Measuring Information Service Outcomes

**2018 Survey Results**

| Category | Respondent | Comment | Response/Plan of Action |
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| Training | Staff | I have access to use Banner, but I have no idea how to use the new Banner INB. I use it to access budget information and addresses of students to write letters to. It would be helpful to have some classes on how to navigate the tabs I need. I'm the only person who uses it in my department so I'm never involved in any group help to departments (if that even exists). | Please contact the Technology Support Center to arrange for a training class or one-on-one instruction on Banner. Also, take a look at the documentation on the My Scranton Portal, Banner ERP Tab, Learn About Banner 9 Admin |
| Training | Staff | I realize my knowledge of computers and their operating systems is limited. I feel that I know enough to perform my job and just in general get along; however, I will always be willing to learn more about computers and their functions. | Please contact the Technology Support Center to arrange for a training class or one-on-one instruction. You can also look at our web page scranton.edu/ittraining. Also, attend a quarterly IT Forum to learn about new technologies and services at the University. |
| Training | Staff | Would like training available on certain topics with our staff only - meeting the specific needs of our office | Yes. Please contact the Technology Support Center to arrange for a training class or one-on-one instruction. You can also take a look at our web page scranton.edu/ittraining. |
| Training | Student | Send out an email on how to back up data. | We will be providing information to all community constituents on backing up your data over the course of the semester. |
| Training | Student | I would really like to have workshops and optional lessons in Photoshop and other Adobe editing software. This would be especially helpful for marketing and advertising students like myself. | We will share this information with Kania School of Management. |
| Training | Student | Library services heavily used during research methods class, but not much else. Very helpful. Honestly very interested in what tech support can help me with because I'm worried about my computer crashing. | Please contact the Technology Support Center for assistance with your computer. |
| Staff | Faculty | One full-time staff employee at the Help Desk in AMH is rather unfriendly and brusque. Others are great. | We apologize for this experience and are focusing on customer service skills for all members of the Division of Information Technology |
| Staff | Faculty | The Help desk and IT services have improved greatly! They are really responsive to my needs and extremely helpful. Our librarians are fabulous and go out of their way to help. I feel so lucky to have them. I don't know anything about data analysis services, guess I should find out. My one need is more computers for research students in the lab. There doesn't seem to be any way to get more computers. And I wish we had more than one MacBookPro that we could borrow. Otherwise, I feel as if the services and staff are wonderful! | Thank you for your feedback on our services. Technology requests can be submitted to your department chairperson or director through the Annual Report process. We have 2 MacBook Pro's as loaners at the Technology Support Center. |
| Staff | Faculty | IT and Library do a great job. | Thank you for your feedback on our staff and services. |

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| Staff | Faculty | IT Services has improved dramatically over the past year (two?). The local technicians have always been awesome, but the overall mood of the people working there and the responsiveness to technology issues around campus is so much better than it was when I started in 2009. Thank you! | Thank you for your feedback on our staff and services. |
| Staff | Faculty | Library personnel are simply outstanding people. Information technology is increasingly efficient and responsive. | Thank you for your feedback on our staff and services. |
| Staff | Faculty | I love our Librarians and Tech support is always helpful too. | Thank you for your feedback on our staff and services. |
| Staff | Staff | I routinely use technology in my work and classes. I am skilled with the systems and programs that I use, but, since technology is constantly changing, I also rely on technical support and library services for training and troubleshooting as software evolves, or when specific issues arise. The staff is always responsive, helpful and | Thank you for your feedback on our staff and services. |
| Staff | Staff | Information Technology has always been responsive to my questions or issues. | Thank you for your feedback on our staff and services. |
| Staff | Staff | I use Help desk, IT, OIT, hardware support a lot, and in many capacities. They are always helpful, and professional. Part of my duties are to run events. I am very pleased that there is now evening and Saturday professional staff coverage. It is competent and effective. | Thank you for your feedback on our staff and services. |
| Staff | Staff | I know our IT staff is phenomenal, very reliable and knowledgeable. Extremely helpful and pleasant. | Thank you for your feedback on our staff and services. |
| Staff | Staff | I have noticed significant improvement in customer service in TSC in recent years. Everyone is kind, professional and extremely responsive. Any time I contact TSC I always receive exceptional service. I am very satisfied with all facets of the IT team and the library. | Thank you for your feedback on our staff and services. |
| Staff | Staff | Questions are skewed to garner specific responses that do not reflect what we are looking for. IT friendly? Depends on who you get. Responsive? Depends on who answers. Knowledgeable? Again, some are, some know less than I. Back up? We used to have back-up hardware and it was taken away and our files were redirected to Royal Drive which is unreliable and fails to save. | Thank you for your feedback. This year we will be working to transition our file storge to network storage and the cloud. Backups of data automatically take place in these environments. |
| Staff | Staff | The Technology Support Personnel are excellent and have never failed in assisting me with any question I may have. Well Done! | Thank you for your feedback on our staff and services. |
| Staff | Student | The technology support center staff, students, and services provided are fantastic and I have recommended them to all my friends. They are all extremely helpful and is a great resource on campus that should always be supported. | Thank you for your feedback on our staff and services. |

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| Services | Staff | I think the IT unit has made strides to be more user-friendly and proactive. Nonetheless, the concept that delivering tech guidance via open forums is just not going to be successful, I think. People have too many demands on their time, and the "show me" approach just isn't helpful in learning about soft or hardware. IT staff need to meet with departments - come out and talk to us and our teams, tell us what you're exploring, ask us what we think about it. This an important role for the managers over there, and it doesn't feel like they do it at all except for specific projects. Likewise, group training sessions have not been successful in the past in my view because people who attend are all at very different skills levels. So the instructor's time is either hijacked by those with higher levels of skills, or lower levels of skills- The average participant is lost. I avoid them for this reason. The single most challenging piece of University tech that I engage with that I am just not satisfied with is the web and CMS system. Neither is well managed, and the separate admin units that manage them do not appear to work well with one another. We're really out their on our own in terms of problem solving, and when I do reach out with questions, I'm not sure to whom to pose the question to. The PR unit end is not receptive or timely in response. The IT unit end is more responsive, but often cannot address the issue since it's a "PR" owned item. Given the import of the web for so much of our information, and that most admin units use it to communicate, more attention needs to be paid here. Many of our "communication" issues as a campus come down, I believe, to poor use of our web tools to share and maintain information. The portal has become a big monster of links and tabs, and navigating it is just a nightmare. Lastly, an issue I have come across lately - there are apparently "data stewards" that we are supposed to connect with for our areas, and IT has I guess assigned their own staff to be primary contacts/DBAs or some similar term for admin areas. Problem is, I have no idea who those people are, or what their role is in | Thank you for your detailed feedback. We would welcome the opportunity to speak with you directly. Please contact the Associate Vice President for Information Technology/CIO at ext 6185. |
| Services | Student | The services provided at Scranton University are above average and properly maintained. Wifi dead zones on Campus are problematic at times but manageable. | Thank you for your insight into the wireless challenges on campus. We would welcome further details on the wireless deadzone which can be reported to the Technology Suport Center. We are planning for a wireless upgrade in several areas in the coming |
| Resources | Faculty | Desire to Learn is not user friendly. | We are sorry you are having difficulty with D2L. Please contact the Technology Support Center or the CTLE for additional assistance. |

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| Resources | Faculty | I would like to see classroom technology upgraded and redesigned | We have a lifecycle/upgrade plan for all classroom technology based on age and utilization. Upgrades are planned annually based on available funding. Please contact the Technology Support Center if you have a specific need you would like to discuss with us. |
| Resources | Faculty | We need a webmaster | Yes, we agree. We are currently working with the Provost and the administration on this resource need. |
| Resources | Faculty | It has been 6 months since I asked an additional monitor and the IT said "ok". Please do not promise if you are not sure! | We should have a monitor available for you . We apologize for the inconvenience. If you could contact the Technology Support Center to remind us of who you are, we will get it to you. |
| Resources | Faculty | It would be nice to have projectors that show more detail in the classroom. | Thank you for that feedback. The Academic and Media Services department will keep that in mind when purchasing new technology. If you have a specific concern, please contact the Technology Support Center to speak with the Academic and Media Services department. |
| Resources | Staff | It would be helpful if VPN/Remote Desktop was more widely available. The one time I asked for it, when I was recovering from an operation, it seemed to be difficult to get implemented. As someone that would utilize that application often, I would like to have that option on a regular basis. | We will be delivering a new VPN service for University owned laptop users this semester. |
| Resources | Staff | Overall, the University has wonderful technology and other resources for staff to utilize. I typically don't have any issues or concerns with the services in general. Thank you for your continued efforts to provide quality technology and other resources to University employees and students. | Thank you for your feedback on our staff services. |
| Resources | Staff | Secretaries are expected to know and/or learn all systems (including office equipment like copiers), so they can show faculty how to use it. Our copier has had the scan function for well over 5 years, but faculty still request that you scan it because they do not know how. But yet no salary increase not even at 5, 10 or 15 years or any chance of promotion to a higher grade. | This information will be shared with the Purchasing Department who handles the copier systems. In regards to salary increases, please contact Human Resources. |
| Resources | Staff | I would like to see all search engine platforms react more similar than they do today and would like to see the University website flow similarly for each main tab. | We will share the information on the University website with Marketing. |
| Resources | Student | To make all teachers use d2l. I need to see my grades and no teachers post them. Extremely frustrating. Iâ€™d like to keep track of my grades and not have to do it myself when it can easily be done on d2l. | We have shared this information with the Faculty Technology Advisory Group (TAG). |

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| Resources | Student | I suggest that the Technology Support Center provide a different VPN client than Junos Pulse with support for Linux. | The University is committed to providing a secure remote access solution to campus resources. The Pulse Secure system provides clients for MacOS, Windows, and 2 popular versions of Linux (Ubuntu and Centos). Please contact the Technology Support Center for more information. |
| Resources | Student | Regarding the emergency notification system that all students are required to register with, I think there should be an option to adjust personal preferences. For example I wish I could set my notifications to text only (no phone calls or voice mails). That's my only complaint really, I'm grateful to attend this outstanding college! | We will share this information with the Incident Management Team who is responsible for this system. All the best continuing your education at the University. |
| Resources | Staff | Allow program installations on our Desktops!!!! | In the interest of reducing the University's vulnerability, we have a Privilege Management solution (CyberArk) in place to reduce the inadvertent installation of malicious software. When attempting to install software, you'll be prompted to enter a business justification. The request is then reviewed by IT and either approved or denied via email. |
| Misc. | Faculty | What is a technology schedule? I didn't know how to answer the questions referring to this. | We apologize for the confusion and will modify this question on future surveys. |
| Misc. | Staff | Some of the questions were unclear. I wasn't exactly sure what you were asking about - example: the mobile service on campus. Is this in relation to the service from verizon/att/etc? Is this the wifi service? Is this only if you have a University owned phone? | We apologize for the confusion and will modify this question on future surveys. |