePoint. Issues are not being resolved... YOUR SURVEY IS NOT LETTING ME GO BACK TO PAGE 8.

NAU Alert - have to resub every year, messages to resub come on my cell phone, which means I never do anything (text is not a good method to communicate with me). I just don't like sharepoint, it's an extra step. I like attachments or the R drive.

Exchange calendaring seems to be overly complex and therefore prone to user errors and complex problems. SharePoint is OK, but managing permissions and access to documents is cumbersome, and permissions and documents sometimes seem to disappear. The search function isn't great. The upgrade caused problems that we are still discovering.

SharePoint is so idiosyncratic, such as in the path you have to take in order for a command to execute. And Outlook use and rules are so problematic for iPhones that Outlook makes Gmail look better than it actually is.

---

Other messaging system was easier to use-more personal-this one leaves a trail as to your communication; was supposed to be just you and other person-no trail

Everything that I noted as dissatisfied is because ITS does not adequately provide training support for this software and most users do not have a better understanding how this software can benefit their productivity and in some cases are even apprehensive to using the software (e.g. Lync) cause they don't know more about it.

BO still takes a long time to load and it seems that I have to enter things twice when I want to print.

Glad that PeopleSoft will soon replace that Advantage abomination

Sometimes at home my mail messages do not show attachments--not sure why.

NAU Alert difficult to re-start when subscription has ended... not sure why subscription has to end for emergency alerts- maybe make subscriptions longer???

Business Objects seems to have numerous problems. It seems like we are always receiving emails notifying us that it's down or unavailable. This happens weekly, and sometimes even daily. Clearly the university should look into a better reporting system.

NAU Mobile --- needs a search function. At least access to calendars and graduate college.
Only comment about LOUIE is that if I need to find out information about a student, I need to re-enter all of the information if I need to look at more than one page. Seems the back button or a drop down menu would be helpful.

19. Please indicate your level of satisfaction with the following new or improved 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>I have not used</th>
<th>Not aware of upgrade/new feature</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redesigned ITS Web Page</td>
<td>6.31% (32)</td>
<td>21.5% (109)</td>
<td>25.05% (127)</td>
<td>4.54% (23)</td>
<td>0.99% (5)</td>
<td>21.7% (110)</td>
<td>19.92% (101)</td>
<td>507</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Mobile web applications</td>
<td>3.75% (19)</td>
<td>15.19% (77)</td>
<td>15.19% (77)</td>
<td>1.18% (6)</td>
<td>0.39% (2)</td>
<td>43.79% (222)</td>
<td>20.51% (104)</td>
<td>507</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Redesigned MyNAU portal</td>
<td>8.88% (45)</td>
<td>31.16% (158)</td>
<td>28.6% (145)</td>
<td>3.94% (20)</td>
<td>1.78% (9)</td>
<td>16.17% (82)</td>
<td>9.47% (48)</td>
<td>507</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Automatic Secure, Roaming Wireless</td>
<td>6.9% (35)</td>
<td>23.08% (117)</td>
<td>10.26% (52)</td>
<td>4.54% (23)</td>
<td>2.37% (12)</td>
<td>30.57% (155)</td>
<td>22.29% (113)</td>
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<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Sharepoint Upgrade</td>
<td>3.94% (20)</td>
<td>13.41% (68)</td>
<td>14.79% (75)</td>
<td>2.17% (11)</td>
<td>1.18% (6)</td>
<td>35.7% (181)</td>
<td>28.8% (146)</td>
<td>507</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Lync Upgrade</td>
<td>8.09% (41)</td>
<td>22.88% (116)</td>
<td>15.78% (80)</td>
<td>1.38% (7)</td>
<td>1.18% (6)</td>
<td>28.8% (146)</td>
<td>21.89% (111)</td>
<td>507</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Green PC thin clients</td>
<td>2.76% (14)</td>
<td>5.13% (26)</td>
<td>8.68% (44)</td>
<td>1.58% (8)</td>
<td>1.18% (6)</td>
<td>46.35% (235)</td>
<td>34.32% (174)</td>
<td>507</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 507

(skipped this question) 71

20. If you were either very dissatisfied with a service or have suggestions for improvements, please enter them here.

<table>
<thead>
<tr>
<th>Service</th>
<th>Total Respondents</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redesigned ITS Web Page</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Mobile web applications</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Redesigned MyNAU portal</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Automatic Secure, Roaming Wireless</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sharepoint Upgrade</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lync Upgrade</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Green PC thin clients</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total Respondents 85

(skipped this question) 493

i can't get wireless in my office in old main :(

Good web upgrade. Just need to get used to it. Some software items required for staff and faculty are hard to find.

The thin clients have limitations in the use of the assistive software that is available on campus. In that sense they are not useable by all.

Again, SharePoint (even the new version) is not very intuitive. I don't use it unless I absolutely have to.

Generally speaking... I don't like the new NAU web pages. It is not obvious where to find information and seems a lot more cumbersome than the old pages.

Still find it difficult to find things.

As I stated previously.

I struggle to find things since the web site was redesigned.
From what I understand, Sharepoint still uses NTLM authentication, which is not even recommended by Microsoft themselves. Also, not pleased with the buggy interface of Sharepoint.

It is very difficult to tell where the hyperlinks are on the ITS webpage (using Google Chrome at least) as they do not stand out at all, and you have to mouse over to find out if it is or not. Otherwise, I like the reorganization of the site overall.

Can't access my personal Qwest email account at NAU on my iPhone. Do not use the roaming wireless for any other access.

Lynx is not a useful system and frequently erases contacts and conversations. Green PC system constantly shuts down and often freezes in the middle of an operation on LOUIE which ruins customer service.

I haven't felt too happy about the NAU/EDEN thing. Have felt extremely out of the loop. May be my own fault. I think the look/feel is nice, but the transition is taking a very long time. I still have not been provided training on Ektron...and I'm not really looking forward to giving up Dreamweaver/HTML/CSS. Guess time will tell.

I still have trouble downloading email on my iPhone when connected through wireless. It is confusing on how to get around when trying to locate area.

New CMS is not very user friendly.

While it's nice to connect to one wifi network, connection quality is spotty.
As for sharepoint... well I just don't like sharepoint. It would be nice to use something that allows concurrent editing of documents, like google docs.
As for thin clients, they're fine for browsing a simple web site or emailing, but they fail to meet my expectations for graphic-intensive applications, such as high resolution image editing.

the ITS website has always been hard to use. things that are unclickable need to be, and things that you can click are useless. The index page is antiquated.

It is difficult to find information on ITS page now. Usually have to go through 3 or 4 pages to find information. Categories not too helpful in trying to narrow down the range of topics.

There were a couple of slight improvements with sharepoint, like how i can see a page's history. But overall I still do not like it. It's clunky, assumes idiocy on the part of the user at times, and in an effort to make things so easy makes it just a pain.

Can't log onto NAU secure mobile network from iPad. Don't use Sharepoint because it's not especially Mac friendly. Preferred Communicator interface on a Mac over Lync interface.

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hard to find anything

Mobile web applications don't seems well placed yet. I have to extend extra effort to use any mobile apps or websites NAU has creates. Would be nice if NAU's web sites and applications were device aware and responsive instead of requiring me to take extra steps to view the limited information presented.

Wireless changes are positive, but coverage is still lacking on North campus (no experience with South campus).

Really wish there weren’t 2 log-ins for email

Redesigned ITS Web Page = you made it more difficult to find things. For example softwear downloads

All of NAU's redesigned web pages are terrible -- difficult to navigate and missing content that used to be available.
The wireless system is hard to connect to and very slow.
I commented on Lync previously, For the MyNAU portal, it is a place I honestly don't go, but it seems the ITS community wants us to use it for tracking purposes. I believe we use the thin client computers at the GSSC, for orientation and the computers are unreliable, slow, jerky, lock us out and generally seem like "old technology" due to their lack of capabilities. Often times, students will search information on their phones faster than we can get it on the computer.

See previous comments re: Lync and NAU Website in general.

My portal page is too crowded. I only use is for the directory service and every time I enter a query I have to scroll down the page to find the directory bit again ... etc., etc.,

Again, it's just that I find the Sharepoint interface klugy. Not your fault.

Not a fan of the index format, I found it harder than the old layout to find what I need.

The Green PC would be great if there was a way to install (even for just a single use) the three or four Windows programs I really needed. Without that ability it is not a useful as any current mobile device... I can get to email, calendar, web pages, etc on something as simple as an iPod touch or as powerful as an iPad without needing a "full" desktop environment. Typing a document on an iPad is easier than trying to work with MS Office on a remote connection.

The website redesign is a step in the right direction, but it has actually made some things (Software Downloads and DHCP registration) harder to find, requiring more clicks. Still lots of out of date information buried on the site. The redesign appears to be a facelift only. The PC thin clients I've used are sluggish.

I do not use Lync so I am annoyed every morning when it comes up on my computer.

It's more confusing to make payments than it had been before the change of MyNAU.

Get Lync off my computer!

LOVE the redesigned web page and the web redesign team--they are AWESOME in the way they help set goals for the webpage, and think strategically about who we are, our audiences, etc. GREAT group of folks--and a much needed resource on campus.

Thin clients in LRC 140 are unreliable. I hear that they are being replaced for the fall.

Redesigned web pages lost key information in favor of Marketing control. Too late to improve this now. Now, I have to waste time re-doing what I have done before.

Hard to navigate Telecom MAC forms and SOS orders.

See previous comments.

Wireless services are horrible on campus

Is there a way to extend NAU-Secure wireless to outdoor areas? I do most of my work in the field and having reliable network access outside of buildings would be beneficial. Having access off campus would be unnecessary so over-the-air 3G and 4G solutions would be excessive.

I find MyNAU portal to be less user friendly than before.

If our thin clients were upgraded in the Green PC thin client update, it did not change anything.

I haven't used the mobile web in a while since i was so dissatisfied with it before. So if you're saying there's new features on it in the last couple of months, then I need to check it out again. I hate
sharepoint so much that I just don't use it, so I wasn't aware of any upgrade.

Is NAU portal same as home page for NAU.edu? If so, I am really like the upgrade.

Wireless not available in all areas of campus

Frequently is down.

All of a sudden Lync showed up on my computer and I have no idea what to do with it.

In LOUIE it would be extremely helpful to have each person's title listed when you access/open the "People" section of a department, similar to the listing in the hard copy of the 2012-11 NAU Information Directory. Thank you.

The new ITS website is extremely non-intuitive and difficult to navigate. For example, to find LOUIE in person training, you must navigate to Learning Resources, In person training, scroll down (not in alphabetical order), click the title, click the title again and then click register. There is no more link to request in person training either. How would anyone know to follow all these steps? There's other menu items for LOUIE as well, one of which brings users to small documents on how to add a class, etc. (geared toward students), another for LOUIE which brings users to the LOUIE online documentation and one that's not called LOUIE that brings them to any LOUIE in person trainings. What a mess.

In regard to Sharepoint, the upgrade is equally nonintuitive. It is difficult to navigate up a level, back, etc. You have to open a menu to see items you could normally do in one click.

I still have trouble finding individual colleges' information regarding programs and course information. 2NAU program info is very difficult to find and not very clear in content. Being at an off-campus location, I depend on the website to locate info for potential transfers.

Have not been able to connect wirelessly in Gammage.

Wireless not working very well on north campus; Sharepoint seems less intuitive

The ITS webpage is harder to navigate than the old one, and the search is barely usable.

NAU Secure doesn't work in the engineering building with macs. Very annoying

I hate that I have to use a drop down to navigate to BO in the Portal - it's not intuitive and it should be.

Constant changing of passwords, for same reasons as previous

see previous comments about wireless

There were several issues with the Sharepoint upgrade. Mostly related to programming issues, not ITS.

Lync upgrade should have been configured to not make it more intrusive than Office Comm. Several faculty asked me to now turn it off because it was in their face. Before that I could occasionally "IM" them with a quick item. Now I can't because they wanted it our of their face.

NA

see previous comments about my dislike of MyNAU portal.

See previous comments about wireless.
I cannot connect to NAU-Secure wireless. It never asks for encrypted key.

Connections to the wireless, especially Secure, now are hit and miss. I have been unable to find anything without a heavy investment of time on my part on the ITS site now that it has changed. Case in point: registration of Mobile devices.

Wireless is very difficult to access for Apple products. Why doesn't the "accept terms" splash page come up when you try to access NAU-Public for iris email? No wireless access in Bldg 49, weird closed network in Honors college, random "can't connect" to public and secure in different places even in the same bldg. Have not yet used NAU mobile applications but would like to, I guess.

does not display properly

don't see the point of MyNAU

See former question for feedback on My NAU.

New NAU directory is not easy to use and does not have enough information on it.

I have to agree/login every time I access wireless on my mobile phone. It is not automatic. It is annoying.

MyNAU portal seemed useless and I can't figure out how to customize it to give me links to NAU webpages that I actually check often.

Wireless on campus is unreliable and slow. Green PC's are very slow and some do not have working USB ports for flash drives and other computers must be used.

Link to Outlook on Kindle Fire works, but get messages that email has not been sent (even though tests seem to work). Just not sure messages are being sent and if so why I'm getting messages that they are not.

Redesigned web page is pretty limited; training roll out was not very smooth or informative. Not all that impressed with it.

Wireless access is inconsistent/unreliable. The Sharepoint Upgrade caused problems with sites and documents that we are still finding. It is difficult to accurately and reliably control access to documents or sites. Perhaps I missed the information, but I didn't see an announcement about the Lync upgrade, so I wasn't sure what it was at first.

Please add more useful elements to the NAU mobIle app "powered by Blackboard". There is no events calendar, no library, no union, no HLC or pool hours, etc.

Can't find anything anymore. Old URLS no longer work. Very disfunctional.

Sharepoint is slow.

My dissatisfication is related to my answers in question #17 that the upgrades are "pushed" out without much prior technical info or post-rollout support documentation to help the users and local dept IT staff. So, then the users ask the dept IT staff why was this installed or upgraded now etc and dept IT staff trying quickly to learn more about xyz software (on our own) so we can *try* to best explain why ITS rolled out this software and hope that doesn't cause any disruption to employee's workflow.

I've found MyNAU portal to be difficult to find Enterprise Solutions (Business Objects link) in.

What is the Green PC thin clients?!

wireless has been very unreliable.
I set up the Secure connection on my smart phone but everytime I leave campus, I still have to set it up again when I return. Very frustrating!

Please fix the NAU-Secure username and password. Myself and others have to enter "NAU-STUDENTS\username" while a lot of my friends do not. Consistency would be nice in this feature.

21. Which of the following products are set to automatically update on your primary work Computer? Please select all that apply.

<table>
<thead>
<tr>
<th>Product</th>
<th>Response Total</th>
<th>Response Percent</th>
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<tbody>
<tr>
<td>Antivirus Software</td>
<td>331</td>
<td>66%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Operating system updates</td>
<td>312</td>
<td>62%</td>
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<tr>
<td>Adobe updates</td>
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<td>Microsoft Office application updates</td>
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<tr>
<td>None of these</td>
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<tr>
<td>I don't know</td>
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<td>4%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 503  (skipped this question) 75

Adobe is a real pain and memory hog. Sophos os much better.

Many of our end-users do not have administrative rights on their client machines, so they really on us (Campus Health IT) to help. Kind of a bother, but better than the alternative with many users.

*Checking* for available updates is set to automatic, but I manually choose when to apply the updates.

MAC updates

On my Mac, I manage these processes manually

Java

see question #2

My nau laptop is so old and problematic, I haven't used it for a couple years. NAU updates don't happen on my iPad and personal laptop.

Apple Updates

due to not having admistrator access, I get reminders for Adobe all the time but can not install them without calling ITS to come do it for me.

I don't have a primary computer

My computer is not provided by NAU

The library does this for us as librarians

I have no control over my work computer.

Purell wipes for my paper and pencils
I've set Adobe and Microsoft to ask first before updating.

We have our technology staff that take care of that

I use my home desktop computer only.

Our in-house IT guys take care of these things

To my knowledge, on the domain with standard config, all are set to update auto per NAU specs.

I recently started in this office and am not sure what is set up. Most of these were set to auto run on my previous NAU system.

22. For several years, ITS has automatically distributed updates for Microsoft Windows operating systems and Sophos anti-virus software to university-owned computers on the NAU network. We do this because it is important that computer users at NAU have all the latest security patches and that your anti-virus software remains up-to-date. It also increases workstation uniformity and user productivity. With the latest updates you can take advantage of the latest features. New technologies allow us to update more than just your operating system and anti-virus software. How interested would you be in ITS taking a more active role campus-wide to keep other commonly used software up-to-date and patched with the latest security patches?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highly favor</td>
<td>235</td>
<td>47%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Somewhat favor</td>
<td>145</td>
<td>29%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Neutral</td>
<td>114</td>
<td>23%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Somewhat opposed</td>
<td>14</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Very opposed</td>
<td>7</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 503

(skip this question) 75

23. In the last year, has your primary computer been infected by a virus, worm, Trojan, spyware or other malware?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>61</td>
<td>12%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>No</td>
<td>442</td>
<td>88%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 503

(skipped this question) 75

24. How often do you use the VPN when connecting to NAU from off-campus?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always</td>
<td>133</td>
<td>26%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Whenever I will be working with sensitive data</td>
<td>41</td>
<td>8%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Whenever required by my connection technology</td>
<td>118</td>
<td>23%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Never</td>
<td>168</td>
<td>33%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>44</td>
<td>9%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>
what is VPN?

Can not connect with home MAC computer

sometimes when needing to remote connect to my office computer.

I have no idea

I don't use this

can't see to get it connected

my VPN doesn't connect

If required or if working with sensitive data.

Don't understand what the VPN is

I hope to, but have a Mac at home and so none of my colleagues can assist me in getting it going.

When doing work from home or connecting to RBUS for homework

Not sure what the VPN is.

Used to always, now it takes so long, it is never

I don't know what this question means.

What's a VPN?

What is VPN?

see question #2

rarely

What's a VPN?

Once or twice a semester

It doesn't work. Usually when I try to sign in it disconnects me from any signal I have

What is VPN? I guess I am not using it.

Whenever I need to access my H drive
When I need to access my Z drive

VPN?

Whenever I need to access my files (on Bonsai).

No idea what that is

Do not know what VPN is.

At least once per week

Not certain what VPN is.

I don't know what this is.

I don't need to connect to NAU... only when I need to access a journal article and I will use VPN in that case.

When required by ITS to help solve a problem (maybe once in a year or two).

I do not connect to NAU from off campus

I simply use (what used to be called) the Iris connection to webmail

It seems that everything is pretty locked down, requiring secure connection to get to NAU data. I never use unsecured wireless.

occasionally - it's a little slow, so I try to avoid the need

When using Bonsai, just because it is required.

when working remotely which can be often at times

don't know what VPN is

loses connection often

Don't know yet if this is something I will use

I use the Remote Desktop Connection to vlab instead.

When I need to access files on my bonsai account or shared drive.

25. Please indicate your level of satisfaction with the VPN services.

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Unsatisfied</th>
<th>Did not use in the last year</th>
<th>Not Aware of Service</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>VPN Access</td>
<td>16.5% (83)</td>
<td>31.41% (158)</td>
<td>14.91% (75)</td>
<td>2.98% (15)</td>
<td>1.19% (6)</td>
<td>19.28% (97)</td>
<td>13.72% (69)</td>
<td>503</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents 503
More consistent ability to connect to bonsai from distance sites.

No comment.

being able to use the VPN

If the VPN connection were faster, it would be more practical to use; unfortunately, I don't have a choice but to use it over a slower (albeit “high speed” connection)

can't get it to work at home

END USER TRAINING

Everything works well as is.

Does Sophos really work?

Not applicable - I edit a web site, so anything I use is meant to be provided for public access.

disk encryption. e-mail encryption.

Better access to NAU secure wifi from iOS devices.

Have constant problems with the VPC accepting my name and password.

Work laptop or other device. I don't like using my personal equipment to access NAU's network.

Help getting VPN set up on weekends.

Ease of the process.

Hints/training on auto back-up to Bonsai and how to manage files when I have multiple places to store them.

Free Virus software provided by the university that is updated often.

A better VPN standard than PPTP. Full disk encryption for NAU laptops. For example, OS X Lion has a great built in full disk encryption... but I don't know who I should work with to give the recovery keys. OS X and Linux desktop support seem very ad hoc. I cannot even find a "best practices" guide from NAU for these users.

The VPN would be fine if it was faster. Many times, it seems to cause MAJOR slowdowns in data transfer rates.
I do connect with NAU from off-campus, but do not know if I go through VPN since I don't know what it is.

I e-mail everything to my home now. The VPN is so slow using Flagstaff phone services (Verizon), that I've now stopped the VPN.

I am fine, but have a belief that too many faculty/staff don't know how to use VPN to get to NAUShares and Bonsai for their data and instead just leave their desktop on all the time and do 'remote desktop' Make this information more available and 'how to' to encourage its use.

Sometimes there is a lag.

don't know what VPN is

I sometimes struggle when I am forced to change passwords while I am traveling - it can be difficult to get all passwords and devices updated while traveling and not physically connected to campus.

An easier VPN process to set up.

Continued reliability of the ability to connect to my work computer via the NAU VPN.

It is very difficult to access. Again Dropbox is so much easier to use.

Make it 'drop dead simple' to work with data from where it lives and is secure. I shouldn't have to transfer it to my hard drive.

Have a decent university laptop.

Again, access to NAU-Secure wireless in campus outdoor areas: this would enable us to save sensitive information directly to network shares instead of locally on our laptops or to thumb drives for later transfer, either of which could result in data being lost or compromised.

I don't know.

Working from New York State, it seems even over VPN I'm still not always getting full network access.

The secure wireless helped a lot

I have come across SSN numbers in boxes in and around the campus and these are just sitting in an unsecured location. This is something that needs to be addressed as they is no mechanism on campus to take care of these hard-copy docs, other than one person shredding them and this is very time consuming and also poses security issues.

Maintain current systems.

Most of the data I work with is already secured just fine the way it is.

As I indicated in question #19, in LOUIE when you open a "People" list having each person's department listed, similar to the way people have their departments listed in the 2012-11 NAU Information Directory.

a larger capacity of the bonsai drive

So far, I have not had problems with this.

CAS single sign-on logout
Better user education in this area would be helpful. There are very common perceptions that USB sticks, external drives, etc. are safer and more reliable than the file servers. People insist on being local admins on their computers, but don't have safe browsing habits. Laptops that store sensitive data should be required to have encrypted filesystems, and ultimately not be used to store sensitive data.

I love having access to the VPN, but PPTP has been flaky or unsupported on non-Microsoft devices. A more universally used VPN solution would be desirable in my opinion.

Nothing, I keep my data secure.

I think you all are already doing it!

training from IT - I am a new faculty member

A storage space for backing up files. I am not using one and not sure how to use it.

If the university would trust us enough with our own passwords

I always use VPN when working off campus if I am not in my office.

training

IMHO, ITS needs to be more proactive with regard to browser and browser plugin updates (reference #21). While it helps to have notice of security holes, I would venture a guess that most of our users don't apply these updates, no matter how much I "discuss" this with them. (I'm an IT-Pro by the way.)

Updated computer systems with anti-virus and secure email servers.

Unknown

More training.

I don't access university data

I am satisfied with the present system

Nothing

Easier, quicker, seamless access to secure storage and networks.

sometimes it won't connect. Don't know why.

My only objection to more updates is that they can be very annoying when they pop up while trying to work. And Adobe Update often rolls around and around and then concludes it cannot update after all. Does downloading a lot of updates make PCs run slower over time? just wondering. So far, new Mac is good except for Adobe update.

A way to send secure emails with sensitive data/attachments to other faculty

Not really applicable

I don't know.
VPN should not have a time limit before it kicks me off.

Having an automatic backup for electronic devices.

Fast reliable internet and servers.

Eliminate data :-) 

Never turning my computer on?

More backup service (preferably automatic).

Being better connected to the NAU system with optimally performing equipment & access to NAU resources more readily. Please see me comment from prior section. I am off-site in Yuma & not using NAU property or NAU work, but would love to explore how I can make this happen for better function & security on my end.

I’m interested in what you are working on for encrypting laptop data. I wonder if people are aware that they can encrypt external drives, folders, etc.

I just wished I didn’t have to go thru the VPN at all especially on my iPad...

Consistently reliable sharepoint access controls for documents.

More/regular training related to security issues. I just recently participated in a web security course. It was an “eye-opener” for me and very helpful. However, NAU has very few (if any) written policies, procedures, guidelines that can help we web developers to "protect us from ourselves" 

What short of personal information for reasons of privacy and risk of identity theft really needs the layers of security already in place? Perhaps a de-emphasis on securing university documents and spreadsheets might be healthy. For example I understand that some word documents on Bonsai might contain some personal information, but the percentage would be low. Meanwhile from the perspective of productivity and convenience, ubiquitous access might trump the VPN play.

At times when off campus the VPN has blocked me from the Cline Library website and recently from an ADE site.

VPN doesn’t stay up at night.

not sure

Probably staying on top of software updates on my home computer.

give location when/where loggin in occurs.

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

<table>
<thead>
<tr>
<th>NAU's information technology infrastructure (network, telecomm, file storage, application response, etc.) is meeting my current needs.</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.15% (131)</td>
<td>54.29% (272)</td>
<td>15.97% (80)</td>
<td>2.4% (12)</td>
<td>1.2% (6)</td>
<td>501</td>
<td>n/a</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>I have appropriate individual</td>
<td>36.53% (183)</td>
<td>48.5% (243)</td>
<td>9.78% (49)</td>
<td>3.59% (18)</td>
<td>1.6% (8)</td>
<td>501</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>
Computing technology is important to my work activities. ITS support is important to my work activities. ITS provides you with sufficient technical support for the existing NAU computing environment. Total Respondents 501 (skipped this question) 77

28. If you strongly disagree with any of the statements above, or you have a specific suggestion, please indicate why or provide it here.

Total Respondents 64 (skipped this question) 514

My desktop is great. But my laptop is very very old and it trashes my productivity when I work overtime at home - which I do a lot of these days.

i really could use wireless access in my office -but for some unknown reason it isn't available in old main. i need to use my wireless only ipad in here for work.

We need off-hours technical support.

Comm building needs additional staff to be in available. Too many days off. Too many student workers with odd working hours.

PLEASE move IT people out of **** and let us just work with ITS. The IT people in the **** have almost NEVER been able to provide support, but because they are based here, I am told I have to use them first. It is an ENORMOUS waste of time, and would prefer to just work with the competent people at ITS. Also, you all do not support Macs very well; I had to take my work computer and drive it to an Apple store in Phoenix because there was an issue that ITS said they could not do anything about. I should not have to drive a computer owned by NAU down to a store to get fixed.

See previous comments regarding ITS concerns. Since screen shots are frequently needed for training staff (especially part-time employees) the Microsoft copying screens functionality is not sufficient.

I just get frustrated with using Microsoft word and some of the updates seem irrelevant to my work but time consuming to get used to.

Wish you were more available to distant faculty that don't have NAU owned computers

I disagree with having the appropriate computing technology piece because I only have a desk top computer to do my work. My role requires a significant amount of time spent away from my office and it is difficult to stay on top of everything when I do not have mobile devices to conduct business while away from my office.

Please improve the functioning of the remote desktop client. It is often glitchy and crashes.

sometimes tech support lines are busy so I leave a message and don't always get a prompt return call. The internet goes down frequently if I have several windows open at once

Would be nice to have a level 1/level 2 type Solution Center (with different phone numbers) and put the noobs in level 1 support. Promote them after getting some experience.

My desktop is fine but slow. To work from home, I bought my first computer using start up fund. 4 years later, that computer is dead and I have no means to replace it.
I'm annoyed that I can't update things like flash myself when I need to.

I should note that I work at the library, where we have our own tech team.

Network speed in Gammage could be improved.

Would like more access to more modern technology: Easier access to Apple products, easier/clearer access to cloud service options for departments;

Is there any option to interact with ASU or UofA to see their SIS systems, or how they develop and provide student interaction with state mandated requirements?

My understanding is that my department IT people help me with hardware and that ITS helps me with software. Is that still true?

There has been a shortage of developers for a large/huge project that I'm involved with. I think your developers are overworked and would benefit from more staffing. Leslie and Chris are terrific, but they seem stretched too far. I worry about them.

More OS X and/or Linux desktop support would be great. Support for Parallels or VMWare Fusion would also be a big help. (A virtual machine template would be a lot better than having to install it myself.)

ITS has been more responsive in the past few years, and I'm pleased to see it. I especially like the friendlier towards Macs attitude.

I really appreciate the service of ITS. The area is really well-developed. The only thing I would like more of is personal training on higher level computing software, such as a coach/mentor in assisting me learn and utilize ACCESS for my work environment. If ITS ever goes in that direction, it would catapult my professional development forward.

Would love more hands on training in what we have available. I am new to the staff and am not familiar with many softwares nor available services. Kudos though for our technicians who are always available and patient with us.

I would like to see more support for Apple and Mac computers.

It's my experience that most departments (at least, academic departments) do not have the resources to update technology (eg faculty computers). The campus really needs to work with departments to identify reasonable and appropriate means of keeping faculty up to date and able to take advantage of campus technology.

Bear in mind with all of these answers that our in-house IT-FCB maintains our networks systems and computers.

I need a new computer so I can be linked into the nau system again. I'd also like to have a portion of my Internet and phone paid for...why do I have to pay for this, but if you have an nau office you don't have to?

I requested two screens for my computer over a year ago and was told that it was not available. Since then, most, if not everyone else in my office have dual monitors. I work at home when I need to work on documents with two screens, ie., grading with rubrics, editing manuscripts, moving documents from one screen to another for desktop sharing, etc., because I purchased my own computer and screens to meet my technology needs since I could not obtain what I needed from NAU.

We need more PeopleSoft Development staff

I am fortunate to have a relatively recent vintage laptop as the primary computer in my department. However, department funds are not sufficient to guarantee a replacement on a 4 year cycle by a new computer. Typically in my department, faculty get old computers from the department student computer lab when *they* have been retired after 4 years. This should be addressed centrally, particularly considering the recommendation of a 4-year cycle of upgrade / replacement quoted earlier in this survey.
Updates on software like Adobe are not set for automatic on my computer. This seems odd.

ITS could work more to introduce us to the technology we can use. Unfortunately we are in Phoenix and ITS support here seems either limited or they have not reached out to us. I don't know if anyone is at the North Valley campus to help us figure out how to integrate technology into our program (PA)

ITS is always so prompt. I value this so much, and really thank all of you.

ITS help desk has helped me so much! I could not do my job efficiently without them.

See prior comment regarding limited hours of operation.

An IT manual for new faculty would help.

I am not provided with a laptop from NAU, I have to use my own personal computer. Since all my work is on-line it would be nice if NAU provided an Ipad or laptop.

Staff is horrible and unknowledgable.

I did not strongly disagree with any of the statements but I did want to provide a comment. Thanks for taking my comment.

I really do not like the fact that I have to use a laptop as my primary computer at work (to be more mobile). I don't think this is a better alternative to a desktop machine. I feel like it is not ergonomically set up.

We have the LTS who supports

While I have not selected "Strongly Disagree" above, this seemed like as a good place as any to put this...
IMHO, NAU and NAU-Students Domain Administrators need to better communicate Group Policy changes to those IT-Pros with machines in said domains. This lack of communication, from personal experience and from discussions with at least two other IT-Pros, has caused hours of wasted time trying to figure how what's going on and/or getting it "fixed."

I would like to have more storage for my Outlook emails--I've run out of space more than once. I know more can be requested, but not before deleting a bunch of things that I'd prefer not to delete.

It is too time consuming and cumbersome to back up files on Bonsai. There should be an automatic, independent, periodic backup (so I don't have to copy folder by folder myself—I've thousands of files (mostly articles to use in writing, research and teaching)

I need an updated office phone.

I have more technical expertise than many of the support people.

fix or replace BlackBoard Learn. Dang, that thing is a whole lot worse than Vista, except for wikis, which I like. The most recent forced update of Bb Mobile abruptly stopped allowing access to blogs. It all seems to be going BACKWARD in functionality, especially the mobile version (for iPad). In principle, it's great, but so many things don't work or are VERY time-consuming and awkward like no drag and drop for adding files, no ability to upload multiple files (the feature is there, but it doesn't work, at least on the MacBook).

BbLearn is awful too hard to find things when search NAU website (like even just looking for location of a building searching its name or trying to find the login page for email)
The Solution Center is always knowledgable and very helpful. Hats off to them.

All programs that use the internet usually do not work due to internet being very unreliable/slow. Interferes with nearly every aspect of work as a result.

Main problem is with BBLearn, the system is horrible and geared toward IT people not consumers. Having come from a university that used another online course management system, I know there are much better options out there in terms of ease of use and accessibility. As a faculty member this is the most important component of ITS for me, everything else is luxury. Change to a new course management system with feedback from faculty who have used other ones before.

I would like automatic "cloud" backup support. I purchased my own external hard drive, but it's sitting close to my laptop, which has been stolen before, and I expect the hard drive would be also!

It would really help to have someone in Tucson!

I need to be provided with a home computer. I should not have to purchase devices--such as a smart phone--to help me do my nau job.

I may have to ask for more space sometime soon.

The computer folks I've worked with over the years (especially Tim Darby, James Howington, most of the ITS Help Desk techs) have all been great.

I am off-site in Yuma & not using NAU equipment or network to conduct my duties for NAU. I am off campus, but would still like to gain this access to these resources & benefits. If you have suggestions for how I can make this happen, please share them.

Everything is great but SharePoint support right now...

Why don't we migrate to voice over IP phones????

ITS does provide "sufficient" support in the sense the we eventually get all issues resolved. But, it varies by team. Some teams are really responsive, supportive, and helpful (e.g. DBA Team, ERS, EDEN) while others (e.g. ***** , ***) probably need more staff, and appear to be too pressured by "mission critical" projects to be truly helpful and supportive.

I just wish IT'S would increase the emphasize on the end-user experience when designing ITS services, solutions, and procedures. Protection is only part of the picture and needs to be balanced with what will make us an increasingly productive community.

I wanted to compliment the guys working to support the N. ITS lab for scheduling and assisting with technical difficulties - they do so in a timely manner when holding meetings and something goes wrong - Thanks guys!

---

Unfortunately when reading some questions on the first page I did not know what he abbreviations meant (SOS, VPN, etc.) I hope I didn't now answer them detrimentally to the survey-sorry.

We have a network tech guy that keeps us in the loop, and keeps our computers running very well.

I greatly appreciate the support I receive from NAU ITS - it is professional and has never failed me through a problem/issue.

Competent and helpful staff members. As difficult as the transition to BB Learn was, I thought I' best they could with what they had.(Could hae been MUCH worse.)

29. Overall, how satisfied are you with ITS support for NAU's mission and goals?
30. Please provide any last comments you have about IT services at NAU, particularly any suggestions you have for improvement. As in past surveys, upon completion and posting, you can view both the results and a summary of changes made resulting from your input by searching for the key word "surveys" on the ITS web page.

Keep up the good work!

The men and women who work on the help desk are fantastic. They are cheerful, helpful and quick.

Thank you for all you do - the behind-the-scenes staff and the help desk people are invaluable!

I would love to see more support for the adoption of technologies which are fully accessible and usable by all campus users. We continue to purchase and deploy software which is not fully accessible.

Please don’t make me reset my password so often. If you do, allow me to go back to the password I had two years ago and start over. I hate getting the "this has been used too recently" notification for that.

I have always had great experiences with the folks at ITS always responsive and helpful. Level of customer service exceeds many other areas on campus.

Great job! Keep up the good work.

I am retired and teach classes on line for extended learning services. Many of the questions really do not apply to those of us who use our own equipment or are not provided with the full range of NAU technology services. I use BB Learn and Louie on a daily basis and connect with e-learning help several times a semester. That is really about the limit of my connection with ITS. When I was full time I used many more services and was always pleased with them.

NAU IT has consistently been helpful to me over the past 6 1/2 years. I appreciate the staff.

ITS is underfunded and understaffed and still provides great service. I’ve worked for many higher ed orgs and have never had as good an experience as here at NAU.

Every time I call ITS everyone is so friendly and helpful. You all are doing a wonderful job and we so appreciate you!!! Great job, you deserve tons of kudos! :)

Solution Center is AWESOME.

PC Support is doing a good job considering all their changes.
I have found ITS to be under supported. This has lead to multiple instances of lengthy trouble shooting that could otherwise have been done much more efficiently.

More campus-wide support for Mac

thanks for all your hard work

I've worked with just about every aspect of ITS and with many employees. I'm happy. The Directors are doing a great job leading their departments.

Couldn't find help on ITS website about networking to printers (aside from a way to request help)

I do wish it was easier to be made administrator on computers so I could perform Adobe and Windows updates and download software myself.

Get rid of the Macs and PCs and put Linux on everything! Ubuntu beat even MacOS for user friendliness in recent polls!

Y'all are doing a pretty darned good job, in my opinion.

I like how many thin clients I'm seeing, saves resources. I'm not sure what the user experience has been but in theory it's great.

ITS personnel in general seem committed to providing good support. Some groups, EWT in particular, are very responsive. In general, Mac support has been improving, and I appreciate that.

I think the IT Help Desk is incredible effective and helpful. They always respond quickly and have been able to solve any problem I have presented to them.

I am much less satisfied with BB Learn, but that is another issue.

ITS seems like a black box to me and with some culture that does not jive with NAU's stated mission.

I work in an academic support department and ITS is not a resource that I feel I have access to outside of an SOS ticket. I would like to see more transparency with requests to ITS, more access to ITS personnel, and to know more about what ITS is doing to support student, faculty, and staff requests versus hearing about ITS initiatives that seem behind the times and not in response to a specific request or need (like eplanning and similar initiatives that other institutions have already implemented).

I do like the progress I have seen in ITS adopting technologies and the increased focus on results.

ITS support is always helpful. Keep up the good work - thanks for being there for us!

Would be great to get a package of services and how-tos. I started as a new faculty member this year and I'm only aware of the 'tip of the iceberg' services. I'm sure I'd use more if I knew about it.

I don't care that a consulting firm tells you to replace computers every 4 years. More than once i have had a perfectly good computer replaced and had to get used to new programs that usually were not an improvement. Ditto the we won't work on anything over 5 years old. If you work on a 7 year old machine and can't get a part - then you tell the user that that is that. Both these policies are a waste of resources. Of course older computers can crash - but who doesn't back up the important stuff? Fool.

Our unit has a strong IT component so I don't use ITS services routinely. I have been satisfied with the services provided when I do call you. Thank you!

I'm surprised that IT does not offer training sessions for PeopleSoft for university personnel. At other institutions I've been that was a basic part of IT's mission.

Phone support is so great! Keep up the great work helping us non-tech-savvy folks. And thank you for helping us stay virus-free!
I have experience with another state university and, in comparison, I am so impressed by NAU's efforts to maintain high quality IT on multiple campuses. NAU IT services always seem well-thought-out, centralized, rational, and deliberate.

I have been using the Help Desk for approximately 100 years and it has never failed me. That is some great continuity. I call up and I am frustrated and someone with a soothing voice helps me figure out my computer problem — if only we had that kind of help in other aspects of our lives!

We have had some delays when security levels for which we have been approved have "gone away," which temporarily blocks our progress in doing work in PeopleSoft.

Also, I worry that we lose and/or will lose really good ITS employees because they often have short-term contracts and don't know if they'll be renewed. The natural thing for them to do is to look for other employment. Then we lose their understanding and history on projects. Also, if they have competitive skills, they have a good chance of getting more stable work with an expectation of contiuance. (Actually, this is a problem for the whole university. We need some people sustainability initiatives!)

Today's computing/IT environment is rich and complex. No longer is support for "Windows Desktop with an approved browser" sufficient. People use mobile, tablet, gaming devices, and other new ways to browse and do work and use the internet.

Programs, web pages, etc that only support one platform are not something ITS should even consider in this day and age. The more this happens, the more things people will not use ITS software and tools. (The SOS platform is a good example of a tool that only works with one or two browsers. Not allowing a mobile device to even view a ticket slows everything down!)

The NAU mobile sites are a great start, but we need to have all our web pages and tools work the same way people actually work... anywhere from a browser on a desktop to a smartphone and everything in between!

Keep up the good work! Oh, one last thing...every Faculty and Staff person should be automatically given a GMail account so they can make use of Google Apps for Education. It's time to switch from "by request only" to "automatically provided"

I think the Help Desk is a very valuable tool. Don't use the computer request, as I usually need immediate help. Don't feel typing my request into a form would provide that.

I've realized that there are a lot of sources that are available that I am not aware of. If ITS could be more informative about this resources this would be helpful.

Keep up the good work!

EDEN team in professional, quick, and concise. They have taught me a great deal of useful information.

I am very happy that ITS makes SPSS available to faculty. I could not do my job without it.

We need better support at the individual level. It would be very helpful if we could make annual appointments to have someone come by and sort out issues with our computers.

Keep up the good work!

Overall, I've never had a negative issue with NAU ITS. Our IT staff for Campus Health Services are awesome, and they make it work so that we never have to contact NAU ITS on our own. They handle almost all IT related things in house. Very appreciated!

I am very satisfied with NAU main campus IT services but dissatisfied with ********** because I work at ********** and my personal computing needs have not been met for the past academic year, and I have purchased my own equipment in order to effectively do my job. I suggest that IT services at ********** receive training/coaching on effective response to the needs of those who work at the **********. It would be greatly appreciated.
Thanks Folks.

I miss having the ability to use NAU web/internet service. Is there a way to reinstate that service (aKa - nau dialup) for a small fee?

All my dealings (especially the help desk) have always been extremely satisfying and these folks know their stuff.

I am overall satisfied with NAU ITS. I am very dissatisfied with the local building level support. I am most frustrated when NAU ITS cannot help because something has been done at the building level that causes NAU ITS to not be able to solve the problem.

I appreciate the level of faculty support. From, this survey more information appears needed on the wealth of support and services available through the department.

Please really consider listing the department of each person when a "People" list is opened. It would make my work so much easier and faster. Thank you.

Thanks for your service and time.

Great people!

Fix the BbLearn glitches:
Some PC students are currently unable to see assignments.
Allow multiple attachments in BbLearn email
Show student usage of content and assignments to instructors and students in BbLearn.

A circle k inside of the ITS building would be nice!!!

More macintosh computers are needed for CS students.

Just used Steve Montague’s team for help and they were phenomenal! Ricky and Wendy and outstanding as well. I've had two encounters with Bryce the smart phone guy and he rocks! Lucy Sullivan takes the cake and I look forward to working with her ALWAYS! Every/any time I need something from ITS all I do is ask. The ITS gang bends over backwards in a timely, efficient and customer service centered way!

Please continue to provide a high level of Solution Center phone support for those of us who are not technologically trained, and have computers that are getting older. Thanks.

ITS is siloed far away from my workplace. Out internal technical support provides most of my day to day support. In referring students with issues to ITS, customer service seems irregular, although most basic issues seem easily resolved.

I have been satisfied, except for the printer. The service for a reported problem is very responsive. Thank you

My responses are essentially "incomplete", as I have only worked for NAU for less than a month and have not had the opportunity or need to use many of the ITS services.

Have had nothing but excellent customer service from ITS folks. Solutions Center people have almost always been able to assist me, or they have pointed me in the right direction. James especially is extremely helpful and friendly. Also Trevor Lutinen has assisted me with several issues here at NAUPD ... extremely helpful and knowledgeable.

Great job!

Troubleshooting and bug fixing is very rapid -- terrific.

It took me 3 weeks to get all of the permissions that I need for my job. I think you need to work on that a little faster.
Just numbers 25 and 27. Thanks for asking!

NA

ITS was invaluable in helping me with straightening out problems with my user name & password, and with problems and help using Blackboard Learn

I find that requests have been responded to in a timely manner and that staff are good at communicating with me about what my status is--I really appreciate that!

I have noticed a recent trend in selecting new software vendors (self service mobile, for example) with little to no input from main processing offices whose primary customers will be asking them questions about the products. Staff in these same offices will also be called upon to support and test the new products. I understand the university needing to move quickly to remain competitive in the technology realm, but collaboration with university partners is also extremely important. Let's slow down enough to recognize our interdependent relationships. Decisions in one area also affect others and, particularly in times of limited resources, require some planning.

Teach online response tech support staff to "listen" to and communicate better with users.

Within the last year files were lost because NAU IT was supposed to be periodically and frequently backing up the system but it wasn't. I lost important files.

Blackboard has been a bit of a headache this semester and I have spent much time with students who have attempted assignments but are randomly blocked, particularly in WIMBA. Will not use WIMBA again.

I always get courteous service when I dial 1511. DBA team has always been good to work with.

Honestly I don't even notice you guys exist. Which I suppose is a good thing; transparency is good.

My contact w/ITS is almost always when I have a problem. The staff has always been helpful and efficient. I would like to know more about VPN and whether it would be beneficial to me as I am a distance learning instructor.

I always get the assistance I need when I call.

More communication of upcoming changes with Library Technology Services. I find the Unix team to be very responsive, flexible and helpful in my duties building/maintaining the Library's websites.

I appreciate the time and effort IT services provides to students, faculty and staff.

I hate bblearn, bring back the system from last year!

Good job considering what ITS is up against, and not enough resources. Except for Blackboard, things are improving steadily. Blackboard is going downhill, in my view.

All computer problems are addressed on the EC Admin Pages and a ticket is created. Edward Grzywinski, has handled all my computer issues in a timely and professional manor. He is outstanding if providing help and support to me on computer issues.

BbLearn is not user friendly attendance card swipe things need to be made more seamless and a "normal" part of student class attendance

The PC support team is SUPER !

The ITS Solution Center is REALLY AWESOME and ALWAYS comes through for me. Being in Phoenix has some disadvantages but computer problems are not one of them thanks to Dale, Tom, Julie, Angie, and Keesha. Forgive me if I've missed someone. I've talked to everyone. I would like to see a
new phone system. The phone system is ancient and calls are dropped, voices muffled, some calls can't be made (busy signals) etc.

The faculty help desk should be open 24-7. We teach these courses 24-7 and often need immediate help.

ITS goes the extra mile for us here in Phoenix whenever we call. It is getting someone here to the office when needed that is a chore.

ITS Solution Center is always responsive and when they help by remote, it's particularly clear they can find the problem.

I only marked "Dissatisfied" in question 29 because we do not have a way to teach classes to the reservation. Dismounting statewide labs prevented us from continuing teaching classes in the reservation using a reliable internet connection.

Get fast reliable internet.

You are pretty good about getting help when I need it. But I sometimes have to wait for someone from Phoenix and that can be quite a while.

My college--SBS--has highly spotty it service. It needs major improvement, because Mike McPhee is user-hostile.

As information grows in importance, IT will grow in influence, but this will only serve the institution well to the extent faculty help shape that growth. This survey is at least a start. Thanks.

BbLearn has been having many problems this semester. ITS does its best, but there have been times when the outages really interfered with my classes. I had difficulty posting materials for the students, and they had difficulties accessing them and submitting assignments.

Please see comments on prior pages. Thanks for your continued support, professionalism & communication.

This survey was too long

John and Tyanna in SBS have always been extremely helpful!

We have ITS at the college level as well.

Instead of trying to fix the problem asap and making mistakes take the time to figure out the actual problem and address it accordingly and do not transfer the customer to three other lines instead of admitting it is unknown how to fix the problem

I have a great deal of respect for the individuals who comprise ITS. I would just encourage more "give" to the end user experience in setting priorities and rolling out solutions. I acknowledge that you have a burdensome responsibility in running a reliable and complex set of network, hardware, and software solutions. And you deserve to sleep well at night. But you also have a responsibility to us. Please roll out solutions that improve our daily, hourly, and minute by minute use of the network, hardware, and software. More thinking about ease of use, more consideration of working everywhere/anywhere, and perhaps most important at this juncture, more acknowledgment that we will use a variety of devices in getting the work accomplished. Thank you for asking!

I have been very pleased with the support offered by ITS. I also appreciate all the ways that I can learn besides just in person classes. It's great to be able to watch the tutorials and use Lynda.com. Thanks for your hard work and your pro-active attitude.

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easy online work tickets, but I wish that my ticket would go directly to my office (North Valley) if I select that option. It is a hassle, when Flagstaff reads a ticket request and doesn't know what to do with it for a week before they finally send it to Lisa/Brandy. I have wonderful ITS service though!!
Will be nice to have a informative presentation for new employees.

I am a new employee. Many of my answers are skewed by limited time/experience. It did take a full week for me to obtain access (user id, email, etc.). This seems quite long to me. I wasn't notified when it was finally completed either - had to call and check on myself. Not even sure if this is an ITS issue.

Love you guys!

Tom Cislo was just TERRIFIC a few months ago in trying to help me with a major problem associated with the class I am teaching this semester.

LOUIE training and support would be fabulous!

Question 5 - although my computer is 4 years old it is not scheduled for replacement due to budget constraints.

Thank you!

Looking forward to the upcoming Technology Institute!

Overall I think ITS does a great job for NAU. However, I tend not make as much use of ITS as I do my own college tech team.

as the number of macs increase on campus, it would be nice to see the university actively support these users.