2014 ITS Survey Results

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. If you are a student not employed at NAU, please exit the survey and we would appreciate your separate completion of the 2014 ITS Student Survey.

<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>46</td>
<td>8%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Staff Student Worker, such as in an administrative capacity</td>
<td>54</td>
<td>9%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Faculty</td>
<td>165</td>
<td>27%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Staff</td>
<td>338</td>
<td>56%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Total Respondents (For this Question)</td>
<td>603</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No responses were entered for this question.

2. Faculty services list

<table>
<thead>
<tr>
<th>Service</th>
<th>Very satisfied</th>
<th>Partially Satisfied</th>
<th>Neutral</th>
<th>Partially Unsatisfied</th>
<th>Unsatisfied</th>
<th>Not Used</th>
<th>Unfamiliar</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blackboard Learn</td>
<td>17.71% (34)</td>
<td>46.35% (89)</td>
<td>9.38% (18)</td>
<td>11.98% (23)</td>
<td>6.77% (13)</td>
<td>5.73% (11)</td>
<td>2.08% (4)</td>
<td>192</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Blackboard Collaborate (formerly Elluminate)</td>
<td>3.65% (7)</td>
<td>8.85% (17)</td>
<td>11.46% (22)</td>
<td>4.17% (8)</td>
<td>4.17% (8)</td>
<td>40.62% (78)</td>
<td>27.08% (52)</td>
<td>192</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Class Mailing Lists</td>
<td>30.21% (58)</td>
<td>20.83% (40)</td>
<td>13.54% (26)</td>
<td>3.65% (7)</td>
<td>1.04% (2)</td>
<td>19.79% (38)</td>
<td>10.94% (21)</td>
<td>192</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Jan PHP/MySQL Web Server</td>
<td>7.29% (14)</td>
<td>4.17% (8)</td>
<td>6.77% (13)</td>
<td>0.52% (1)</td>
<td>0% (0)</td>
<td>32.81% (63)</td>
<td>48.44% (93)</td>
<td>192</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>NAU Gmail (Google Apps)</td>
<td>28.65% (55)</td>
<td>13.54% (26)</td>
<td>9.9% (19)</td>
<td>0.52% (1)</td>
<td>2.08% (4)</td>
<td>19.27% (37)</td>
<td>26.04% (50)</td>
<td>192</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>NAU iTunesU</td>
<td>1.56% (3)</td>
<td>5.73% (11)</td>
<td>3.65% (7)</td>
<td>0% (0)</td>
<td>0% (0)</td>
<td>42.19% (81)</td>
<td>46.88% (90)</td>
<td>192</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Oak IIS Web Server</td>
<td>2.6% (5)</td>
<td>4.69% (9)</td>
<td>5.21% (10)</td>
<td>0.52% (1)</td>
<td>0% (0)</td>
<td>35.94% (69)</td>
<td>51.04% (98)</td>
<td>192</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Scorer</td>
<td>4.69% (9)</td>
<td>3.65% (7)</td>
<td>5.73% (11)</td>
<td>0.52% (1)</td>
<td>0.52% (1)</td>
<td>37.5% (72)</td>
<td>47.4% (91)</td>
<td>192</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Virtual Lab</td>
<td>4.69% (9)</td>
<td>3.65% (7)</td>
<td>6.25% (12)</td>
<td>1.56% (3)</td>
<td>1.04% (2)</td>
<td>35.42% (68)</td>
<td>47.4% (91)</td>
<td>192</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Total Respondents (For this Question)</td>
<td>192</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>436</td>
<td></td>
</tr>
</tbody>
</table>

(skipped this question)
3. **Do you have any comments or suggestions for improvement?**

1. Collaborate is unstable. Speaker sounds like minnie mouse. Especially if video being used or sharing screen. Recommend going with adobe connect or other product.

   The new phone messaging system is awful. I can't tell what the phone message is and if the person has an accent the phone number is printed wrong on an "unlisted or anonymous" call. This looks very badly on our university when we have to call and say, "Hi, I got a phone call from you but I can't tell what your name is, what you called about...." This really is an issue that only makes other issues more frustrating since it starts with a very confusing phone call.

   I would like to be able to analyze all my BbLearn data. My blended students take surveys and do a lot of other little assignments online. I have 1000s of data but there is nothing useful I can do with it for my research.

   Training for new full time faculty on Blackboard Learn is very poor - classes are too short, and far too mixed (specific class sections are mixed between brand new learners to highly experienced people with BBL). Gave up and did all the learning without help from ITS. I find that others in Business use others for all of the setup, many of the changes, etc.

2. haven't used itunesU in a few years but large files were difficult to upload. may be better now.

   At the end of each semester, we are asked (commanded) to provide info on last date of attendance for students who drop a class or get D/F grades. In addition, this information is occasionally requested in subsequent semesters. When a student drops, he/she is automatically eliminated from BbLearn roster. If I keep grades on BbLearn, the history of this student's involvement in the class is lost. The only alternatives to dealing with this issue appear to be (1) regularly download and save BbLearn gradebook to an Excel file, (2) constantly take attendance (inconvenient and essentially a waste of time for large classes where students can log in via scanner or clicker at beginning and then leave), and (3) lie/guess. None of these is sufficient. Suggest you eliminate the auto-drop practice.

7. Hoping that the move to the Blackboard server speeds things up.

   Not being able to upload multiple files in BbLearn is a HUGE problem. Make it easier to secure quizzes/exams in BbLearn.

8. Mobile BbLearn is useless. Make it easier to use Google Apps - having a second email is a problem for me.

9. (Department IT Pro) and his team have been incredibly helpful. My class would not be as smooth and robust without them!

10. I am mostly unfamiliar with the above services, so some information on what is available and how it can benefit me would be useful.

    Please plan all future migrations, upgrades, managed hosting switches, and other changes to BbLearn to the SUMMER. Doing these changes over winter break or spring break is disruptive, takes away time when faculty would normally use this resource to plan classes, and creates multiple problems when the changes don't go as expected. The willingness of ITS to make these changes at times that are inconvenient for providing a consistent learning environment suggests an attitude that ITS is somehow more important, rather than a service for, the education of our students.

11. BbLearn is very glitchy and hard to use. I wish I had suggestions for making it better.

    Allow multiple attachments to BbLearn course messaging.

    Have not been able to enable students to edit their posts in the Discussion Board. There is a selection to enable editing, but even if selected, the editing button" would not visualize.

    Need easier ACCURATE retrieval of student activity tracking records. Neither I nor the "help line" person were able to pull info regarding the date and time a particular student spent in the course
shell. The student had posted a discussion, but there was no evidence that she had been in the shell for that day. Ultimately, the most "higher ups" were consulted and I received a report that at least had plausible data on it. I appreciated the help, but this was a frustrating and time consuming experience.

14. Provide more general info about these resources - for what are they best used for?

I am a new assistant professor and maybe that is why I am unfamiliar with most of the services listed before. A suggestion is to enhance communications so new people like me become informed of such services.

16. Scorer is not reading the scantron sheets consistently. It will not read bubbles that are clearly bubbled, although not dark, and in one instance did not read a scantron that was dark.

17. N/A

18. Make class mailing lists more easily accessible -- a link on the home page would be nice.

19. Quizzes on BBLearn was not stable. Students have problems log in or the scores doesn't count.

20. BBLearn still has bugs in the testing system. Also, it still needs to be easier to edit the lectures.

21. No

22. no

I think NAU has the best IT department I have encountered at the five academic institutions I have worked with enough to form an opinion.

I can only think of two things I would like to see, and the first of these may already exist. I am an adjunct with some research to finish up. That would go most quickly if I could use SPSS from off-site. Otherwise I have to go through the considerable effort of working in STATA, which is a little less user-friendly.

23. The second thing is being able to get NAU email sent to my cell phone. Somehow their are security implications to that and I, alas, do not get them. It might just be a revenue issue at root.

One final point: I suggest not spending too much time trying to make Bb Learn optimal. I find that students seemingly prefer to use the various Google tools instead when they do online group work. NAU might save some money but cutting back Bb Learn capabilities in those areas where Google offers a better product for free.

for the love of the flying spaghetti monster can we please use our passwords for more than a few months at a time

24. my (stuff) is secure; if someone else has issues that is their problem. I should not be inconvenienced due to the negligence of the lowest common denominator.

I would like to see a listserv function available either integrated with BbLearn or separate, so that class discussion could be ongoing and not require being logged into Bb Learn. Essentially allowing students to be automatically subscribed so that the discussion items could go directly to the email address where they receive NAU email (some students have their NAU mail forwarded to a box they monitor more closely).

Blackboard Collaborate is embarrassment to NAU. If there is one technology complaint by students ...

25. it is this issue. Related are the constant Blackboard surprises... unable to access, server errors, browser incompatibility and more. This is not acceptable.

26. drop Bb Learn for Moodle
28. No. Your ITS assistants are positively superior!

29. N/A

30. Make sure we can understand how to copy information from one semester to the next for course content.

31. For people such as me, finding ways to increase awareness so that I can become familiar with more programs, decide to attempt them and work on gaining proficiency.

32. BlackBoard seems to have difficulty when trying to type in feedback from an Ipad it often duplicates the key strokes. I am not always at a computer. This is frustrating.

33. Not at this time.

34. The class mailing list should automatically send an email to the teacher.

35. My students and I communicate through google docs not BBLearn, for it is so user unfriendly.

36. Black Board Learn is the most difficult program I have tried to use, as there are no directions in place for how to score each facet of the program.

I would like BBLearn to have the old Vista "chat" function in which a student could send me a chat request and if I'm online I can respond. Right now the only way to do real time chatting is to set up a collaborate or collaboration session. That takes too much time :). Also, why do we have "collaborate" and "collaboration"? I would love Bblearn to have more tutorials on all of its functions, such as how to use the CSS to improve the look of posts. I teach tech writing, so the look is a crucial part of what we teach. Right now, for example, in order to make a clearly blank line between paragraphs is to type a period placeholder in a line after your paragraph.

Copying shell to shell in Bb Learn is a nightmare. e-Learning has to do this; when done students can't see the figures etc. It seems that every update disables something that was fixed before. This means faculty spend time doing thins that they should not have to.

37. I greatly appreciate the faculty help desk

40. No,

41. add select survey to this...it is part of technology as well

42. The support staff is very helpful.

43. Involve faculty who use software to support teaching in decisions about what to purchase/use...

Blackboard Learn does some wonderful things, but does not do them particularly well. It's very awkward to use even its basic functions. I would like to see a drag and drop format for posting items, or at least adding them to the content collection and organizing them into folders.

Each system I use has benefits and compromises over others. Generally, I feel newer programs are less powerful than those they replace. I can understand as the need for bandwidth is needed.

It would be nice if the software package was the same for all the computer groups on campus (except those that require specific licenses), e.g., Adobe Acrobat is only on some of the machines. Also, the Z: drive is very small. It would be nice to have more space to store school/work related files and images.

I appreciate the range of tools available to us. It would be great to have a visual map of the technologies and options available to us as most of us only scratch the surface in terms of capabilities.
48. None

The effort to keep up with all the alerts and reminders and support on an almost daily basis that students now expect is not only exhausting to the instructor but dilutes students’ sense of personal responsibility.

49. Faculty support for Bb Learn has very limited hours, which at times makes it difficult to deal with technical issues and/or students issues.

50. Please allow a longer time on the time out function for the virtual lab.

51. If you have not already done so, you need to get the Signature Assessment links up on classes that require them.

52. More information on the virtual lab and what is available would be helpful.

Advertise BbLearn classes. I didn’t know they existed until an elearning rep pointed them out to me. Also, suggest “mandating” the intro BbLearn class for all new faculty during their orientation. (Been here over a year and just now starting to use this fantastic learning platform)

53. More hybrid classes with in-person and BB Learn combo

54. No

It’s pretty clear that Central Authentication Service uses MS Active Directory. MSAD, in turn, is a modified form of MIT Kerberos, whose authentication tickets are vastly more versatile than I see being used here. Once I have a login ticket, for instance, it should be good also for BbLearn and the Exchange server until it expires. Please investigate Kerberos Ticket-Granting Tickets and how MSAD can be configured to issue more useful versions of them.

55. I do not really get the help that I need when I ask for help. My colleagues all seem to get whatever they need, but, I am met with total resistance. It is not very comforting.

56. Provide more gigabytes of RAM for students working on the virtual lab.

The grade center for students seems to be difficult for them to see assignments. Looks fine from my end.

57. I use the "light" version of Gmail, as I find the other version more difficult to maneuver and the screen more difficult to read.

BbLearn has some features such as uploading grades that are quite complex. I would think a much simpler approach would be available.

I would really like the Blackboard Collaborate to work more consistently, if possible. I don’t know if you have any control over that or not. The last time I tried using it regularly (last spring), it was quite unstable.

58. If I am thinking about the correct technology, the class mailing list could be more easily importable into Excel.

I would love a workshop familiarizing interested faculty (full and part-time) with the more creative things available on BbLearn and these other things listed I’ve never heard of. :)

59. I would love a way to have tabs open on BbLearn. For instance, I open a message regarding a student’s missing assignment, I’d like to keep that message open while I check my gradebook for that assignment. Make sense?

I’d like to be able to highlight a specific student in the gradebook. I don’t want to hide all other classmates, but I’d like to be able to just highlight one or a group at a time while looking for
something specific.

66. BbLearn has been a thorn in my side for a while, it just isn't very user-friendly, and every time my students and I start getting the hang of it the format changes, which isn't very fun.

Collaborate has become much more rigid in the scheduling features: 1. advocate for public view for scheduled Collaborate sessions which use to be in place in Fall 2013 but changed in Spring 2014 as to no longer an option when scheduling 2. advocate for Collaborate to maintain the same scheduled link when one comes in and edits the scheduled session by the scheduler, such as when they preload files.

68. Get Blackboard to allow more than one attachment on message communications. Get Blackboard to allow users to alphabetize the names of people sending messages by last name.

69. n/a

70. Bb Learn is not a user friendly system. I have used Canvas in the past and found it to be significantly more useful for organizing my courses.

71. I think NAU should phase out IRIS email for faculty and fully switch over to gmail (as the students have).

72. I do not teach with Blackboard. I would love to give suggestions, but I am not familiar in that I haven't taught a course on Blackboard, since I teach face-to-face.

73. I would like to be able to add more than one file attachment in Bb Learn email.

74. It looks like there is more that I need to learn about Bb Learn!

75. I want my students to be able to use the class mailing lists too, but it seems that they always have problems and I have to be the one to send out emails for the mailing lists to work.

76. More smartphone (blackberry) integration

77. None

78. Strongly prefer Google Hangout for interactions/discussion/seminar with students. Google Hangout allows 10 cameras, file sharing, audio, without technical glitches. Straight forward and do not have to schedule ahead of time and send links to "guests"

79. I’d like a way to merge my Iris with a gmail account, as I frequently use Google Drive.

80. Try and make Bb Learn more reliable.

81. I find some features of BbLearn, such as the email system, the wikipedia page, and the blogs and discussion boards, hard to navigate. My students also express their frustration with BbLearn when they have to use those tools.

82. Instructions for instructors using Blackboard Learn are baroque at best. I tried asking "How do I use the test student function?" and the online responses generated by Blackboard all had to do with analyzing student test scores. I'm not at all sure what language the BbLearn programmers are using between themselves, but this system is far less Humanities-friendly than, say, Moodle.

State wide training for these items? I'm a distance learning faculty, and the only training I've ever seen advertised is either on main campus or online. Why can't there be regular training provided in Phoenix and Tucson?

4. Blackboard Learn has many features to help students be successful in class. Which of the following would you find to be most useful for your courses? Please check all that apply.
4. “Other”. (Only answers specified included)

10. Push notification for messages would be nice.

13. McGrawHill Connect

42. Not certain what the distinction between "Messages" and "Messaging" is...

49. though really, I've tried so many things to get students to do their online work and nothing really seems to work

58. I do not do the didactic courses; I am in the labs/clinics, and only use the Blackboard Learn to use the cyberclinic piece for the DH students.

I do not use calendar and mobile alert, but like these features available so that students can use them at their own initiative. I only teach graduate students and do not consider it appropriate for me to do too much coddling on assignment due dates.

65. Tests

72. I have had very little success in implementing bb. A set of simple instructions would be of value to me.

79. I try to use this Blackboard Learn as rarely as possible due to its difficulty for me.

83. I already use most of these since I teach all online.

91. forming groups for team work

100. exams along with exam analysis
5. In 2013, NAU purchased and installed a High Performance Computing (HPC) cluster in the ITS data center. Were you aware of this new HPC?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>14</td>
<td>7%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>No</td>
<td>178</td>
<td>93%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents (For this Question) 192

6. The HPC is intended to be available to all NAU researchers. Please indicate your intent to use the new HPC:

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Likely</td>
<td>19</td>
<td>10%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Somewhat Likely</td>
<td>75</td>
<td>39%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Not at All</td>
<td>95</td>
<td>49%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents (For this Question) 192

(skipped this question) 436
7. 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>393</td>
<td>68%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Laptop</td>
<td>105</td>
<td>18%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Desktop &amp; Laptop</td>
<td>33</td>
<td>6%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Thin Client (GreenPC)</td>
<td>4</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Tablet (iPad, Android,</td>
<td>3</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Windows)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>My personally-owned</td>
<td>31</td>
<td>5%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>computer</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I do not have a</td>
<td>1</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>primary computer</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I do not use a</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>computer at work</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other, please specify</td>
<td>5</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Total Respondents (For this Question)** 575 100%

(skipped this question) 53

7. Other.

1. home desktop, personal laptop, personal iPad, office desktop

2. I use desktops, laptops, my cell, and tablets equally

3. Laptop docked at desk

4. desktop and tablet

5. CEFNS Linux server, accessed from my home computer
8. Where is your primary work site located?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flagstaff Mountain Campus</td>
<td>475</td>
<td>83%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Distance NAU site (Yuma, etc.)</td>
<td>34</td>
<td>6%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Home residence</td>
<td>43</td>
<td>7%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Flagstaff Mountain Campus &amp; Home approximately equally</td>
<td>8</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>15</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents (For this Question) 575 100%

(skipped this question) 53

8. Other

1. Flagstaff Mountain Campus offsite
2. Main campus engineering building.
3. Chandler-Gilbert Community College
4. Texas (I’m just an adjunct.)
5. Department
6. Offsite office
7. Campus Health Services
8. North Valley & Home
9. Online
10. Coconino Community College
11. Flagstaff Off Campus
12. Yuma Branch Campus
13. 50% from home, 50% from distance site

14. Phoenix Biomedical Campus

15. Education for students talent search

9. 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>Windows</td>
<td>463</td>
<td>81%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Apple (Macintosh)</td>
<td>91</td>
<td>16%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Windows &amp; Mac approximately equally</td>
<td>14</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Mobile operating system (Android, iOS, etc.)</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>UNIX (Including Linux in various versions)</td>
<td>2</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>5</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

No responses were entered for this question.

Total Respondents (For this Question) 575 100%

(skipped this question) 53

9. Other.

. Windows, Mac and Linux

2. Windows Vista

3. I USE THE APPLE IPAD AND MICROSOFT WINDOWS ON LAPTOP EQUALLY.

4. I use Mac and PC equally - got stuck with a Mac and glad I kept PC

5. Don't know.
10. Is your primary university computer equipment:

<table>
<thead>
<tr>
<th>Options</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>357</td>
<td>62%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Four to six years old and scheduled for replacement soon</td>
<td>55</td>
<td>10%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Greater than six years old and not scheduled for replacement</td>
<td>30</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>140</td>
<td>24%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents (For this Question) 576

(skipped this question) 52

11. Please indicate which of the following mobile devices you currently use at work, regardless of whether or not they are personally-owned.

<table>
<thead>
<tr>
<th>Options</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>120</td>
<td>21%</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>358</td>
<td>62%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Windows Tablet</td>
<td>26</td>
<td>5%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>iPad</td>
<td>189</td>
<td>33%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Android Tablet</td>
<td>22</td>
<td>4%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Internet-capable iPod (Touch)</td>
<td>16</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>eBoo reader</td>
<td>28</td>
<td>5%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>none</td>
<td>86</td>
<td>15%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>10</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents (For this Question) 573

(skipped this question) 55

11. Other.

50. My phone does not work in the building where I work

144. Windows laptop computer
177. Personal lap top

214. did you mean to ask AT work or FOR work?

   I would use these if my department paid for them! I use my own personal cell phone to call my
   students long distance in emergencies. I currently am not allowed to call long distance from my office
   phone and almost all my students live outside of Flagstaff. If they call me, I cannot call them back
   unless I have my personal phone with me. And I don’t always have enough charge on it for it to last
   for the whole day if I call a student.

291. Chromebook

316. wired phone

366. HTC1

518. Windows Phone

538. Tablet

12. If you use a smartphone, please indicate the operating system.

<table>
<thead>
<tr>
<th></th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS (iPhones)</td>
<td>226</td>
<td>55%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Android</td>
<td>143</td>
<td>35%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Windows</td>
<td>16</td>
<td>4%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Not Sure</td>
<td>12</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>15</td>
<td>4%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

   No responses were entered for this question.

Total Respondents (For this Question) | 412 | 100%

   (skipped this question) | 216

12. Other.

1. not applicable

2. I was using a windows and just started using android two weeks ago

3. I plan on moving to Windows in about two weeks.

4. I go overseas and refuse to sign 2 yr contacts that are useless.

5. Blackberry

6. Android now, but switching to Apple
13. Which of the following modules of the NAU Mobile smart phone app do you currently access on your mobile device?

<table>
<thead>
<tr>
<th>Module</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>No responses were entered for this question.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blackboard Learn</td>
<td>109</td>
<td>19%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Louie</td>
<td>93</td>
<td>16%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Transit</td>
<td>89</td>
<td>16%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Dining</td>
<td>34</td>
<td>6%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Maps</td>
<td>73</td>
<td>13%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Events</td>
<td>20</td>
<td>4%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Athletics</td>
<td>20</td>
<td>4%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Directory</td>
<td>38</td>
<td>7%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>News</td>
<td>24</td>
<td>4%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Giving</td>
<td>1</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Alumni</td>
<td>5</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Admissions</td>
<td>1</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Emergency</td>
<td>48</td>
<td>8%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Order Food (Tapingo)</td>
<td>32</td>
<td>6%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Photos</td>
<td>21</td>
<td>4%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Videos</td>
<td>15</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Library</td>
<td>14</td>
<td>2%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Set up Gmail</td>
<td>46</td>
<td>8%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>True Blue Connects</td>
<td>0</td>
<td>0%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>I was not aware these were available</td>
<td>81</td>
<td>14%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>None</td>
<td>284</td>
<td>50%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents (For this Question) 571

(skipped this question) 57
14. Please indicate your level of satisfaction with the NAU Mobile app.

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>25</td>
<td>4%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Satisfied</td>
<td>96</td>
<td>17%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Neutral</td>
<td>76</td>
<td>13%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Partially Unsatisfied</td>
<td>24</td>
<td>4%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Unsatisfied</td>
<td>15</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Do not use</td>
<td>334</td>
<td>59%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

No responses were entered for this question.

Total Respondents (For this Question) 570 100%

(skipped this question) 58

15. Do you have any comments or suggestions for the NAU Mobile app, such as new functionality?

1. n/a
2. NAU Alerts should be included in the mobile app.
3. A NAU GDrive app for faculty and staff that can be associated with our UID Nau Gmail. Is that possible?
4. LOUIE is sometimes extremely slow trying to get into on the mobile app.
5. The transit app has changed and does not seem to function as well. I frequently cannot see the location of buses.
6. BbLearn is not useful in mobile app for instructors. I can't edit anything. So I don't use it. None of the other apps are of any use to me on a regular basis.
7. I don't own a Smartphone so I don't use any of the features
8. Far too little information available to new faculty members.
9. I can't use my I-phone on campus, unfortunately. Too bad all mobile providers can't be accessed at school. It is a hindrance.
10. It would be great if the Library's "checked out items" list and accordingly reminders (push notifications?) when books' due dates are approaching.
11. I had it on my phone (android at the time) when it was first released a few years back. I remember it taking a lot of space and being slow. I removed it shortly after. I have not felt a need to reinstall.
12. The map should also show parking lot numbers.
13. n/a
14. I would like to see more of it work within app instead of pushing to the web.
15. Can't really pick and choose what comes with the NAU Mobile app or move them where I want them. BbLearn is truly useless.
It takes too long to load and then direct me to other features so I don't use it very often. I prefer direct access to the individual app functionality.

No

It's hard to use the message function or to actually write something

you are trying to make it to pretty, start with making it work first

Push out NAU Alerts

The mobile app is great, the BBLearn app has a history of freezing and crashing but has a better presentation on my iPhone than it used to have.

Would use it more if a version specifically for Windows phone use were available...on my current phone functionality is pretty basic.

Felt that ordering through Tapingo was a little confusing, because it made it hard to clarify through the order whether I would need to pay extra for an item that was automatic when ordering through the restaurant directly.

None

Advertise it more

Any way to link to dining dollars or JDE and scan, like Starbucks does?

Does not seem to be built for mobile use.

Transit is really helpful.

Not really, now that I know how many apps are out there, I need to try them out!

Didn't know these were there...will check them out.

I don't really know anyone who uses it. I guess it needs to be better publicized. I haven't looked at it in a while but in the past it had not seemed user friendly.

Have no idea it is out there

I'm more familiar with the full web site. To be honest, I forgot I had the NAU Mobile app on my phone.

It would be helpful to have a smart phone to utilize all the apps available, but so far I haven't felt like I can afford to make the investment.

n/a

Haven't used it yet.

I have tried only the Bb Learn app and could not easily read the tiny print.

I really only ever use it for BBLearn.
I am not likely to use the mobile app since the University does not provide my phone.

It does not function have the time - is difficult to access and presents less than quality views. As such, I find the value very poor.

Is it possible not to have TO HAVE A PASSWORD TO GET INTO MY PHONE? ONLY HAVE A PASSWORD WHEN I OPEN MY E-MAIL ON MY PHONE

I often find that there are issues with the 'Transit' module of the NAU Mobile app. Sometimes when I am trying to use the app to locate the nearest bus or just see where the buses are currently running, the app is unable to transmit their location, or the app simply displays all of the buses as offline. I have kept the app updated to the most recent update, and yet this problem continues to persist.

I have not been able to use Tapingo, as the app does not recognize my faculty email address as a valid NAU email. I have left messages and written emails to several people here at NAU and have received no response.

I was not aware of all the available apps. More information about them would be helpful so I could determine whether they would be helpful to me.

Given the vast number of NAU employees, iCloud should be supported.

No comments

I use to use the app and then it started to drain my phone battery when it wasn't in use, so I uninstalled it. During the time it was on my phone I found it clunky and cheap looking. I most used it to check to see if the campus was closed due to weather. I have not reinstalled it as I have not needed it.

Could not install the NAU warning system.

My students sometimes complain that it is "outdated" and "difficult" -- I'm not sure why! :)

Haven't used it in a long while because it was never updated. Got a new phone, and didn't add the app back on it.

Locks up on Android. Map could have improved functionality/search

Why am i asked this question when I indicated I had none of these?

Please add FACULTY EMAIL (Outlook) to the NAU app.

The Transloc application, I'm not sure if you guys have anything to do with it, is incredibly unreliable.

I have not looked at the app in quite some time. It was not very helpful when it was first launched.

there is not a windows version of it for my phone.

in-house app for connecting to bonsai files (instead of using a 3rd party app)

Focus on student use. Staff and Faculty aren't heavy users of these mobile services

Would really like Bb Learn GRADING app for tablets---windows and mac compatible

Don't use personal phone for work other than emergency texts from students

I utilize an iPhone and I don't like that it makes me type out a word for a password instead of using numbers.
62. A university calendar to replace the current calendar that is mostly used by A&L.

I was surprised when I went to use it on the Ipad that it wasn't there, but I was told you're working on that, thank you! The mapping feature of campus is the most helpful for me in meetings when we're having planning discussions for campus construction and events.

64. No thank you.

65. It will probably be fine if I ever give up my blackberry....

66. I had no idea most of those features were part of it. I probably should sign up for "emergency" but don't know how

67. The e-mail system app. It sucks using it in mobile.

68. The transit section often glitches, it's hard to know when the bus is coming at times.

69. No

70. N/A - do not use

71. None at this time, thank you.

I would just encourage you to send out mail at least once or twice a quarter letting users know how they can access the above apps. Although I get emergency notifications on my iPhone, I have not used any other apps and only remember receiving one e-mail on this. Unfortunately, it was at a time when I was swamped with other work so wasn't able to take the time to access.

73. Would like a reminder on what each of the apps provide as to functionality

74. Last time I used the transit app (quite a while ago), it was difficult to tell which direction the buses were going on Knoles Dr.

75. not applicable

76. I don't know the purpose of most of the apps listed above.

77. I was under the impression that these mobile apps were only available for the IPhone. Some of us refuse to use Apple products.

78. Still waiting for iPad native app and contents (3 years now)

79. Every time I have to change my password for NAU, I get locked out of my phone and have to take it to ITS. What a pain.

I believe you sanitize all user input from both mobile and fixed devices before passing it to backend servers. Don't ever stop that level of care.

Not to be packaged in one horrible app, the few bits of functionality I need I'd like to be able to access directly and to let my phone deal with organization of ie. that I can have the individual modules accessible from my home screens, launcher bar, or application drawer. So at a bare minimum the modules should register their icons as widgets on Android so that I can have direct access on my home screen, but preferably they should be stand alone applications so that they act individually just like app other app on my phone, though I realize this is a development logistics nightmare so you'll ignore this.

82. It would be nice to know about these apps
83. Accessing Blackboard can sometimes be buggy through the NAU Mobile app.

84. The bus map is hard to understand, I can not tell where the buses are.

85. Make it work faster of course.

86. Please add the ability to conduct a search on the map by parking lot (such as "P66). You currently get an error message as only the building numbers are listed. In regard to the directory, it would be nice to be able to access/view an individuals information instead of having the application automatically call. Additionally, it does not give an option to view/call a cell phone, and many NAU employees have their cell phones listed and available for people to use. Thanks!

87. none

88. my iphone does not allow me to change the view to horizontal for this app; might be operator error.

89. No, I do not have any concerns.

90. I had tried to set up the mobile apps on the Blackberry q10 and received a message from NAU they did not support the apps on Blackberry.

91. No

92. Lync access

93. The emergency does not work consistently. It worked fine with my past phone, but is now not reliable with my new phone.

94. I guess you advertise these apps to students but faculty rarely know about them.

95. N/A

96. no

97. This survey could be set up better for a smart phone. I have to keep zooming in and out in order to read the questions and select an answer.

98. Advertise it more-- I had no idea it existed. I've seen "Tapingo" at a coffee shop on campus before, but it wasn't until I saw this page that I realized it was part of some "NAU Mobile App".

99. I only use Bb Learn so I cannot comment on the other apps.

100. It is really slow and does not load all of the systems in BBLearn. Especially in the grading center. The new BBLearn app also is not easy to navigate and does not allow you to view the grading center, only assignments that have been posted recently. I used BBLearn on my phone for a while, but it didn't prove useful as an instructor. I know my students use it and like it. I don't even know how to get my work email on my phone. I'd love to learn.

101. Does it have event announcements?

102. Even when using the app, I am unable to respond to messages in bblearn with either the windows or the android operating systems. It would be nice if bblearn was compatible

103. It tends to shut down for no reason when using the transit link. In addition the transit link doesn't
16. Please indicate your level of agreement with, "I know who to contact with any given technology problem."

<table>
<thead>
<tr>
<th></th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>199</td>
<td>35%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Agree</td>
<td>265</td>
<td>47%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Neutral</td>
<td>59</td>
<td>10%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Disagree</td>
<td>36</td>
<td>6%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>7</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

No responses were entered for this question.

Total Respondents (For this Question) 566 100%

(skipped this question) 62
17. 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>Solution Center phone help desk</td>
<td>513</td>
<td>91%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>SOS trouble ticket post-solution survey</td>
<td>233</td>
<td>41%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Ask-ITS email</td>
<td>327</td>
<td>58%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>SOS web gateway for trouble ticket entry</td>
<td>129</td>
<td>23%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Information Security Incident Report</td>
<td>57</td>
<td>10%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>ITS Web Page Feedback</td>
<td>137</td>
<td>24%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Total Respondents (For this Question)**: 566

18. 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 Total</th>
<th>Work Response Percent</th>
<th>Personal Response Total</th>
<th>Personal Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facebook</td>
<td>26.42% (144)</td>
<td>73.58% (401)</td>
<td>545</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Instagram</td>
<td>7.89% (9)</td>
<td>92.11% (105)</td>
<td>114</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Twitter</td>
<td>33.33% (62)</td>
<td>66.67% (124)</td>
<td>186</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Linked In</td>
<td>39.93% (113)</td>
<td>60.07% (170)</td>
<td>283</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>YouTube</td>
<td>32.43% (143)</td>
<td>67.57% (298)</td>
<td>441</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>FLIKR</td>
<td>23.08% (9)</td>
<td>76.92% (30)</td>
<td>39</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Total Respondents (For this Question)**: 486

19. Do you follow NAU social media sites?

<table>
<thead>
<tr>
<th>Follow NAU Social Media</th>
<th>Response Total</th>
<th>Response Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>217</td>
<td>38%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>No</td>
<td>349</td>
<td>62%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Total Respondents (For this Question)**: 566
20. NAU sites followed

1. n/a

2. Facebook: Alumni, Housing and Residence Life, NAU International, International House

3. Main NAU, ERS

4. Honestly, I don't recall.

5. The main NAU facebook site.

6. nau & nau alumni on twitter

7. NAU ITS

8. NAU, NAU Alumni, NAU Athletics, Football and Basketball, and a few other random ones that pop up for student groups or university initiatives

9. Twitter

10. Gateway, True Blue Connects, Alumni Relations

11. NAU

12. Athletics, Student Life

13. Facebook

14. EC, NAU on Linked In

15. Several: Plaid, True Blue, NAU, multiple EMSA sites, etc.

16. @NAU and undergrad admissions

17. facebook

   General NAU (though it needs serious rebranding and professionalism!), Athletics, ITS, CCI,
   National and International Scholarships and Fellowships, NAU Pre-Law, NAU Premed, NAU Career
   Services

18. Instagram: NAUOrientation
   Facebook: NAU Health Services, NAU Ride Share, etc.
   Health Promotion

19. NAU
   Health and Learning Center

20. NAU
   Recreation- Fitness
   NAU Health Promotion

21. NAU SCA Club, NAU Club Advisors

22. eLearning and a bunch of departmental sites but they only post infrequently. eLearning posts useful
   info!
24. NAU Alumni

25. alumni, departments (mine and others) facebook, twitter, instagram

26. NAU alumni on Facebook and LinkedIn. NAU on Facebook.

27. NAU STC, NAU Alumni, NAU

@nau, @nautv,

28. @nau_football,@NAUAthletics,@NAUWomensSoccer,@TrueBlueNAU,@NAUBlackboard,@nauits,@Co
achsouers,@wtftrucknau

29. Enterprise Reporting

Extended Campuses, Career Services, Transfer and Commuter Connection, Yuma Branch Campus,

30. Alumni, Athletics, Football, LEADS Center, Ice Jacks, Where's the Food Truck, LGBTQIA Resources, Undergraduate admissions, NAU, Lumberjacks, Bookstore.

31. NAU Alerts via twitter

32. Extended Campuses, Alumni Relations, NAU Fund, SELECT, College of Arts & Letters, Department of

33. Theatre, Extended Campuses Navajo-Hopi Northeast

34. NAUAlumni, Green NAU, NAU Soccer, NAU Track&Field/XC, NAU PRISM, NAU Athletics, NAU

35. Swimming and Diving, LFHuenneke

36. Main NAU on Facebook

37. n/a

38. Facebook - Extended Campuses specific campuses

39. STC

40. NAU

41. NAU Alumni

42. NAU Athletics & NAU Facebook page

43. Athletics, News, Alumni

44. Alumni Relations, NAU Athletics, NAU

45. Wall Aquatic Center, Men's Basketball, Women's Basketball, Student Advisors Facebook Group

46. FCB sites.

47. N/A

48. NAU sae, NAU fab Shop (bld 98C)

49. NAUfit, PeerJacks, many others

50. Facebook
47. NAU Twitter
48. twitter, facebook
49. Extended Campuses
50. Main NAU Facebook, Twitter, Instagram, LinkedIn and Flickr
51. as many as I can find
52. CEFNS, NAU logging sports
53. Athletics, Undergraduate Admissions, Northern Arizona University, SUN Entertainment, NAU Plaid
54. NAU ITS
55. Facebook, LinkedIn
56. Chiefly NAU Twitter feed
57. NAUFlagstaff, Alumni, Plaid, Campus Dining, NAU Career Services, etc
58. Cline Library, Alumni
59. Student Success Coaching
60. athletics
61. Only for our own department.
62. NAU Athletics, NAU Alumni, Public Affairs/Info
63. LinkedIn: Alumni
64. Facebook... NAU Alumni, NAU sports
65. Facebook
66. Career services
67. Program-specific Facebook pages
68. Learning and Professional Development Facebook and Twitter, ITS Facebook and Twitter
69. Facebook
70. NAU, NAU Alumni, NAU ITS, NAU Extended Campuses, NAU Athletics, Visit NAU, Institute for Human Development, SELECT Program
71. facebook for my departments occasionally
Facebook sites for the University and various departments

I do not use any social media sites

Career Services Facebook Page, NAU Facebook Page, Comparative Cultural Studies Department Facebook Page

Plaid, Parent & Family Services, Welcome Week

Departmental: LGBTQA Resources and Support, SafeZone, Parent and Family Services, a lot of facebook groups

NAU DH

N/A.

NAU facebook and twitter pages.

BTW - it's flickr, not flikr.

NAU books for sale on Facebook

McConnell hall 3C on Facebook

NAU Relay for life on Facebook

various facebook pages

NAU Politics and International Affairs, NAU Gateway, NAU RES LIFE, NAU Center for International Education

None. On question 17 above... you do not get it. If you ask a question you get a 1 sentence answer with a "case closed" moniker. Perhaps in the minds of IT it is closed but I assure you it is an open issue on this end. If you spot a real technology issue, it takes two follow-ups to get them to "somewhat" answer the ticket. Then, there is no real answer. IT support is more than "press this button and click on that link". It means working to better align the need with the application and purpose.

LinkedIn

Only the one connected with my work.

NAU twitter accounts for Athletics, NAU News, CAL, and Alumni.

nauits, itslpd, NAUReporting

WHERE'S THE FOOD TRUCK TWITTER!

NAU (main), alumni relations, athletics, parent and family services, NAU Plaid, bookstore, strategic planning, Lumberjack

mostly extended campus sites

NAU Confessions

alumni

I do not use social networking sites
94. IDEA lab, Climate Science adn Solutions, NAU Lab of Landscape ecology and Conservation biology, NAU Memes
95. Facebook
96. No comment
97. ERI
98. Various twitter accounts, athletics Facebook
99. Student Accounts
   Alumni Affairs
100. College of Arts and Letter, Ardrey AUditorium
101. Different departments of NAU on facebook.
102. Extended Campuses, Alumni, Athletics, Mens' Basketball
103. NAU Alumni, IDEA Lab Productions, IDEA Lab
104. sbs
105. Athletics
106. Facebook pages and Linked In groups - very sporadically.
107. Student Technology Center
108. @Nau @nau_blackboard @naustc
109. Linked In
110. NAU's Civic Service Institute's facebook page
111. I follow NAU on instagram
112. Alumni facebook page.
113. NAUForestry
114. Idea Lab sites
115. NAU-TV, athletics, NAZ Today
116. Dept. of Physics & Astronomy, Philosophy
117. Facebook pages of College of Arts and Letters and departments within (like Ardrey or School of Music events)
118. Alumni Relations Facebook
Facebook
Alumni, Native Clubs
the library and alumni facebook sites
Psychology Club (for AWC and NAU-Y) Facebook pages
NAU Facebook page
A bunch, some posted too frequently and I've unfriended. Currently; College of Earth Science and Env Sustainability, CEFNS, Green NAU, Pete's Historical Geology Class, Geology Club, SNAIL,& Climate Science and Solutions.
Pine Ridge Village NAU, NAU RA Council, Lost & Found at NAU, NAU Ride share, NAU Jack Pack, etc
NAU on Facebook, French at NAU on Facebook
Sports
Graduate College, Climate Science & Solutions
None
n/a
Extended Campus, NAU, LOUIE
Facebook and Twitter
Northern Arizona University, Northern Arizona University BBA, NAU Property Surplus
Athletics
The Cline Library's Facebook page, the NAU twitter account and the Cline Library Native American and Indigenous Film Series Facebook page.
NAU general site, NAU Alumnae
NAU FaceBook
NAU Alumni Affairs
Cline Library
Facebook
NAU News, @NAUAlumni, @NAU, @NAU_Politics
College of Education Student Services, College of Education Special Education
Facebook and Twitter
Extended Campuses
Facebook, Twitter

I follow Sun Entertainment, Cline Library and the general NAU site.

I firmly believe that NAU should use social media sites and keep them current, even though I don't use them myself.

@NAU on Twitter and NAU LPD on Facebook/Twitter

fb

Facebook pages

Facebook Pages-Housing and Residence Life and NAU Plaid

Facebook: Dining, Housing & Residence Life, Student Learning Centers, NAU

AT Center

NAU main facebook page

NAU Athletics

CEFNS

Twitter

Twitter

@nau, @naustudentsuccess

none

All NAU social media sites. The NAU IDEA Lab and IDEA Lab Productions are very connected to the other social media outlets on campus.

NAU's page on Tumblr

facebook

NAU Extended Campuses and NAU facebook page

Extended Campuses

Inclusion and Multicultural Services, LGBTQA Resources and Support, NAU Cline Library Native American Film Series

First, I did not know they existed. Second, if I occasionally have seen one, they look like they are tailored to students or young adults.
168. ResLife and study abroad
169. CAL Facebook page and all others it follows
170. NAU
   NAU College of Engineering Forestry and Natural Sciences
171. SPAC, President's Leadership Program, NAU (general), e-Learning Center, Athletics
   Facebook
   Linked In
   Twitter
172. Nau school of forestry Facebook page and nau memes.
173. On Twitter: Alumni, NAU, and MKT 450
    On Facebook: MKT 450, ASNAU
174. Cline Library; Student Success Coaching
175. MoCa, Plaid, Reslife (all on Facebook)
176. Facebook department and organization related content.
177. I follow NAU on Instagram, Facebook, and Twitter.
178. Anthropology pages, research lab pages.
179. NAU
180. IDEALab
    Extended Campuses
181. Athletics
182. NASS
183. FCB
    Alumni
184. Facebook
185. NA
186. 10 or more site for our program: Health Promotions, Career Services, NAU Dinning, etc...
187. NAU Athletics; Northern Arizona Swimming and Diving
188. Northern Arizona University, NAU Residence Hall Association, NAU Parent and Family Services, PLAID
189. Nau, nau school of forestry,
190. NAU Alumni
191. Cline Library
191. Alumni,

192. NAU, Alumni site, staff blog, ?

193. Alumni and/or Graduate College

194. Facebook
   - FB Northern Arizona University Alumni Relations
   - FB Athletic

195. FB NAU
   - FB KNAU
   - FB NAU TV

196. Extended Campuses

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

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>120</td>
<td>21%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Satisfied</td>
<td>277</td>
<td>49%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Neutral</td>
<td>141</td>
<td>25%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>19</td>
<td>3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>7</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents (For this Question) 564 100%

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

<table>
<thead>
<tr>
<th></th>
<th>I am not familiar or do not use</th>
<th>Very effective</th>
<th>Somewhat effective</th>
<th>Not very effective</th>
<th>Not effective</th>
<th>Response Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITS Info Newsletter</td>
<td>26.95% (152)</td>
<td>26.42% (149)</td>
<td>38.3% (216)</td>
<td>5.32% (30)</td>
<td>3.01% (17)</td>
<td>564</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Featured Items on the ITS web page</td>
<td>33.16% (187)</td>
<td>19.5% (110)</td>
<td>30.14% (170)</td>
<td>12.23% (69)</td>
<td>4.96% (28)</td>
<td>564</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Periodic Inside NAU spots</td>
<td>26.6% (150)</td>
<td>31.56% (178)</td>
<td>33.69% (190)</td>
<td>5.5% (31)</td>
<td>2.66% (15)</td>
<td>564</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Direct email updates</td>
<td>8.51% (48)</td>
<td>69.5% (392)</td>
<td>19.5% (110)</td>
<td>1.6% (9)</td>
<td>0.89% (5)</td>
<td>564</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents (For this Question) 564

(skipped this question) 64
23. **Do you have any suggestions to improve ITS communications to you?**

1. I believe that the communication is adequate and appropriate.

2. I really appreciate NAU News updates and the direct e-mail updates as the best forms of communication for me. I don't need to know all changes in technology, but specifically ones that apply to my work specifically. Technical jargon is not helpful - but keeping things simple and understandable by most of us is useful.

3. Much better communications to typical faculty users, not just those with that are IT specialists.

4. n/a

5. n/a

6. n/a

7. No

8. n/a

   I feel very strongly that ITS should coordinate with us, rather than just announce that things are happening. Also, short of the occasional email update, most of us are generally unaware of what ITS is doing, why it is being done, or who to contact with problems other than immediate "trouble ticket" type items.

9. No

10. I am satisfied with the amount of information. More email just means it gets lost and turns into white noise. If I have issues, I look at ITS's web page or send an email.

11. A faculty/staff-wide notice that LOUIE will be down on Sundays would be nice, since I often don't know this until I attempt to log in - and Sundays are one of my standard work days. In an ideal world you would have automatic lists of users of any particular product and could send updates just to those people. But people don't generally know what they don't know and it is very difficult to reach them while they are in that stage of ignorance!

12. Find a method to have more accuracy when incoming phone calls are converted to text (e-mails) because depending on distinct enunciation the message are garbled but are entertaining to translate.

13. N/A

   I think the communication is adequate, and with the current level of communication - people who ignore it are really shooting themselves in the foot! I find out so much about training, services, etc., and it makes a difference in my job.

   Email works best for me...I like the Info Newsletter as well, but it doesn't come out much...

14. ITPro Group works well also

15. ITS Info Newsletter articles are often text-heavy, which makes me not want to read them.

16. None at this time.

17. no

18. No.
22. Email is fine. I look there on a daily basis and pay attention to IT email.

23. email me when there are system failures so I know about before my students tell me

24. No.

25. N/A

26. In general, figure out who your audience should be. If you get blasted for every little thing, you start ignoring.

27. Speak English. Don't use jargon. Don't talk down. Increase frequency.

28. I sometimes wonder if changes that affect Apple devices are communicated effectively.

29. I am a student worker and I have 30 emails on average to sort through. Imagine what professors and actual full time staff get. ITS emails get buried :(.

   ITS help desk staff need to be better informed - I was advised to update my operating system and Microsoft office software by the help desk and, as a result, the tools I used everyday don't work!! I called back for help and I was told - we don't support icloud, mac mail or ical. I am very leery to seek "help" again because of the major problems that she caused me.

30. No

31. I almost never look at the ITS webpage

32. it's good to have periodic/monthly reminders of services and to know when new options are available

   I have subscribed to the website outages, and am unsatisfied with it because I did not get to pick which outages I was alerted to. As an example, I do not need to know when BBLearn is down, and such find the emails about it annoying. However, I need to know about other outages and yet have to receive all or none.

   The newsletter needs some better headings to help the reader determine which information is for whom and how important it is for the reader. It also needs to be geared more for the non-tech-savvy reader. Define your jargon more. What seems like common knowledge to you might be complete jibberish to your reader. Give your spring edition to my editing class for them to work on. I'd love to put my students to work on that!

33. Instant Messaging might be more effective as it adds urgency to the information

34. [No Answer Entered]

   I think that more information about outrages would be great. Outrages happen and that's fine, I just want to know more about what is up and what is down. I think a more user friendly outrage page would be great.

35. Don't care for newsletters

36. The ITS info Newsletter needs to be written to look nicer.

   When major, system changes are being rolled out--like the voice recognition technology and all that was changed with regard to that--it would be good to have a "heads up" rather than to walk into the office to discover everything has changed and it is now my task to figure out how to proceed.
43. Maybe an email the day before major updates will happen.

44. Small text messages would help

45. When there is an issue with the network or the web it would be nice if ITS would send an e-mail to staff/faculty/students. I end up having to call the Solution Center to confirm there is an outage.

46. Just get more help and better, more modern tech infrastructure to Yuma!

ITS does a pretty good job. Don't flood us with too many e-mails. As faculty, don't hit us with cool updates or info during our busy time of the year. Perhaps a review of what is new a couple of times a year. Things which we might be unfamiliar with might sink in after a few colleagues and having talked with our tech weenies (geeks)might be deemed useful to us.

47. No

49. Sorry, I'm drowning in communication, newsletters, updates, students, up to 150 a day. If it's not concise and pertinent to me, I give it about 15 seconds.

50. College specific e-mails from ITS seem to be the most useful as they are specific to my position/college

51. It would be helpful to have a "cheat sheet“ for what who (ITS, Telecom, Facility Services) handles what issues.

When there is a big change like the V.M. it should be directly communicated to users that are affected. I was not informed and it didn't seem like everyone was switched to the new V.M. in the email system in my office at the same time. Better communication when there are big changes should be a priority, I'm sure it would cut down on the call volume to the help desk too.

52. Not at this time, thank you.

54. The e-mail warnings that are sent out I've found effective, other than that it doesn't seem like I've received many e-mails.

55. More direct communication when changes are made. Perhaps a consolidated communication from ITS when upgrades and new systems are implemented would be more effective.

56. I prefer direct email updates

57. Emails or text messages from ITS are most effective.

58. No

59. System status (off the web page) runs behind on timeliness and sometimes completely glosses over some problems.

60. Not really. I work in the library and I go to our tech support here for help first.

Create five 1-page attractive, printable, 12-14pt font, fliers that could be retrieved from the desk on: page 1) handling spam, physhing, risks, etc page 2) coordinating ms outlook w/phone page 3) setting messages on phone page 4) setting messages in outlook and page 5) regular maintenance of computer incl defrag, clearing cache, updates of key software programs

61. none

63. Put (redacted) in charge:)

64. No, thanks
65. I wish the updates were more prominent, something to catch my attention since we receive many emails a day. I would like to pay attention to those IT solutions that affect our department.

66. Do not make the email updates very long with tons of writing or nobody will read them.

67. N/A

Let people know, who have applications on a server, that the server is undergoing maintenance such as configuration changes, firewall changes, software upgrades, etc.

68. Allow technical users of servers to subscribe to a list that will notify them, beforehand, of when the system may go down or changes that could affect their applications.

69. notification via smartphones

I have always appreciated the fact that NAU has such an organized roll-out of new software. I appreciate the email messages that start six months or a year out saying: "Such and such isn't going to be used after this date. Start thinking about updating." There is so much going on, that changing software feels like a major deal and can mean the difference between getting something done efficiently for a student and leaving them hanging. So thank you! And please keep on with the advance warning.

The ITS website is a little tricky to navigate. It seems like the same topic can be available on many different pages so it's hard to locate information. Perhaps a newsletter from the training team would be helpful.

Too many places to request for services and it gets confusing. Extended campus has their own system and ITS has their own. Whenever I place a trouble ticket, I had to wait for a determination if this can be solved by EC or ITS. There should be one triage center for all calls and then assign them as needed. For example, in Remedy, you can parcel off a portion of the ticketing system to one group in the organization, i.e. EC. If EC can't handle the case, they also have the ability to forward it to Main ITS. Then, customers don't have to recreate a Ticket with ITS. Its just too many steps to get service.

70. More communication is always better - keep it coming. Transparency, transparency, transparency...

71. No suggestions

I know that many people firmly believe that "The way is digital! Email is the way!" - but frankly, I'm new here and have found it VERY difficult and frustrating to navigate NAU's basic website and the links to ITS. This is going to sound ridiculously old-fashioned, but seriously, a PAPER newsletter or update or announcement for classes/workshops in given types of technology would be SOOOOOO helpful! Back in September I was trying desperately to figure out how to use NAU's version of BbLearn and who to call to get some basic help. I was transferred no less than SIX TIMES when I made a phone call to the library, and when I finally spoke to someone, it was to a STUDENT WORKER, **not** someone who could help me make heads or tails of BbLearn from an instructor's point of view. Now, maybe that's because I should have been speaking to E-learn, but I was brand new here and didn't know that: I just called the number that, to me, made the most INTUITIVE sense, given my experiences teaching at four or five other institutions in my career. Maybe some slimming down at the administrative end and putting the money from those salaries into better communication would be helpful?

TRAINING! We are not all techno-natives. We are living and working all over the state, to reach students all around the country, but to get any meaningful training on how best to do that, I have to drive six hours (one way) for a ninety minute inservice!
24. 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>Response Total</th>
<th>Points</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution Center and Phone Support</td>
<td>50% (275)</td>
<td>27.82% (153)</td>
<td>7.82% (43)</td>
<td>0.73% (4)</td>
<td>0.36% (2)</td>
<td>11.09% (61)</td>
<td>2.18% (12)</td>
<td>550</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Desktop/Laptop/ Mobile Computer SOS Trouble</td>
<td>25.82% (142)</td>
<td>22.36% (123)</td>
<td>7.45% (41)</td>
<td>0.91% (5)</td>
<td>0.36% (2)</td>
<td>31.27% (172)</td>
<td>11.82% (65)</td>
<td>550</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Wired Network Speed and Reliability</td>
<td>27.45% (151)</td>
<td>37.27% (205)</td>
<td>7.09% (39)</td>
<td>3.09% (17)</td>
<td>0.91% (5)</td>
<td>14.55% (80)</td>
<td>9.64% (53)</td>
<td>550</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Wireless Network Speed and Reliability</td>
<td>17.82% (98)</td>
<td>36.91% (203)</td>
<td>12% (66)</td>
<td>6.91% (38)</td>
<td>1.82% (10)</td>
<td>15.09% (83)</td>
<td>9.45% (52)</td>
<td>550</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Accessing the Network from Mobile Devices</td>
<td>13.27% (73)</td>
<td>24.73% (136)</td>
<td>16.73% (92)</td>
<td>5.45% (30)</td>
<td>2.18% (12)</td>
<td>26.91% (148)</td>
<td>10.73% (59)</td>
<td>550</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Email delivery of voice mail</td>
<td>15.09% (83)</td>
<td>26.73% (147)</td>
<td>14.91% (82)</td>
<td>11.09% (61)</td>
<td>10% (55)</td>
<td>14.18% (78)</td>
<td>8% (44)</td>
<td>550</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>File Storage on the Bonsai H: drive and NAUSHARES</td>
<td>25.27% (139)</td>
<td>29.64% (163)</td>
<td>12.36% (68)</td>
<td>2% (11)</td>
<td>1.45% (8)</td>
<td>16.91% (93)</td>
<td>12.36% (68)</td>
<td>550</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>GreenPC virtual thin client</td>
<td>3.09% (17)</td>
<td>5.27% (29)</td>
<td>8.18% (45)</td>
<td>2.18% (12)</td>
<td>1.27% (7)</td>
<td>38.73% (213)</td>
<td>41.27% (227)</td>
<td>550</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Telephone features and function</td>
<td>7.64% (42)</td>
<td>30.18% (166)</td>
<td>28.55% (157)</td>
<td>6.91% (38)</td>
<td>3.64% (20)</td>
<td>14.91% (82)</td>
<td>8.18% (45)</td>
<td>550</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Telephone support service</td>
<td>15.64% (86)</td>
<td>26.55% (146)</td>
<td>19.45% (107)</td>
<td>3.45% (19)</td>
<td>1.27% (7)</td>
<td>24.55% (135)</td>
<td>9.09% (50)</td>
<td>550</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>ITS Technical Training</td>
<td>10.55% (58)</td>
<td>21.82% (120)</td>
<td>16% (88)</td>
<td>1.45% (8)</td>
<td>1.27% (7)</td>
<td>34% (187)</td>
<td>14.91% (82)</td>
<td>550</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Webpage and database project support from WebTech Team</td>
<td>7.09% (39)</td>
<td>14.36% (79)</td>
<td>11.09% (61)</td>
<td>1.64% (9)</td>
<td>1.09% (6)</td>
<td>40.55% (223)</td>
<td>24.18% (133)</td>
<td>550</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents (For this Question): 550 (skipped this question: 78)

25. If you entered Dissatisfied or Very Dissatisfied to any items above, or if you have suggested improvements, please explain why or include them here.

1. n/a

   Through no fault of the team...Just trying to get WebTech resources and a VERY long wait for just an estimate (initial meeting back in Dec. and MAYBE an estimate by end of March), with no estimate of a start date while waiting. Working through area Vice Provost’s to find alternate technology solutions.

2. I wish the Thin Clients at the Gateway worked faster. Not sure why it’s so slow. Wish our computers booted up faster. Just want to say how fun it is reading the e-mail transcript of the voicemails!
The email interpretation of the voice mail is comical, at best. It is not helpful, you still have to listen to the voice mail to find out details, so what is the point of the email? I don’t like that the prompts to listen to my voice mail on the phone is only voice prompts. Also, when we switched to the new voice mail system no directions were given on how to change any settings and I can’t find any up to date documentation on the ITS website.

Phone system is still in transition to Exchange. I expect issues with Exchange reliability for voice service.

The interpretation of voicemail can be very difficult to understand. It would be nice if the transcription was more accurate.

The thin clients tend to be slower, especially in LOUIE and any video.

In the last year we have had to update a lot of the phone lines in our area and the amount of time for someone to come hook it up has been well over 2 weeks. It is difficult to complete job tasks when we cannot get a phone hooked up.

Voice mail emails almost never are accurate.

I had a thin client for the first 3 months of my employment at NAU and it froze up all the time, was very slow, and just didn’t work well over all.

Unable to mail large files.

Wifi connections for mobile devices and laptops is very unreliable.

The voicemail by e-mail does not work if you are trying to read it in the e-mail. You have to listen to it on the computer. I get some good laughs out of the e-mails though :-(

The new phone system is not effective. Opposite. I addressed this earlier in the survey.

The telephone to email app is terrible. Web support could be better.

The wifi in many buildings and grounds on north campus is spotty. It’s also a hassle to constantly be asked for verification. Once a device has been authenticated why can’t it be automatically connected via NAUPublic? If I need a secure connection then make me go through the extra step but not every single time I come to campus and just want to check email. Email/voicemail: It’s always nice to know when I missed a call at the office and the recording works well--and the transcript always brightens my day! Too funny.

The email voicemail system is nice, but the visual message on the email never makes sense. You still have to listen to the message to know what the message is.

The voice mail translation service is a joke. trying to understand a message via email is ridiculous.

The previous phone system allowed us to customize our messages. If this new system has it, I am unaware of it.

See earlier tech training issue re BBLearn.

When a voicemail shows up in my email inbox, the msg is so indecipherable as to be useless. I ALWAYS have to listen to the voice msg directly. So, I am not sure what the value-added is to have nonsensical msgs show up in my email!

Also, while VPN is installed on my personal laptop, it is not always accessible remotely.

Thin clients appear to work significantly slower than desktop PCs; also audio is frequently "crumbled" and impossible to understand. Video always lags and is unusable. This becomes problematic when working on presentations including video.

Very slow turnaround time due to lack of resources. I don’t typically look to ITS for technical training but look elsewhere.
22. The VPN's (both the regular and forcefield) should support current mobile devices.

23. Wireless seems to go off on dailt basis
e-mail voice mail-unnecessary but forced on us whether wanted or not. Let us opt out

24. the email delivery of voicemail is useless....cannot interpret the email and my mobile device will not
download the audio attachment so I cannot receive the voicemail on my mobile device at all

25. Lync does not always work with incoming calls. I find the messaging system does not record what
    the caller says.

26. I would like to be able to set my away message from my PC for example, "out for lunch" "working
    form home", etc

27. Email of voice mail is a joke. Rarely can I understand the written email "transcription." Why bother if
    I have to listen to voice mail anyway?

28. The bandwidth needs to be addressed.

29. Bonsai drive does not hold all of my files - storage too small.

30. Phone to text is not helpful.
The typed message is not what the caller left.

31. I am an ITS staff member and was told by the Solution Center that because of this, I was not eligible
    for support from them and would have to contact individual ITS teams to get assistance. This doesn't
    seem to make sense since all I really needed was some troubleshooting help with Exchange.

32. The phone system is both dissatisfying as well as hilarious, since the written renditions of the voice
    mails can be a hoot (and yet frustrating if you cannot listen to them). Great idea though.

33. I actually love email delivery of voice mail, but am dissatisfied with the garbled translation...it
    actually produces a less satisfying experience than if it weren't here at all.

34. We've had regular, major, recurring problems in building 16 with network connectivity, which causes
    significant disruptions in my classes. No one has been able to explain to me why they happened or if
    they will continue to occur.

35. Bonsai has never worked for me since I started working here. I can't access it, put files on it, or
    retrieve files from it. I have no idea what NAUSHARES is. It would be incredibly useful to be able to
    access my files remotely, at minimum throughout the building (so I don't have to use my personal
    Google Drive account) and ideally remotely as well.

36. the email voice mail thing is nice when I can listen to it but is just dreadful as something to read -
    the only reason I said dissatisfied instead of very dissatisfied is that it is good for a laugh.

37. I really dislike the phone to email system because the message are unrecognizable by the time they
    get to my email. I have to return the call before I know what the caller was hoping to communicate.

38. Would like speaker phone capability.

39. I do feel ITS should support home-based offices if were are interfacing with the university full-time;
    what happens to our computers can effect the university system

40. Voicemail translations are horrible compared to another service like Google Voice.

41. ITS has always provided a high level of customer service.

42. On my mobile device (nexus 4), I have to re-enter the username and password every time. This may
    be a phone issue or a network issue.
42. Offer more in-person tech classes, please. Voicemail on email unintelligible and office environment not always conducive to listening to the auditory version.

43. Not a lot of training available for Extended Campuses

44. I think there is a huge gap in ITS service re: the lack of any training program for PeopleSoft.

45. There seem to be regular problems with the thin clients for student use in the library (where I work) which can be frustrating for students and staff- problems ranging from sign-in issues (very slow or not able to sign in at all) to printing problems.

46. Help Desk seems resistant to the idea of adding more space to H:\ but when I discuss with folks at the director level, I am told it is not an issue. Why the disconnect and hoops?

47. WiFi in North Valley is unreliable; Mobile device does not connect to available wireless network

48. I’d rather not clutter my email with voice messages and just retrieve them via phone not through email.

49. Love getting email delivery of voicemail but the transcription is not always intelligible

50. Email delivery of voice mail is a fantastic idea, but the results are just laughable. I have yet to get a usable message. I assume that delivering the sound file is integral to the system, but that's the only thing that makes it work.

51. MS Exchange is a great concept but execution is poor. Voice recognition is terrible I cannot decipher a message from the written transcript.

52. just kind of ridiculous that we don't all have caller ID

53. It is very difficult to get my faculty webpage updated. Why? It wasn't always this way. My web page hasn't been updated since 2008!

54. Also, get rid of the email voice mail interface. It doesn't work.

55. I regularly cannot access wireless from my smartphone or laptop in the HLC, Liberal Arts building, Peterson (my office), and other spots on campus.

56. LOVE the Lynda site...please keep!!

57. Email phone messages are very poor. I always have to listen to the message to ensure it is correct.

58. The email translations of voicemails are pretty useless and most of the time they are nonsensical. There has got to be better technology out there. Although it is always good for a laugh, it seems like more work to figure out how to get back to the actual message and see what someone wants.

59. the e-mail from voice mail usually tells me the message was too long. I have to call the number to see who called and what they need.

60. I live in a dorm and can never seem to connect to ResNet from my room. I always have to have my laptop plugged into an ethernet cable.

61. The voice-to-text conversion is not helpful at all, and I don't always want my messages to play on my computer speakers. Listening to messages through my phone handset is more confidential.

62. It’s good we can listen to voice mail messages via the computer; it would be better, though, if the system could translate voices to writing better than it does.

63. Voicemail doesn't deliver via email. Voicemail never works.

64. I have a hard time accessing my gmail personal account from my smartphone through wifi.
The phone messages I receive are very hard to read because of the spelling of the translation.

64. n/a

65. N/A.

66. I would like to get my NAU email sent to my phone. Maybe that is just me, though.

67. Wifi in Biology is notorious for crapping out occasionally, even on the NAU/NAU-Secure networks.

The wifi has a tendency to randomly crash or cut out- this can be really frustrating when I have a paper due and it stops working out of nowhere, so I have to walk to the computer lab to resume my work- provided that it was saved.

Look at your list above! Your list of services does not align with my list of needs. Look, I deal with Blackboard and perhaps your interest in this survey is somewhere else. When you have to bring down an entire system in the middle of a semester and outsource the hosting - something is very wrong. When I have to spend 50% of my time figuring out the technology, something is wrong.

69. When I can't put my teaching videos on the University system because of your constraints, something is wrong. When I have to use other Universities YouTube videos to obtain targeted/efficient access to BB training, something is wrong. When I ask for an ability to improve my course content and am told I should wait to the end of the semester, something is wrong. This can be better. I encourage you to make it better.

70. thin clients too slow; I don't want an email telling me I have a voice mail any more than I want a voice mail telling me I have an email

71. I do not like the new telephone system.

People in all the presentations I attended (3) were very nice, but went way to fast with too many people attending. ended up taking more time trying to undo the confusion by going around one-on-one. Also, the computers did not perform as expected and time was taken to 'fix" errors. Many attendees felt the same as myself, but we were respectful and still frustrated!

73. Often have great difficulty connecting to the wireless network around campus.

The email voice mail thing is just ridiculous, unless you want a good laugh from the crazy transcripts. The thin clients are unreliable. Don't deploy them unless the technology improves.

74. ITS training is nonexistent in my world. What is available is not very useful. Basic training is cursory and delivered as if to stupid people.

75. For months, I have been unable to access NAU Secure wireless from my iPad. Previously, I used it frequently. It works on my iPhone.

76. My phone lacks many basic functions, like caller ID and redial.

The phone in my office is old, and every time I answer my phone or try to make a call I have to repeatedly hit the button to get a dial tone. I have called in the problem and sent an email. Both times a ticket is opened and then closed. The information I receive in an email can only be understood by the individuals who wrote it. My phone has never been fixed.

77. The email delivery of voice mail is useless: 1) often gibberish
2) often does not identify caller.
I delete them immediately.

With the thin clients, listening to voicemail plays staggered, slow motion inaudible sometimes if the computer decides it's going to have a slow day.

79. File Storage: There is no desktop redirect to Bonsai.
For instance: I am on my home machine or in the Franke College of Business, and I want to access a file previously saved on the Desktop of another NAU campus machine (not the FCB since they do
their own thing). I cannot just simply map the Bonsai drive, click on the desktop shortcut, and then see and have access to my files that I saved on that other NAU campus machine. I hope that makes sense.

80. email delivery is not accurate translation of voicemail

81. I am very dissatisfied with the lack of support for Mac systems and the recommendation to upgrade when it caused problems.

82. Most of the time on the email of voice mail, the message is incorrect. I would rather go back to getting the voice mail from the phone and not translated into email.

83. no comment

84. We need faculty ITS support on weekends.

85. phone service is usually great

86. the email transcription of voice mail is almost useless. the voice mail itself works acceptably

87. I am completely unable to use the wireless networks on campus because NAU does not recognize my antivirus program (and wants to force me to download a lesser program which conflicts with my own).

88. I am also unable to get the wireless to work on my cell phone at all.

89. Voicemail via email sometimes doesn't record if the caller's voice is soft or if the connection is bad. I wish there were a way to access the original message from my phone or some other way! Also, I wish that I had known more about Lynda.com. My students really clamor for software training opportunities and it took me quite a while to get to someone at ITS who could tell me about it. What is the WebTech team? Who do they help? Thank you for being here! Our ITS is great!

90. There is a form to complete for reserving training rooms that the best way to locate it is by doing a search feature. It's almost impossible to find the link otherwise.

91. It's probably just my iPhone, but it has difficulties connecting to ResNet/NAU Wifi, especially with the agree to terms/conditions page

92. The wired desktops in Cline Library and ITS South lab are very, very slow.

93. email delivery of voice mail is not useful. I have to listen to the message anyway.

94. We've had issues with the shared network servers and are not happy with this service. We've had web pages down >5% of the time. Also, this team is very unresponsive when we do have problems.

95. "email delivery of voice mail" brightens my day with its goobledegook but it is rarely useful. Clicking on 'Play on Phone' works well

96. Translation of voice mail messages via email messages is not very useful.

97. Have had difficulty with wireless connection, but due to connection, not my equipment.

98. It's probably just my iPhone, but it has difficulties connecting to ResNet/NAU Wifi, especially with the agree to terms/conditions page

The email delivery of voice mail is fairly ridiculous. I think I have received two fairly intelligible voice mail emails since our office was moved to the new system. The saving grace is that the messages, in all their inaccuracy, are pretty hilarious sometimes.
99. Transcription of email is often difficult to understand

The problem with the wireless network is that it defaults to the guest network -- no one ever seems to realize that it's possible to sign in to NAU secure...

100. SOS trouble ticket is too confusing.

While a good idea, this version of voice recognition software is completely unreliable--and often ridiculously amusing.

101. The NAU Web is terrible

102. The voice to text software for phone service is terrible. It just doesn't work. It makes me laugh from time to time though, so it is not completely worthless ;-)!

103. Email delivery of voice mail is good to alert that a voice mail is waiting but the playback via text or recording is never understood correctly.

104. It's very confusing connecting email to my phone. I tried and followed the directions and it didn't work. Not user friendly!

105. The voicemail to email is silly because you cannot actually understand what they said - it comes out all garbled.

106. I don't know how to network to my H drive on my mac laptop, and last time I used it, it didn't have very much space. Or maybe that was a Z drive. Anyway, I'd like to have a server share but am not clear how to use it. I haven't asked....proly should! The problem with the wireless network is sometimes the splash page with the "agree to terms" comes up and sometimes it won't. When it won't appear, you can't connect most of the time, though sometimes the NAU-Secure works (often it doesn't connect either).

107. I think there should be more space on the H drive.

108. Accessing the network from phone is often difficult because it continuously asks me to sign in and agree to the terms. In order to do so I sign in and then it just takes me to the ITS home page e-mail delivery of voice mail. I love the feature. It's when it is translated into text that it doesn't work very well, resulting in words that are unintelligible.

109. If I turn on my phone and use it for browsing, using the wireless, why, even if I am off for one minute I have to log in again on the same device? Not good

110. Wireless in Peterson Hall is sporadic.

111. None

112. In our old building, wireless network access is problematic. I try not to plug my laptop in in my office after losing a series of computers to mysterious electrical problems that no one has been able to pinpoint. Not a problem. I just charge it up at home and use it as little as possible in my office.

113. I have requested access to the share drive and I have yet to receive it. I will call again......

114. I have frequent questions about the phone(s). (redacted) never calls me back, nor does (redacted). They are not helpful. I’ve had questions about the NAU cell phone policy which took two weeks to get answered, and the policy is still unclear. The telephone service is clearly understaffed. The new voice mail to email leaves a message that makes no sense to read. I also contacted ITS for a one-on-one appointment to go over Ekrton CMS training and never heard back from them. No one knows the "conference phone" capabilities very well. Meet-me lines are not explained well either.
119. I dislike the new voice mail through email. It is impossible to make sense of the voice as it is typed in email.

120. Thin client load balancing seems to have teething problems.

121. I am at the North valley office and MANY times we have had issues where we could not make calls to other places until the phone number was emailed to Brandy and "added" to a list of numbers that can be dialed out. The list has had to be redone a few times and we still have issues with dialing out to people. It is a very unreliable service and I am hoping the new one will help.

The Solution Center Phone Support is extremely varied. There are some employees there that I simply avoid working with as they seem very unsupportive. Others are absolutely amazing and bend over backwards to help.

122. I like receiving voice mail on my email they are not translated very well. Maybe that will improve as technology improves.

123. Getting on the NAU network from my iPad is cumbersome.

124. Email delivery of voice mail is a joke. Really . . . it is guaranteed to make anyone laugh.

125. Recording quality of new voicemail system is horrible - both outgoing and incoming messages. Support from the telecom staff is great, however.

126. The emails don't give an accurate reading of the person's voicemail. I still have to listen to the voicemail in order to understand it, but do like that I can listen to it through the email.

127. I've always had great response and satisfactory solutions when I have had to call.

128. ITS help on a dashboard for our department vanished. We were just beginning to work a new solution and now we cannot get hold of anyone.

129. Need to improve wireless network access for iOS devices & Apple TV devices.

130. The new phone message transcriptions on my email are usually indecipherable, and therefore useless. People do not speak clearly enough for the transcription to be understandable. I would much prefer returning to the old actual audio recordings on my phone!

131. The Office communication suite just leaves a little to be desired in the way of phone functionality.

132. Voice mail to email doesn't let caller know when the message is being generated, messages are often garbled or nonsensical.

133. I don't remember my password for accessing voice mails off my phone and don't know who to ask.

134. Phone system has become much more kludgey and worse quality in the last year.

135. Having voice mail sent to email as text is worthless since you can't read the translation. I don't mind the notification but I prefer to listen to the voice mail on my phone for privacy.

136. The NAU WiFi network doesn't properly route rendezvous (zero conf) which is required for Macs and iOS devices to operate properly.

137. The telephone service is awful. What is written makes no sense whatever. The speech recognition is very poor.

138. It seems that the wireless consistently drops after 9pm.

139. Too much security to access email and calendar from a mobile environment. Not willing to allow NAU to wipe phone just to get email.

140. I haven't used the voicemail. But the
plain email suffers random delays of up to several days in delivery.

141. Where I work within the ITS building, the network speed is abysmal, and even slower to servers we use often such as ghostsrv.ucc.nau.edu

"Webpage and database project support from WebTech Team" -- does this refer to NAU's website or just the ITS website? My complaints are with NAU's website only. I find the architecture and navigation on NAU's overall website to unintuitive. Also, I come across weird problems on the site fairly frequently. I can provide an example I found just earlier this week: I was trying to determine what college the Athletic Training Department was part of. The only way to tell was from the breadcrumbs on this page: http://nau.edu/chhs/at/. Also someone should take a look at the weirdness on this page: http://nau.edu/CHHS/AT/Faculty-Staff/. In general I find it difficult to find information on the NAU website.

142. Phone: See prior response: need 1-page, attractive, printable flier explaining leaving and retrieving voice mail, converting voice messages to e-mail, vacation- and forward-to instructions, ring tone, etc

It is nice to receive an accessible voice mail through email, but as a student worker, I don't have access to my account without having it linked to my supervisors account which can lead to her getting more messages than she needs.

143. The new voicemail system is TERRIBLE...unreadable e-mails

144. sometimes my mobile devices have difficulty accessing wireless network and I resort to using Guest wireless. Not ideal. I use Lync as my phone, so I'm not sure if that's what you mean by "telephone"

145. PeopleSoft Training would be helpful.

146. Voicemail translations are very wrong.

147. we have to fix the VM text(email),staff are forwarding some pretty indecent VM which I think is unprofessional;

148. voice recognition doesn't

SOS ticket creation is clunky and annoying to use.

150. Really!? Have you seen the way it mangles messages? Only thing it is good for is a laugh. Language recognition has a way to go.

151. Internet service is very slow and spotty

152. Resnet is easily overloaded and quite unreliable.

So awkward to use.. When I somehow lose the link or connectivity I always have to call and be walked through the set up again. Please make this more simple and user friendly. I'm worried because I work offsite and never back my files up because it's so cumbersome.

153. The phone service is hard to understand. Never knew what happened to my voice mail through the phone system. Want the old system back.

154. Green PC doesn't interface well with Outlook. Can be quirky with PS also.

155. The thin clients in our lab are slow. The display is stretched as well.

156. The transcriptions of many phone calls that appear on my computer are gibberish. Such a system could be a good idea, but it needs some fine-tuning to ensure higher accuracy.

157. Not sufficient storage and backup on network.

Not sufficient storage for e-mail
160. The translations of the voice messages on e-mail are very confusing.

161. Our building has not been upgraded with modern high speed internet

162. When you access the wireless network as a guest it times out after only a few minutes, requiring that you log in again. This is very inconvenient.

163. N/A

164. I’m not really familiar with many of these services listed. Sorry.

165. Don’t like the new phone system. Prefer the old where I could call up my voice messages because the recordings are not accurate through the email system.

166. The voice mails are always messed up. The Bonsai drive needs more storage space.

167. the voice mail transcriptions are completely useless. however, having an audio clip appear in my email is very useful.

168. We need to upgrade the internet infrastructure not only on campus (i.e. more hotspots, better connectivity, speed, etc), but also upgrade the speed of internet services via the main connection to campus. This is a major project but would have extremely beneficial impact to not only NAU but the economy of Flagstaff. We need to stay competitive, and our current internet speeds are not.

169. We have had some downtime on our web applications & websites on the linux (jan) server this year, as the result of various issues. One was due to firewall configuration changes that we were not notified on until our users noticed our applications were not working. We would appreciate some advance notice so that we can both know and help by testing our applications after such maintenance is done on the servers.

170. The email translations of voicemails are pretty terrible, but good for a laugh!! So these are not reliable. I still listen to the voicemails on my computer speakers. I’ve tried to use the option to listen to them on the phone for privacy’s sake, but could not figure out how to make this work!

171. Voicemail: emails for voice mail don't make sense. Telecom: No follow through on requests. Told to submit a SOS ticket for the same matter.

172. some days it is difficult to log onto wireless or will log on and can’t access internet. I don’t understand the need for email voicemail the text is illegible and if I listen to an VM on my computer it plays the VM then jumps to my playlist - annoying. It is annoying that we have two different ways of accessing VM for departments and personal VM.

173. You need a higher rating for the solution center -- they are life savers.

174. I am so so about the phone -- but that may be because I get difficulty phone calls, not because of how it works.

- Trouble ticket: I teach a class that was scheduled to be held in the McConnell Dorm resource room. When we called for tech support to help with log in issues on the computer, they helped on the phone, but we couldn't get it to work. Then, they said they would send someone right over and no one came. When I finished class, I was told by the front office that they wouldn't help me because this tech office (apparently there are multiple ones - I can't figure it out) only helps students and not faculty members. Since I was faculty, they just dropped my request for help rather than making whatever connection was needed and sending someone over (even if from a different department) to help. It was so ridiculously bureaucratic. It seems that some streamlining between these two tech-support branches needs to take place.

- About the email notifications for voicemail: I really like getting the notifications, though they are so garbled and mostly impossible to understand. What I have a harder time with is the ways in which those emails disappear after listening to the voicemail; sometimes I want to keep the email as a reminder to myself to call someone back...

175. internet is very slow
176. Phone features are somewhat difficult to use.

The voicemail to text feature is worthless. If you have any inflection what so ever in your voice, it translates into a garbled mess of words. I have reached a point of hanging up and sending email rather than leaving a voicemail. The majority of my peers feel the same way.

177. Hard to hit signal by geology
And north quad

Overall you are doing a great job but just a couple of additional comments (basically for improvement) -- Let's start with Phone system - from extended campus, why is it that every time I need to call someone from an area code (928), I need to send this to our IT person to add to the 'allowed' list. Having worked extensively with phone systems, shouldn't the (928) area code just needs to be added to the allowed extensions on the CPE phone switch? ITS telephone call - I had to argue with one IT agent about my problem before she would escalate it.

178. The voice mail does not come across clearly, and is useless.

179. I recommend that a IT workshop to review new technologies be scheduled at least once a year at the distance learning sites.

I don't like the new voice mail system. The text translation of the messages that come through are not understandable in most cases - but are very humorous at times. I share an office with others and don't like to play the messages through my computer speakers. Sometimes my voice message light stays on even after I have listened to and deleted voice messages in my email.

180. The voice mail system is sub-par. The way it was initiated seemed rushed and confusing to end users. I like the email feature, but the system cannot relay the correct information and it is usually laughable. I'm not going to leave a message for anyone, and if I have to, I will speak s-l-o-w-l-y!

181. Attempts to use NAU BBLearn, LOUIE are frustrating so just quit doing it. Connection to Shared drive is not easy, cannot find knowledgeable or patient resources to help set up or answer questions.

182. The wireless is unreliable in LA, HLC, and Peterson hall

183. It is hard to access the network from a remote site

The only way for me to connect with my laptop on campus is through Wireless as "NAU-GUEST" -- connection is often slow and I get disconnected often. The transcriptions of voicemails (from sound to text) are often illegible and make no sense.

184. I would be too new and not trained yet in these items.

185. See previous comments.

I was assigned to my home when a retiree came back to become temporary department chair, years ago. NAU provided so e phone and computer assistance until the budget crisis hit, and that was cut off. Since then, I pay for all phone and computer access, and even my computer and iPad. I feel very isolated from the university in this regard. Fortunately, my student evaluation don't reflect isolation from them, so I guess I'm keeping up, technology-wise. I just would like the opportunity to be on the cutting edge, with resources.

186. I like having voicemail delivered to email, but the transcription isn't very good.
26. 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>Respondees Total</th>
<th>Point Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>PeopleSoft Financials (Previously Advantage)</td>
<td>6.61% (36)</td>
<td>29.72% (162)</td>
<td>17.8% (97)</td>
<td>4.77% (26)</td>
<td>1.83% (10)</td>
<td>32.48% (177)</td>
<td>6.79% (37)</td>
<td>545</td>
<td>n/a</td>
</tr>
<tr>
<td>Business Objects</td>
<td>3.67% (20)</td>
<td>15.05% (82)</td>
<td>15.6% (85)</td>
<td>2.94% (16)</td>
<td>0.73% (4)</td>
<td>45.32% (247)</td>
<td>16.7% (91)</td>
<td>545</td>
<td>n/a</td>
</tr>
<tr>
<td>Exchange email, calendaring and collaboration</td>
<td>19.27% (105)</td>
<td>48.07% (262)</td>
<td>14.13% (77)</td>
<td>2.75% (15)</td>
<td>0.92% (5)</td>
<td>10.64% (58)</td>
<td>4.22% (23)</td>
<td>545</td>
<td>n/a</td>
</tr>
<tr>
<td>Instant Messaging through Microsoft Lync</td>
<td>22.39% (122)</td>
<td>27.52% (150)</td>
<td>7.71% (42)</td>
<td>1.28% (7)</td>
<td>1.1% (6)</td>
<td>28.81% (157)</td>
<td>11.19% (61)</td>
<td>545</td>
<td>n/a</td>
</tr>
<tr>
<td>Web video conferencing through Lync</td>
<td>4.59% (25)</td>
<td>12.48% (68)</td>
<td>6.61% (36)</td>
<td>2.02% (11)</td>
<td>0.37% (2)</td>
<td>57.8% (315)</td>
<td>16.15% (88)</td>
<td>545</td>
<td>n/a</td>
</tr>
<tr>
<td>LOUIE</td>
<td>26.06% (142)</td>
<td>54.13% (295)</td>
<td>15.6% (85)</td>
<td>2.2% (12)</td>
<td>0.92% (5)</td>
<td>1.1% (6)</td>
<td>0% (0)</td>
<td>545</td>
<td>n/a</td>
</tr>
<tr>
<td>MyNAU Portal</td>
<td>17.8% (97)</td>
<td>41.28% (225)</td>
<td>17.43% (95)</td>
<td>2.94% (16)</td>
<td>0.55% (3)</td>
<td>17.8% (97)</td>
<td>2.2% (12)</td>
<td>545</td>
<td>n/a</td>
</tr>
<tr>
<td>NAU Mobile app</td>
<td>6.24% (34)</td>
<td>16.33% (89)</td>
<td>14.13% (77)</td>
<td>2.2% (12)</td>
<td>0.73% (4)</td>
<td>50.28% (274)</td>
<td>10.09% (55)</td>
<td>545</td>
<td>n/a</td>
</tr>
<tr>
<td>NAU Alert</td>
<td>18.17% (99)</td>
<td>38.9% (212)</td>
<td>17.61% (96)</td>
<td>4.22% (23)</td>
<td>2.2% (12)</td>
<td>14.5% (79)</td>
<td>4.4% (24)</td>
<td>545</td>
<td>n/a</td>
</tr>
<tr>
<td>Sharepoint</td>
<td>4.22% (23)</td>
<td>17.43% (95)</td>
<td>14.31% (78)</td>
<td>4.59% (25)</td>
<td>2.75% (15)</td>
<td>39.08% (213)</td>
<td>17.61% (96)</td>
<td>545</td>
<td>n/a</td>
</tr>
<tr>
<td>NAU password change web site</td>
<td>18.35% (100)</td>
<td>45.87% (250)</td>
<td>21.1% (115)</td>
<td>6.06% (33)</td>
<td>2.2% (12)</td>
<td>4.4% (24)</td>
<td>2.02% (11)</td>
<td>545</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Total Respondents (For this Question)** 545

27. 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.

1. I have attempted to sign up for NAUALerts with my new phone number but kept getting error messages, when I called I think it was resolved but since we have not gotten an alert in quite some time I am uncertain that I will get NAUALerts.

2. Over the winter break I did not receive a text message that there was a delay. I didn't know until I was at work and checked my email. I don't check my work email until I'm at work, so that alert was not helpful.

3. I hear many complaints from staff about new PeopleSoft system. Complaints range from functionality to support issues.

4. NAU Alerts do not always show up. I see this due to people around me not receiving Alerts that I do, or vice-versa.
4. Very difficult to manage email through MyNAU portal because the messages "stack" and you can't delete one without it still appearing in threads.

Lync is unreliable. Within my building, it works very well but the sound is terrible when we use it across state. Once in a while, it's perfect; but it is sufficiently unpredictable that we often use meet me lines when lync would be preferable just to get people able to talk. (If we say use lync for the visuals and the phone for talking, it ends up wasting up to ten minutes at the beginning of a meeting. Sharepoint is good on the NAU end but it's organized in what I think is an unintuitive way. I know lots of people like it a lot so this one might just be me and not the product. Lync though is objectively unreliable. Thanks for all you do in ITS. The teams overall are spectacular--professional, smart, quick.

5. I have signed up for NAU Alert, but never receive alert text messages.

7. Our department does not get the proper attention on BO reports that we need and we never have.

I'm not a huge PeopleSoft fan, though I know this isn't going away any time soon. I've also signed up for NAU Alert several times and continue to not get alerts when they've been sent out - and did the university even use it for the late-start in December?

12. Just dissatisfied with BBLearn mobile.

14. I think the need to change passwords is much too often.

15. Sharepoint would be awesome if we could ever move to 2013. Password change website is pretty antiquated and desperately needs a replacement.

16. The PS financials reports are very difficult to decipher and need to be available in summary formats.

17. I never use the Portal, it seems to confusing. I have tried several times.

18. The password change website is fine, but the fact that we have to change our passwords so often seems to cause all kinds of login and access problems for myself and my students, as all systems on campus don't seem to update immediately when a new password is entered.

19. I find Sharepoints difficult to navigate and it seems to be one more place to have to access when doing my day to day work. For my use Google doc works just fine.
Regarding NAU password change - the change is required too frequently, and a previously used password should be allowed, say after 5 changes. My understanding that currently, a password cannot be reused until about 100 times of change.

it is almost impossible to pay any charges on your account using all the 3rd party sites that you get redirected to just to pay for services and fees, i dont know why nau doesnt just use visa like they did 5 years ago

Passwords must be changed too often

There are always problems after changing my password; it usually takes a day or 2 to work everything out. Sometimes there is no warning that it's time to change a password and then I'm in the middle of something but unable to move forward without changing my password and that is not a good scenario.

Lync has been unreliable in the last several weeks, crashing and kicking me off. It is very helpful to have an instant message application but frustrating when it is unpredictable. Outlook also can be an issue, kicking me off of email at least once a week and asking me to authenticate and enter my password repeatedly. I don't know if these are issues unique to being on a Mac or if they happen on PCs as well.

the NAU Alert did not notify us when the university had a delayed start just because the students were not here??? That is (redacted), why , are the staff not good enough to get an alert????????

MyNAU Portal's directory search function is too clunky. It makes it very difficult to search for multiple people having to refresh the entire page each search. However, the NAU website directory search function is fantastic.

Changes to frequently

Videoconferencing or equivalent!! I have started using Lync for talking with NAU colleagues, and love it. But assistance in finding an equivalent experience to use with colleagues elsewhere would be very much appreciated.

Lack of training for LOUIE.

Sharepoint is the worst product I have ever used please find a different file sharing program. Also I wish faculty/staff can be switched to gmail. There are so many more functions in the Google Universe, that we are unable to take advantage of.

The portal continues to be cluttered and clunky in appearance.

Password requires changing too frequently and don't like that you have to constantly come up with new ones since you can't re-use as often as required to change.

I have experienced problems with passwords being synched.

Louie is always telling me that my login didn't work even when it does.

NAU Alerts do not seem to correspond with the actual important weather events or safety alerts that come out through other means.

MyNAU duplicates a lot of the services I already use. I'm sure it's helpful for some, but all I usually do with it is use the directory. That's hard enough by itself, but all the extraneous stuff on the portal makes it even harder.

SharePoint seems to be the system of choice in many instances, but our technical issues with the product have not been addressed despite multiple requests for assistance.

Lync has had so many disruptions in service I cannot rely on this system
40. Sharepoint is the clunkiest, most difficult to use POS, hiring searches are painful as it is and having to access documents through Sharepoint just multiplies the pain.

Sharepoint appears to be an uncoordinated hodgepodge of services, the configuration of which is highly variable, arbitrary, and inconsistent. Although it may have tremendous capabilities, it needs some direction and management so that organizations do not get themselves into trouble trying to figure out which subsets of functionality they need, how to implement them properly, and then manage them over time. My experience with SharePoint, though limited, has been extremely frustrating. The interface is confusing and inconsistent, and there doesn't seem to be any central metaphor or philosophy for how it should be used, or even WHY it should be used. It may be that more resources are needed to wrestle it into form because it appears to be a huge product that can be shaped into just about anything, and that is precisely the problem—the flexibility also means high complexity in implementation. Are we really ready for this campus-wide?

41. Required to change passwords too often.

42. I tried to sign up for NAU Alert twice and was unsuccessful both times. I gave up.

43. n/a

44. The software just plainly sucks. It isn't user friendly, it's confusing, etc. I recommend finding other software to replace it.

AGAIN WITH THE (REDACTED) PASSWORDS, YEAR AFTER YEAR YOUR #1 COMPLAINT **BAR NONE** IS THE FREQUENCY OF FORCED PASSWORD CHANGES

45. Fix

THIS

46. Changing passwords so often can be a burden and hard to remember sometimes

47. [No Answer Entered]

I must say this survey is poorly designed in that there are so many rows and columns and the column headings are not frozen. This causes me to waste time scrolling up and down to see which radio button to click.

48. I do not like the frequency of having to change my passwords.

I always work on the NAU-Students domain and my password has never synced up to allow me to log into Lync again after I had to change my password years ago. I can log into Lync on the NAU domain, but not on the NAU-Students domain.

The only annoying thing about Peoplesoft Financials (or this may actually be LOUIE I am not entirely sure which one is responsible for this issue specifically) is that when I get charged on my account for let's say $.40 after using a printer in the library, I am then sent a separate bill for just $.40 that I have to write out a check for in order to close the expense.

Besides that, my only issue with the NAU Mobile App is (as mentioned in a previous section) a problem with the transit portion of the app.

Louie and the portal suffer from the same horrible navigability. Clunky and annoying. And everyone on campus hates Sharepoint, which just makes work more complicated rather than less. Moving around in Sharepoint is confusing and messy.

49. More support for PeopleSoft Financials.

Sometime last year I received a password change prompt while accessing NAU services through my iPhone. That did not go so well. I ended up getting locked out of my account three times and had to call ITS every time for them to unlock my account. Please don't prompt people to change their passwords when logging in from mobile devices.
I have tried more than once to sign up for the NAU Alert. I have even spoken with someone over the phone. The individual I spoke with walked me through the process and determined some glitches. At the end of the call he informed me to wait for a day and then call back if I did not receive a message. I have yet to receive a message and I do not have another two hours to spend on the phone trying to make it work. Many of my students have informed me that it does not work for them as well.

The calendar messages about upcoming meetings is harassment/control.

Lync does not work on my Mac.

I don't like changing my password so frequently.

Sharepoint is a pain in the neck. We are going to a different system

implementation of PS financials has been a huge setback - my performance eval has suffered due to the difficulties with reporting. we have a greater level of functionality than before but IST docs are still difficult to find!

Have not been able to use either one of them. One won't set up and the other is confusing.

What is "exchange email"? Is this Outlook?

People Soft and Business Objects is very complicated and hard to understand. There is no precise training on it and it is hit or miss if you get it right. We have been using it for two years and still no one knows how to use it...

I don't find the NAU alert to be useful - what action shall I take if I receive an alert???

Sharepoint has been poorly supported

I find people soft to be user unfriendly for the parts that I have to use, including the new credit card reconciliation process. All of the terminology is especially complicated. The password change app is also difficult to use. I'm my work I hear from people all the time that it didn't work right. I wish there were more ways to authenticate into the app other than password or security questions.

I use sharepoint a lot in my work and we would really like the update to 2013 to happen.

I signed up for NAU alert and did not receive alerts. I have signed up a second time and hope to receive alerts.

It seems that most times I am in a conference with Link we either can't hear them, can't see them or other problems. I don't know if it is equipment or just need more training on how to use this form of communication.

I would appreciate a simple document describing all of the functions Lync can do. I only recently learned about the capability to share screen and send documents. Before that I found it to be nice for messaging but not really necessary.

Sharepoint is annoyingly complex.
Business objects doesn't give freedom to write ad hoc queries against the data warehouse.

I signed up for Nau Alert and I never receive a message for snow day or delays

Password changes seem a bit too frequent.
I like to call Sharepoint "Pointless Share" -- no one likes using it, but we're not allowed to use any other platform because of the strict policies regarding installing new software. We can only get new software if we can prove that no NAU-supported software does what we need. Technically, Sharepoint allows group collaboration, communication, file storage, and even surveys, so we can never use anything other software. But how I hate Sharepoint -- it should win awards for being user-unfriendly.

75. NAU Alerts do not reliably arrive on time

76. Changing my password so often is a pain in the butt.

77. I would greatly benefit from training on how to use Enterprise Reports. I have such a limited understanding of how to use these data.

78. Business Objects is not intuitive to use and you never know if a report is accurate

79. Changing passwords is a major productivity loser. ITS forces changes too frequently.

SharePoint is not very easy to navigate and so is not that useful, information is not in intuitive places. The email calendar etc would be easier to use if they were just gmail rather than outlook, which is annoying, but not horrible...

80. Sharepoint is a good idea but very awkward. Why isn't it obvious how to organize files into folders in there? or maybe you can't?

81. I understand the need to change the passwords, but after so little time has passed and having to memorize a new password each time becomes tedious

82. None

83. I have waited in the "virtual lounge" for the duration of meetings. I am not sure if it is the site or the persons operating....

84. I'm not sure what you mean by "Exchange email, etc. By MyNAU Portal, I've used it but I'm not sure what it will do for me.

85. NAU Sharepoint doesn't make any sense. It's not intuitive and is difficult to use.

86. Lync video conferencing works great for two people; not easy to use for more.

87. The NAU Alert system seems to not work very well. Even though tests are done, when a real Emergency message comes out it does not always work. Maybe there is another solution for this system. PeopleSOft Financials is still a problem and I think users have just become use to the issues instead of still complaining for fixes. It was a bad implementation from the beginning.

88. SharePoint is so clunky and hard to use if you don't know exactly where to find something. Even if you use the search function, the results are not always helpful.

89. My NAU Portal is clunky. I use it for the directory often and when I am forced to re-login, I also have to resubmit my look up request. Most websites do not require this. Also, I randomly lost all my formatting. It does not seem well-integrated with LOUIE and other NAU systems.

90. When my browser either Firefox or IE automatically update it creates problems with PS Financials. It would be nice if PS Financials worked with all browser updates

91. Some of the reporting in Business Objects is not able to be tailored to my needs. Payroll entries are ridiculous on the Financial Transactions reports, with all of the small amount lines.

92. Text messages on school closings or late start times often come too late or not at all.

93. We have a SharePoint Site and would like to expand its capabilities, but ITS has not allowed us to do so. That's one of the great features of SharePoint is the ability to shape personal webspaces.
User experience for PeopleSoft is lousy. That's not necessarily NAU's fault, but the software is clunky and not user friendly.

95. MS Exchange continues to be a pain for Mac users, although it has improved noticeably in recent years. But I ended up paying out of pocket for a third-party calendar app that works MUCH better and seems to play well with Exchange.

Lync often spontaneously logs out users, often multiple times a day.

96. I find Sharepoint difficult to customize and navigate, and I don't trust some features, particularly the interaction with web forms, to work robustly.

Sharepoint is a disaster. It has too many features, which makes it really hard to use. Also, it isn't compatible with Microsoft office for Mac, so much of it is literally useless to me. Smaller, more focused intranet solutions (or even using shared network drives in Google Drive) would be much, much simpler. Sharepoint is one of the worst IT experiences I have ever had.

Outlook is also really clunky.

Sharepoint support is practically non-existent. Sharepoint as a Web "service" is sorely lacking, missing many of the routinely encountered features of a blog/wiki/Web hosting service. Managing Sharepoint is overly complex; almost impenetrably opaque; and just a bummer in general to use. Anything related to advanced support from the MENSA team is more likely than not to result in an unsatisfactory outcome. This is doubly or triply the case for the ACAD/SCAN team not responsible for the UNIX machines.

Business object is down more than most enterprise systems at NAU and support is very spotty.

97. Sharepoint continues to work inconsistently. Both from day to day in the same OS & browser and between different OS’s and browsers. It is hard to be confident in a system with so many compatibility issues.

98. I signed up for NAU Alerts, but did not receive notice when the University started 2 hours late b/c of a storm in Dec 2013.

99. the AAR is a dinosaur and better software, more accurate software, must exist!

100. MyNAU Portal is a wasted effort. Does anyone use it? Is it needed?

101. Exchange is buggy; it's in the nature of the vendor. I wish I could recommend an alternative that meets NAU's requirements but I don't know of one.

102. I'd like to see Group Policy for Outlook turn OFF HTML mail by default.

103. Sharepoint is an over-engineered mess and it is frustrating to have to use IE to get anything to work in Sharepoint. Moving files is clunky -- everything is clunky. Would rather switch to the google suite of products. Also, it is weird that so many web-based services at NAU require that you close down your entire browser to properly log out. I’ve never encountered that before.

104. phone directory needs to come towards the top of the visualized page, not towards the bottom; pop ups from e-mails work wonderfully; IMs rarely seen; get rid of Link from message bar and make it unseen

105. nau alert refuses for me to register my number. louie is slow, vista was better. mynau portal struggles

106. Why won't LOUIE work for student transcripts using the most recent Firefox?

107. Even though I'm signed up for NAU Alert, it has never worked for me.
109. Too often

Sharepoint is difficult to use and change settings (ex: trying to enable upload multiple documents today - couldn't make it happen - where are Central Admin settings??)

110. PeopleSoft training needed big time

111. I wish all of NAU used Lync for meetings, and that all NAU staff had the appropriate peripherals to use Lync (headphones, camera)

112. after one and a half years of using PSFin, it still does not work properly. Every enhancement to the system takes months to implement and still doesn't work properly; case in point, the addition of pcard reconciliation.

113. I do not feel like I am receiving NAU Alerts, even though I am signed up. My previous institution requires you to reply with "YES" in order to stop receiving the same text repeatedly during a test or in the event of an actual situation.

114. My Android is too old for this app.

115. Don't always get alerts.

116. With my phone upgrade, the alerts became inconsistent. Same phone number

117. I am not receiving NAU Alerts, I think it may be TMobile.

118. Peoplesoft financials...does that need an explanation? I am asked to approve gibberish transactions that I can't interpret, and can't see the attachments. Any system that requires internet explorer to use is a BAD thing.

119. Unless it has been changed, there should be a direct link to changing your password on the NAU password change web site. That is, right at the top of the page with a large button.

120. People soft is not very user friendly. It is harder to use and find things. The NAU mobile app has a lot of bugs and a lot of the time apps do not work.

121. SharePoint lacks consistency across platforms: problems using Macs.

122. I hate how often I have to change my password

123. I don't want to use my outlook cal or would like to be able to just block out regular large blocks of time so people don't schedule me for things without asking but no one seems to know how to do that. I feel this is an invasion of privacy and find it bothersome that people will schedule something if I have forgotten to record a meeting one week and it appears I have free time that is not actually free.

124. We have to change our passwords too many times.

125. I tried to use IM through Lync and it always shuts down when I refresh a page. It doesn't seem to work well. It's also difficult to install on a Mac in my experience.

126. I find all of these very difficult to use. it is never easy to find what i want. too clunky, and clearly not designed by people who use the systems, or even in consultation with the people who use the systems.
128. Alert are not always received in a timely manner. Sharepoint is confusing to maneuver.

129. Again, I am neutral about Lync because the idea of "instant" messaging is a pain in the (redacted). It works all too well.

The Sharepoint support and training is difficult to find at ITS. Recently when we called for support we were told "what you are trying to do is too difficult and we can't help you". We're not sure what ITS' direction is for Sharepoint so we've moved away from using it for anything other than sharing files.

Lync is very unreliable when you use it for a group of 10 - 12 virtual calls. It is also hard to include external folks in the calls. We deal with vendors all the time and we always have to use some other system outside of Lync.

130. I think more information could be provided and demonstrated about what SharePoint is capable of as well as how our other software products allow for greater collaboration.

I have been at NAU for 26 years and the PS Financials is the WORST program I have worked with for accounting! NAU needs to admit that they made a mistake, eat the loss, and get a new system!

Departments don't seem to be connected and only do their piece of the puzzle and the end user gets burned every time! I am at a point where I just start laughing when I come across another issue with PS Financials because the people that are supposed to help us don't know what's really going on! It is a joke!

131. I want Microsoft Lync off my computer

132. Still not trained in these items.

LOUIE, MyNAUPortal, NAU Password change web site: Poorly designed, not intuitive, subject to freezing up.

Peoplesoft has a very bad reputation --and well earned -- across the United States, Canada, and the UK. I'm new here so I have no idea how NAU decided to choose them, but--it's not good software. I was there at Indiana University when Peoplesoft was installed over the objections of the entire IT unit, who had personally created a system for IU and its eight satellite campuses that worked beautifully. All of their hard work was erased at one go, the new Peoplesoft system was full of bugs, and ultimately several hundred students postponed coming to IU for at least one semester because the problems in the registration system were so egregious. The university lost thousands if not millions of dollars in counted-upon revenue from the state and the federal government.

Need to add software for Lync to interact with Skype,

133. Should there be tests of the alert system? think I’m signed up, but then there aren't any alerts for so long that I’m not sure if it's working correctly or not. Sharepoint is very clunky on Macs.
28. 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>Respons Total</th>
<th>Points</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large File Transfer in Blackboard</td>
<td>4.05% (22)</td>
<td>7.37% (40)</td>
<td>5.89% (32)</td>
<td>0.92% (5)</td>
<td>0.74% (4)</td>
<td>61.33% (33)</td>
<td>19.71% (107)</td>
<td>543</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Additional mobile web applications</td>
<td>1.84% (10)</td>
<td>4.79% (26)</td>
<td>6.63% (36)</td>
<td>0.74% (4)</td>
<td>0.18% (1)</td>
<td>63.54% (45)</td>
<td>22.28% (121)</td>
<td>543</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Campus Wireless Upgrade</td>
<td>10.87% (59)</td>
<td>20.26% (110)</td>
<td>10.5% (57)</td>
<td>2.39% (13)</td>
<td>0.18% (1)</td>
<td>29.47% (160)</td>
<td>26.34% (143)</td>
<td>543</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Select Survey</td>
<td>3.87% (21)</td>
<td>10.87% (59)</td>
<td>16.02% (87)</td>
<td>0.74% (4)</td>
<td>0% (0)</td>
<td>39.78% (216)</td>
<td>28.73% (156)</td>
<td>543</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Lynda.com site license</td>
<td>17.31% (94)</td>
<td>11.97% (65)</td>
<td>11.31% (37)</td>
<td>0.37% (2)</td>
<td>0.18% (1)</td>
<td>38.31% (208)</td>
<td>25.05% (136)</td>
<td>543</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Total Respondents** (For this Question) 543

(skipped this question) 85

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

1. Just a note, the campus wireless works for me but I know the wireless at Facility Services does not work well.
2. Lyndia site license is limited in re: more technical training material. It primarily provides good resources for end-user training.
3. LOVE Lynda!
4. It does impress anyone with our technological acumen when all three universities are transferring large files to the same recipient, and only NAU has to use Blackboard to make the transfer.
5. Large file transfer in BbLearn sounds great! I can use that. Are we getting Kaltura??
6. Lynda.com is great if you have a ton of time to sit or read through hours of training, but in order to find bits and pieces of exactly what you're looking for, it isn't useful.
7. Disappointed that Lynda.com is inaccessible to users of access technologies or keyboard-only systems. I am impressed with their content and wish all NAU users had equal access.
8. Select Survey rocks! Did anything change with Lynda.com in the last year?
9. Select survey is quite difficult to use--other survey formats much more user-friendly.
10. I know very little about any of these.
11. I have not used Lynda but want to - I just forget - it is not on my radar.
12. I find SelectSurvey difficult to use especially to build a survey. When creating a survey this year I had to often contact someone who uses the system on a regular basis.

13. Select Survey is not as functional as Qualtrics

   Would love if there was a better free app for accessing email on a mobile device.
   Lynda is great with a huge wealth of knowledge, but secondary options would be nice as 16+ hours of computer training is very tedious and ultimately inefficient. There's not a great way to have specific questions answered. While I know I can call ITS, they tend to practice the remote take-over solution rather than teaching a process so that someone can do the same thing again on their own in the future.

15. I hear from one of my employees that the Lynda license is fantastic. Thanks for making this resource available.

16. In the library, the wireless is still not very good

17. Wireless service within most campus buildings is fine, but for mobile devices to be truly mobile, we need to be able to use them outside as well.

18. Would like it if faculty could roll over their own courses from one semester to another like we used to be able to do with Vista

19. Lynda is awesome

20. I have not studied it enough yet, but Select Survey doesn't seem very user friendly.

21. n/a

22. N/A.

   Wifi in (dept redacted) (redacted) out from time to time.

23. In fact, it (redacted) on me today.

   There is no longer credibility so incremental improvements in my mind hold questionable value. My students now regularly use non NAU tools to accomplish a material portion of the course objectives.

24. My intent is to continue with that until there is some compelling technological reason to do otherwise. I can’t wait for you to figure out and solve Java and Explorer interface issues.

   You need to offer personal assistance for this procedure or have 'user friendly' directions on how to copy over your course files from one semester to the next. Your time frame needs to be expanded for this process.

25. These developments show up and nobody tells us what they are or how they might be useful, and then they get upgraded or disappear, so we all mostly ignore them.

27. Thank you for the Lynda.com site license

28. no comment

   I would love to see more help for students to learn about Lynda.com. Also, I would love help to get onto the wireless in my office. Right now I would have to put in a trouble ticket to get help. I’d like to be able to read instructions and do it myself :)

29. Campus Wireless is spotty and difficult to connect. The secure NAU access is no existent in our building and we have all new wireless. You have to log in as a Guest to get it. It is also very slow

31. It would be nice if every NAU website was mobile compatible. This survey works great on my iphone, SOS however could use some improvement.
32. I couldn't submit a large file in Bb learn... is the file transfer something else?

Larger file transfers in Bb Learn are a bad idea. Students need to know how to scale down docs.

33. The wireless upgrade is good, but I want to use an AppleTV in the classroom so need wireless support to help make that work. Currently this is partially blocked and unsupported.

34. Love Lynda.com - thank you for that service!!

35. I've heard good things about Lynda

would like to see more consistent performance from the wireless system. WAY better than it used to be for coverage, a lot better for getting connected, but still sometimes you can't get the splash page/agree to terms to load

36. None

38. Love the Lynda.com license. I've used it several times!

39. I LOVE the lynda.com site license. Please continue to offer it. Please also add an NAU site license for Adobe Creative Cloud.

40. These all sound like good ideas in general but I personally don't use them.

41. So the wireless is faster, but coverage is far worse specifically in Engineering.

42. Need a 1-page printable, flyer in attractive font explaining Lynda.com

43. I really appreciate access to the Lynda.com website!!!

44. none

45. Lynda has been very useful in learning new software and in moving up to new versions. I use it regularly.

46. It would be great to be able to transfer large files in bblearn, at this point I have to go through other channels.

47. I tried to find out more information about Excel users classes, and ABSOLUTELY could not find any information about training/classes for Excel.

48. NA

49. Our students and faculty use Lynda.com extensively. If anything, maybe invest more on university-wide training sites, like Safari Online which has more industry needed tech training modules.

50. Thank you for getting the Lynda license - it's really helped me in my job!

51. Lynda.com is great! I wish I had more time to "attend" the courses.

52. Lynda is super helpful. what a great service to offer.
30. Have you completed the mandatory NAU information security essentials training (http://nau.edu/its/learn/InfoSecEssentials/)?

<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>440</td>
<td>82%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>No</td>
<td>98</td>
<td>18%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents (For this Question) 538

(skipped this question) 90

31. If you have ever had an information security incident in your area, were you able to get assistance from ITS to resolve the incident?

<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>88</td>
<td>16%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>No</td>
<td>28</td>
<td>5%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>I have never encountered a security incident</td>
<td>422</td>
<td>78%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Total Respondents (For this Question) 538 100%

(skipped this question) 90
32. 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>26.1% (137)</td>
<td>55.62% (292)</td>
<td>13.14% (69)</td>
<td>4.76% (25)</td>
<td>0.38% (2)</td>
<td>525</td>
<td>n/a</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>I have appropriate individual (desktop/laptop, etc.) computing technology to perform my job.</td>
<td>38.17% (200)</td>
<td>48.28% (253)</td>
<td>8.4% (44)</td>
<td>3.82% (20)</td>
<td>1.34% (7)</td>
<td>524</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>ITS support is important to my work activities.</td>
<td>46.76% (245)</td>
<td>38.17% (200)</td>
<td>12.6% (66)</td>
<td>2.1% (11)</td>
<td>0.38% (2)</td>
<td>524</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>ITS provides you with sufficient technical support for the existing NAU computing environment.</td>
<td>35.5% (186)</td>
<td>47.71% (250)</td>
<td>13.36% (70)</td>
<td>2.67% (14)</td>
<td>0.76% (4)</td>
<td>524</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Total Respondents (For this Question)** 525

( skipped this question) 103

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

1. Again, some resource issues with critical tasks needed within Academic Affairs needing WebTech support.
2. Lack of off hour support for faculty can be frustrating since many of us work at night or in the evenings.
3. I mostly use my own equipment by preference. If I were stuck with my NAU machines and devices it would be sort of frustrating. The support for my NAU machines is excellent.
4. Everyone at ITS is always helpful and friendly.
5. What is available and what it does is very poorly communicated. See earlier comments re BBLearn.
6. System crashes when high usage occurs. The buffers need to be increased substantially so this does not affect teaching etc.
   Go back to question 10: My computer is older than 4 years but there is absolutely no schedule for replacement. ITS is obviously doing all kinds of great stuff for power users with new equipment. I know of no regular assistance for replacing aging computers. I suspect ITS/NAU figure this is departmental function, but this of course means a department must elect to replace computers in lieu of committing declining university support toward instruction...
7. ITS website is not helpful. It is difficult to navigate and has quite a bit of "old" information that does not apply.
9. Moat of my support comes through the (department redacted) office.

As stated previously, I would very much like to be able to use remote file storage to make it much easier to teach my courses, but none of the available resources seem to work for me, and this issue has never been resolved by ITS.

The computer in my office is fine, but the computers in the classrooms I use are NOT. Because SBS ITS upgraded the Mac OS to Mavericks, the computers (both lectern and student computers) have become painfully slow and unstable. Clearly a RAM issue. There seems to be no timeline for addressing this issue, but it is creating chaos in my classes. I have had to completely redesign my syllabus this semester, eliminating key information students should learn, because it is impossible to teach on the computers as they are now. These computers are old and should be upgraded, particularly in a technology heavy department like ours, where our graduates will be expected to be well-versed in current technology. We are doing them a disservice by avoiding this cost.

On a school, rather than university-wide level:

The technical support I receive is not great. (redacted) has been a WONDERFUL addition to the ITS staff, and is very helpful and responsive. Unfortunately, many of the problems we're having can't be fixed without replacing the computers. Although (redacted) is incredibly helpful, he does often come into my classroom while I am teaching, and interrupt me to talk about ITS issues. This is usually in response to a trouble ticket, but needs to be handled with much more care, rather than just interrupting whatever I'm doing.

(redacted) unfortunately is rude, abrupt, and takes the position that those of us who teach the classes are in some way lesser than he is. In my mind, ITS provides support to the University faculty, staff, and students; we are the customers. We should be treated as such. To be honest, I think another person with a greater level of tact and service mindset would be a better fit for his position.

(redacted) reacts in a similar manner, often acting as though service requests are an inconvenience. I don't need to receive a lecture on why my request is unreasonable at this time, or why things are fine just the way they are...I need my problems solved. I am sure there are an infinite number of fires and issues to be addressed in ITS on any given day. However, that doesn't justify rudeness, or blaming the customer when there are delays or setbacks. Again, I am sure (redacted) has a great number of qualifications, but I feel someone else would be better suited for his job.

11. I am expected to use a personal laptop for my work. ITS has not been helpful in getting that machine connected to the campus network in order to do my job. Very frustrating.

12. I would like a laptop in addition to my desktop, but NAU does not provide one to me

13. I work at the (department redacted) so we have a very strong (redacted) group that is awesome and really they are the ones who manage and mitigate with ITS for the good of all at the (redacted).

14. My faculty web page has needed updating since 2009, and I keep getting the run-around to get it done.

15. We typically use Res Life support rather than the general ITS

16. Regarding question #31: what is the definition of a "Security Incident"?

17. n/a

18. N/A.

My answers are positive due to the efforts of (names redacted) at the (site redacted). I have had tremendous problems over the past six months (three different computers assigned to me) but the staff has been very gracious and diligent in seeking resolution to my problems.

The credibility of the IT process to deliver content and execute the processes I need to execute to accomplish and continually improve the content and quality of my course is in question. That credibility will not be restored by an update or a new hotline.
My equipment is old and they don't bother to work on it frequently because I have vision challenges.

I also use a really old specialized printer and it should be replaced with a cheap 3M printer but this is not an important priority.

One thing I use from ITS VERY FREQUENTLY, which I no longer feel is meeting my needs, is the ITS website. Since the redesign, I feel like the website is not user friendly (items that look like headings only are often links to other pages, it takes several clicks through several pages to get to some info/tutorials--and there aren't "shortcuts" in the A-Z index or elsewhere, I can't find information that was easy to locate previously, etc.)

Out of all the re-designed NAU websites, I would rate ITS' website as the worst.

I use a personal laptop for most of my work.

I would love to borrow an iPad, a tablet, a smart phone to see if I could use them in my online courses and to see how students use my course material.

Same issue as earlier in the survey--we are dissatisfied with the support we receive for web hosting on the nau servers.

e-Learning support is far more important to the types of problems I have than ITS support

They need more experience with Mac devices. Mac's are becoming more prevalent in the academic setting and it is frustrating when we cannot connect to NAU services or they have not been trained to solve Mac related issues.

I think it would be wonderful if ITS could help researchers figure out where to store big data sets -- can we buy/rent storage from ITS?

A laptop would help my job duties.

Again, a funding and local problem, not IT

none

ITS should provide more training for all computer issues; software, etc.

I have always been able to speak to someone and get all go the help or direction that I need. You are a wonderful group and I am not sure you hear it enough, but thank you for the hard work and kindness in dealing with what must seem like silly issues at time. You guys are truly great!

I will be getting a new computer soon. Would like to have a MAC but with current PS Financial browser interface problems not sure if that will work.

As more is created digitally, more storage is necessary. As more staff and students use macs, it would be helpful to see an increase in support of this operating environment.

We need help with SharePoint/Website for department.

I do find the inability to do simple administrative tasks on my work computer quite frustrating.

I understand how much MAC is found challenging by ITS

It's really great to have WiFi everywhere on campus now but not having it configured to route rendezvous zero conf properly hinders my work.

Although my computing technology needs are met, I need a standing desk b/c I am spending a lot of time in Physical Therapy outside of work b/c of working at a sitting desk

The desktop computer in my office is slow and Bb Learn does not operate as well from my office computer as it does from my home computer.
Exchange and BBLea...that from being a problem for me.

43. I'm just putting strongly disagree because I find Sharepoint, in particular, to be very frustrating to use for saving files.

44. I don't like that my last name still hasn't changed in Lync

45. ITS provides exceptional support and is incredibly responsive to all of our needs. Thank you!

46. ITS has great team of customer service specialists

47. I don't have a computer at NAU. If I have to use one on campus, I use a lab computer.

48. I agree with all statements by knowledge of the IT staff regarding Macs could improve.

49. Need to provide better means to access cloud storage.

   Our office (in department redacted) has horrible computers donated this year by (redacted). They are the worst machines I have ever had to deal with and I worked on a 1993 Microsoft until 2008. Everyone has problems with them, and multiple hard drives have been fried multiple times. These things are my version of computer hell, and makes it very difficult to succeed in my work.

50. Need help using Collaborate troubleshooting after hours you are closed and ELC is closed.

51. ITS people are AWESOME. I love them! They are always responsive and prompt.

52. I wish there was more storage space in our faculty email accounts.

   I have had only one problem this year with ITS. I tried to purchase an item online with my NAU discount and it could not happen. Needless to say it turned into a finger pointing contest. I tried 3 times to resolve it with ITS and Microsoft Store and even my own bank. After 3 attempts, I gave up. I wish there was someone in ITS who could assist with these types of situations.

53. I'll just repeat that I am very interested in taking some sort of training in intermediate/advanced Excel, but couldn't seem to find this info in lynda.com

54. I appreciate all that you do!

55. While the technology in the office may be sufficient, the computers we use in the classrooms need to be updated—they are frustratingly slow. Document cameras should also be standard equipment in classrooms.

   I use a lot of technology in the classroom (AV in particular), and (redacted) is marvelous, but I'm not at all sure what the "flow chart" is in ITS - who does which jobs, who I'm supposed to call for what kind of help in which sorts of situations, etc.. Again, a PAPER copy of this kind of information, with phone numbers, email addresses, and direct lines to the key people, would be INCREDIBLY helpful.

   As I stated before, I've had to exist without any NAU technical support (other than HelpDesk issues)...my computers and phones work fine, but I've had to provide them and keep them updated. I have no idea what
Overall, how satisfied are you with ITS support for NAU's mission and goals?

<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>Very Satisfied</td>
<td>176</td>
<td>34%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Satisfied</td>
<td>286</td>
<td>55%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Neutral</td>
<td>53</td>
<td>10%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>6</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>3</td>
<td>1%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

No responses were entered for this question.

Total Respondents (For this Question) 524 100%

(-skipped this question) 104

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.

1. I suppose I only wish that there were more classes catered to streamlining the work I do or introducing me to new technologies. However, I do plan to meet individually with someone for an assessment of the way I set up BbLearn.

2. IT support is fantastic. I've always had great help available when I needed it.

3. SOS needs work. Maybe a survey should be sent out to users to find what features they would like to see in SOS to make it easier to use.

4. Great work!

5. I'm a recent NAU employee (three weeks) and ITS was very helpful when I called to get everything set up and established. Thanks.

6. The team is outstanding and always helpful. Thank you for your dedication and for keeping our technology up-to-date!!!

   Please activate the features in Lync that allow it to interact with Skype and other IM services. Skype in particular is used by academics all over the world to communicate. It seems silly not to be able to use it here.

7. Since the dismantling of Academic Computing there has been a lessened support in the Academic computing arena.

8. Looking forward to the 24 hour faculty support!

   The NAU ITS department is fantastic. Everyone is always helpful and friendly. Tickets are answered timely. The only area of improvement would be PeopleSoft as a program, we shouldn't be dependent on it for our daily work function, but there is no other option for departments.

9. BbLearn training very poorly focused on new faculty. Newer capabilities not broadly communicated.

10. Lynda is an excellent feature that many professional and student staff members of our team have used. Thank you!

   IT Skill sharpening opportunities (trainings) available to staff would be great. Maybe they already are available but I am unaware of them. General programs like Outlook, Excel, Word, and Access change from one generation to the next and I am still learning PeopleSoft Financials as well as ERS. More opportunities to learn how to maximize the use of these systems would be great.
14. I look forward to working with ITS to improve accessibility of systems and services in the future, such as this survey.

15. In particular I always appreciate the professionalism and resourcefulness of the Solution Center -- they are terrific.

16. I have been at NAU since 1989. My own needs have been met adequately.

17. They are the BEST!!

18. This survey was too long.

   All the people at the help desk have always taken excellent care of me and gotten me the help I needed.

19. They are great!

   Ever since the PS split, I’ve had issues when trying to switch between different PS functions. For example, I will be working on normal work in posting records to student’s accounts, and then I decide I’d like to check my leave balances or view my personal information in the self-service section. When I go to switch to one of these, it kicks me out and takes me to an Oracle page asking for a user name and password. It won’t let me go back, and it won’t let me input my NAU username and password to continue. The only way I’ve found that I can get back into PS is to completely close my browser and re-enter. If there could be better instruction as to how to fix this, or to actually fix it would be great.

20. A few times when asking for assistance from IT, I have reached someone who was unable to assist and when I called back and reached someone else, they were able to help right away.

   Having the email address book sorted by first names renders it virtually useless. Going through pages of “Robert”s to find the correct one is completely dysfunctional. It baffles me how someone thought that was a good idea!


22. ITS overall is great. Given the breadth of services they have to offer and support, they do an amazing job given the relatively low number of personnel they have for a campus this size.

23. Technology will continue to be a vital part of campus growth and university reputation so we need to continue to increase funding for IT resources, specifically personnel. (I do not work for ITS)

24. The folks who work the phone line for faculty calling with ITS issues are awesome. They’ve been incredibly helpful with my BBLearn questions. Thank you.

25. I don’t know if this is ITS’s realm or the (redacted) realm (probably partly both, but copying and printing materials at (redacted) is a huge pain in the (redacted). 1) There don’t appear to be ANY photocopiers available, so if I need to make a quick copy of reference material, I have to find a scan station, go through the laborious process of scanning (which is much slower than photocopying), then save that scan to a USB drive. Then go find a print station, and print my scanned copy. 2) (Also related to problem #1): Why is there no simple way to pay for the printing I do at (redacted)? Currently, I print some copies and then must wait a week or two for it to post to my account. Then I have to go pay (cash or check only - no credit card unless I agree to an additional service fee) at the Cashier’s office across campus. It seems simple enough in this day and age for ITS to implement a printing quota or account, where I can add money to an account and then printing charges are subtracted automatically from that.

26. I can’t say enough good things about ALL my positive interactions with ITS employees.

27. It seems to me that ITS is strong and works hard for the NAU community.

28. This survey required me to sign in. This is means it is non anonymous. I prefer surveys to be anonymous. Also, the survey should include disclosure on what personal data will be stored and how it will be used.
30. N/A
   I think the mobile phone allowances should be updated. Since inception of the policy, most rates
   have gone down yet employees still receive the same amount which may be more than they are
   actually paying for their service.
31. Always have good interactions with IT staff whenever I have reason to contact them or interact with
   them.
32. My only wish, and I am sure this is contingent on resources and employee interest, is for more
   computer training courses, such as advanced Outlook, etc., to keep my skills sharp.
   I find IT personnel to be very polite and helpful, even when I am an old "fuddy duddy". They are
   very patient. I really appreciate that.
33. Considering the increasing level of complexity and higher expectations associated with technology, I
   think ITS does a wonderful job of balancing access, security and support.
34. I am very happy with the support from the ITS help desk.
35. I am very pleased with ITS and their services to faculty and staff. They are always friendly and
   willing to go above and beyond to help! Thank you!
   I’m the ITPro for my departments. ITS plays a critical role as second level help to me. Thank You.
36. Have worked with probably every facet of ITS and with GREAT results.
   Kudos especially to MENSA, Solution Center and Warranty Support, TSQL DB’s, DNS, Computer
   Operations and the Acad team.
37. In item #1, "insure" should be "ensure."
   The outlook directory is awful, I can never find anyone because who knows people's middle names.
   This literally wastes 3 minutes of every day I work (at least). I often have to email individuals I may
   have never worked with. I really would like the outlook directory to remove middle names. And
   perhaps have a button to sort out students or staff and faculty.
38. I always appreciate the help desk staff's patient and knowledgeable help! Thank you.
39. I don't really use NAU IT services that much because the IT services in the (redacted department)
   are amazing.
40. The NAU wifi network is phenomenal, but ResNet lacks in some areas of the school which is
   frustrating. ITS help is greatly appreciated and useful.
41. I think IT at NAU is excellent.
42. yeah the passwords thing.
   There is a mismatch in services and equipment between faculty housed on campus and those at
   extended campus sites. Extended campuses has a much better plan for equipment upgrades and the
   support staff work really hard to support faculty needs. My biggest frustration is typically that
   campus based faculty cannot match up with the tools I have to work with and therefore I am
   estranged from my colleagues.
43. As said, above. I "get" that technology is not easy. I would suggest you take a step back and look at
   the quality of some peer Universities. NAU appears well behind the power-curve.
44. please reduce the size of this survey next time
45. (redacted) is a joy to work with. He is knowledgeable and responsive . . . and always with a smile!
He needs support of additional staff in his area though; he is pulled regularly in multiple directions.

ITS has its hands tied due to staff turnover and lack of enough staff to get the job done. Pay them more, be nicer to them, keep them well trained, and let them be creative in their tech solutions on campus.

PeopleSoft Financial Desk manuals on multiple subjects would be helpful.

Keep up the good work

ITS personnel have been very helpful whenever I have had a problem. I appreciate the assistance.

In completing this survey, I realize that there are many programs of which I know nothing. A system to help people like me become more aware would be great. Thanks.

I am glad you had to options for "Not Aware" or "Don't use service" as many surveys have false results without them.

Everyone is always really nice despite the fact that I usually have dumb questions. The help I got (from at least 2 ITS departments) to set up an Ebusiness page to take online payments was outstanding.

Weekend support for faculty please!

(redacted) is the bomb diggity. Super fast response time.

Thanks ITS! The help desk people rock! People without an ITS are not as lucky as we are at NAU.

I think mostly I just don't know what's available or have been trained on where to go, what's available and where/who to go to ask for help. When I do find out where to go and ask for help, I have had a great experience. thanks

I always appreciate the professional and prompt attention and resolutions from ITS. Thank you!

The support we have at the (site redacted) is good, but when we had to deal with Mountain campus help it was a joke (referring to only one individual we had to work with). We were better off trying to figure things out ourselves - particularly the Mac users.

ITS can support the needs of users with accessibility problems better by only purchasing accessible software and not supporting software that is known to be inaccessible.

You guys do a great job and make it look easy. I know it's not. :)

I love the Solution Center phone line, the 24-hour student help line, and the virtual lab. But I am constantly frustrated by how hard it is to get permission to install new software. We're supposed to be creative problem solvers, but we're never allowed to experiment with new software. The policies regarding the installation of new software make me feel like I'm a four-year old who's being interrogated and lectured by a very cranky and stern babysitter. My least favorite thing about working at NAU is that I don't have any administrative rights on my work computer (I can't even update FireFox -- I'm always a few versions behind while I wait for someone to do the upgrade for me).

ITS rocks!

I have always had great service from anyone that has helped me. Keep up the good work.

Bring support for AppleTV in the classroom. This only requires support from the networking people to open ports and configure wireless hardware; no money is required.

Thank you for being available when needed!
69. Thanks to the ITS team. They are always so helpful and kind!

70. Very helpful and courteous staff.

There are 3 silo's of ITS I work with – (department redacted), Louie and bblearn. It would be helpful to have all three areas knowing how to support the other areas. Cross support so that the user has one phone call to make. Also, phone support is fundamental to my understanding of how to interface with these systems. Everyone is super helpful and dedicated. I really appreciate the support. After hours support would be nice to have around critical deadlines like semester start, mid term and end of semester uploads.

71. From the time NAU first became a leader in web education and IT helped with class development in the 90s until we went to Blackboard, I was delighted. Still love IT, just don't teach on-line anymore...early in, early out adapter...

not something ITS can fix, but overall admin--maybe. Need more TIME to get up to speed and stay up to speed on how to use the helpful tools we have available to us. Especially a problem with faculty who have been here a long time--how to get them to use email and calendaring. For my department, I would like some kind of information management / document sharing system that is easy to learn, secure, and intuitive. Sharepoint isn't it. Blackboard might be....what other options do we have? let us know and teach us to use it. Cannot keep up with email as a way of organizing important policy documents, announcements, etc.

72. Great work, staff at IT is very helpful and knows how to help

You all do a very good job. I wish that I, personally, had more time to learn and implement more of your technology resources in my classes to share with my students. This is my fault as I cannot make time (If I could make time, I'd be a very wealthy person :) Thanks for all your help ITS!

73. I was unaware of the information security essentials tutorial until I took this survey. New faculty/staff should be made aware of this process when they are hired.

74. None

75. Telephone and email support is excellent, and I have been invariably pleased and my problem has been solved when I call the phone support team (help desk).

76. Your telephone help line staff is unfailingly courteous and knowledgable. They deserve great praise.

77. More communication, more classes offered for training.

78. You are great keep doing the wonderful things you do.

79. Always room for improvements as technology continues to grows.

The people working there are AMAZING, PATIENT and KNOWLEDGEABLE. It would be great if all NAU staff and faculty could be trained to deal with the public the same way the ITS people are. Please tell the President (redacted) this.

At times when a department needs support from ITS it can be timely and at other times it takes forever to get a response or to hear back. Examples include equipment repair for more complex items, network assistance.

80. I love Lynda.com for training when I need it and on my own. It's been incredible!

81. Overall great service. Need more help with customization and training.

82. Please add an NAU site license for Adobe Creative Cloud.
I’d really like to see simpler tools, like Skype for videoconferencing and Google Drive for sharing/intranet needs, rather than products that are hard to learn and are over-engineered. Skype would be really, really useful.

I am satisfied with ITS services, as adjunct faculty, I don’t interact as much as full-time faculty. Thanks for all you do.

Can anything be done to stop the calls from off-campus people claiming they are calling about an issue with my computer? I tell them they have to talk to ITS and then hang up, but they keep calling back.

I’ve always had great, friendly and efficient help each time I’ve needed it. Great job!

I’m happy with the support I receive from CAL-IT and the ELC.

I would like to see a PKI infrastructure at NAU so proper digital signatures could be supported.

Until someone successfully forges an email from the president, I doubt ITS will get the budget for one.

The only complaint I have is the problem with IE10 being compatible with LOUIE. I am primarily a firefox/chrome user, but I’m sure plenty of students use IE.

I wish we could use Skype.

Sorry that most of my comments were negative. Mostly I get great service. But just to reiterate—I get my support from the (department redacted) team. And they are GREAT!

As with other universities, security of student data is crucial... Just last week a university in Dakota got hacked; last summer, Maricopa.edu got hacked; and Target & Neiman got hacked.

BB Learn is a joke--it should be replaced ASAP. And LOUIE is clunky.

Every time I call the HELP Desk, I’m very satisfied with the quality and timeliness of the assistance I receive. They are knowledgeable, courteous, professional, patient, helpful, and friendly.

Its VERY often you hear about various organizations terrible IT support. NAU has excellent IT support. I feel we are lucky to have this kind of support and its one of the perks of being an NAU employee. Thanks to the IT team for their hard work.

Lynda.com is a wonderful addition for faculty/staff/students!!! I think you folks do a great job in an ever-changing technical environment!

Thank you.

Keep up the good work :-)

(reacted) is outstanding. He always helps me to solve any issues I encounter in a timely manner.

none

Promote (reacted) and let him have at it.

Your jobs are important and I appreciate your excellent service

I do not have any.

Resnet needs to be completely redone. Greater bandwidth is a necessity as the network is constantly overloaded in its current state. WiFi AC would be something to look towards in the future as well.
108. You guys do a great job with a difficult task. I really appreciate your assistance!

109. I am very satisfied with (department redacted), their help desk, their help via email, and their training.

110. I’d like to have Lync access on my iPhone. (department redacted) provides most of my IT support, but I have used the ITS help line several times and been very satisfied.

111. You are doing very good job!

112. Thank you for your past support. Whenever I’ve called the Help Desk, my needs were met professionally and in a most congenial manner. :D

113. Better remote desktop services would be very useful other than just terminal servers which require an RDP client. Would like to see remote desktop services supported for any smart devices.

114. The IT staff in the FCB is outstanding and provides excellent one-on-one assistance. This decentralized approach to managing IT resources and assistance is very good and should not be changed. A separate and localized IT staff knows the needs of the faculty, students, and staff in the unit and can provide much more timely and effective service.

115. Increase help hours in the evening to support staff/faculty.

116. Please continue to provide the Meeting Line phone number for users to be able to talk in groups at different geographical distances for NAU work.

117. Love ITS services! One of the most successful support systems for faculty on campus. Thank you!

118. I take information technology security training every year through the National Park Service, my employer through a cooperative agreement with NAU.

119. I have always appreciated the high level of knowledge and willingness to help troubleshoot problems from ITS. I depend on that office to keep my work secure--it must not be easy. Thank you!

120. You are always very helpful, thank you!!!

121. ITS is great. A little more follow-up on requests would be great.

122. The ITS team ROCKS!

123. We normally get annual updates from Dell about their product "roadmap". It would be nice it departments around campus could see what are ITS's project "roadmaps". Thanks.

124. I was not aware that there was a mandatory NAU Information Security Essentials training that I needed to take and I have been with NAU for 15 years. I book marked the site and will take the training when I have time.

125. no comments

126. When I run BBLearn on my Mac, I can't use the grade center properly. There is no way to scroll through the assignments. It's very troublesome.

127. I know this is the last day to do this survey. But in light of this being my second day I do not have much in put yet. It might help if I could do this survey in about 2 weeks.