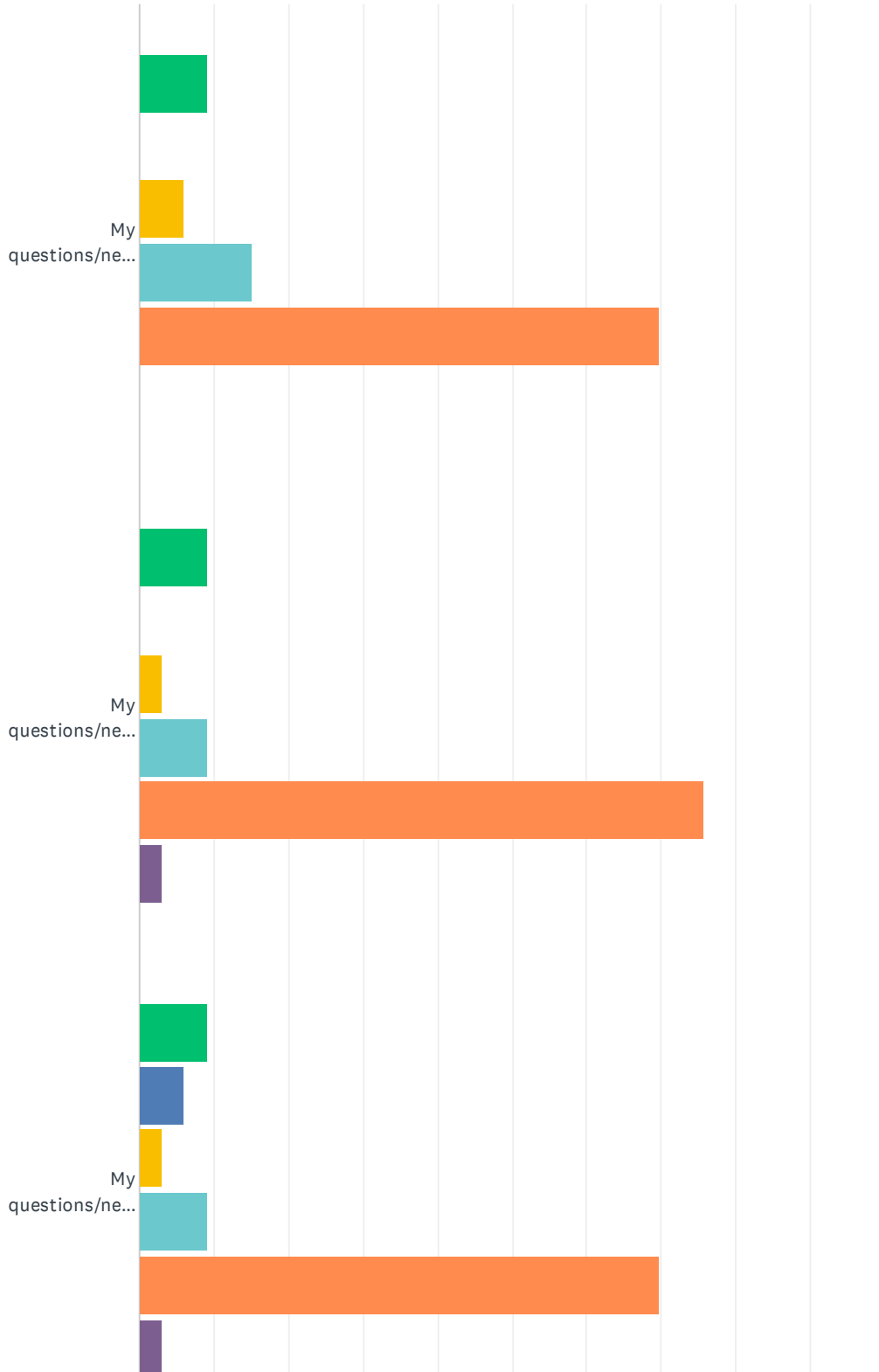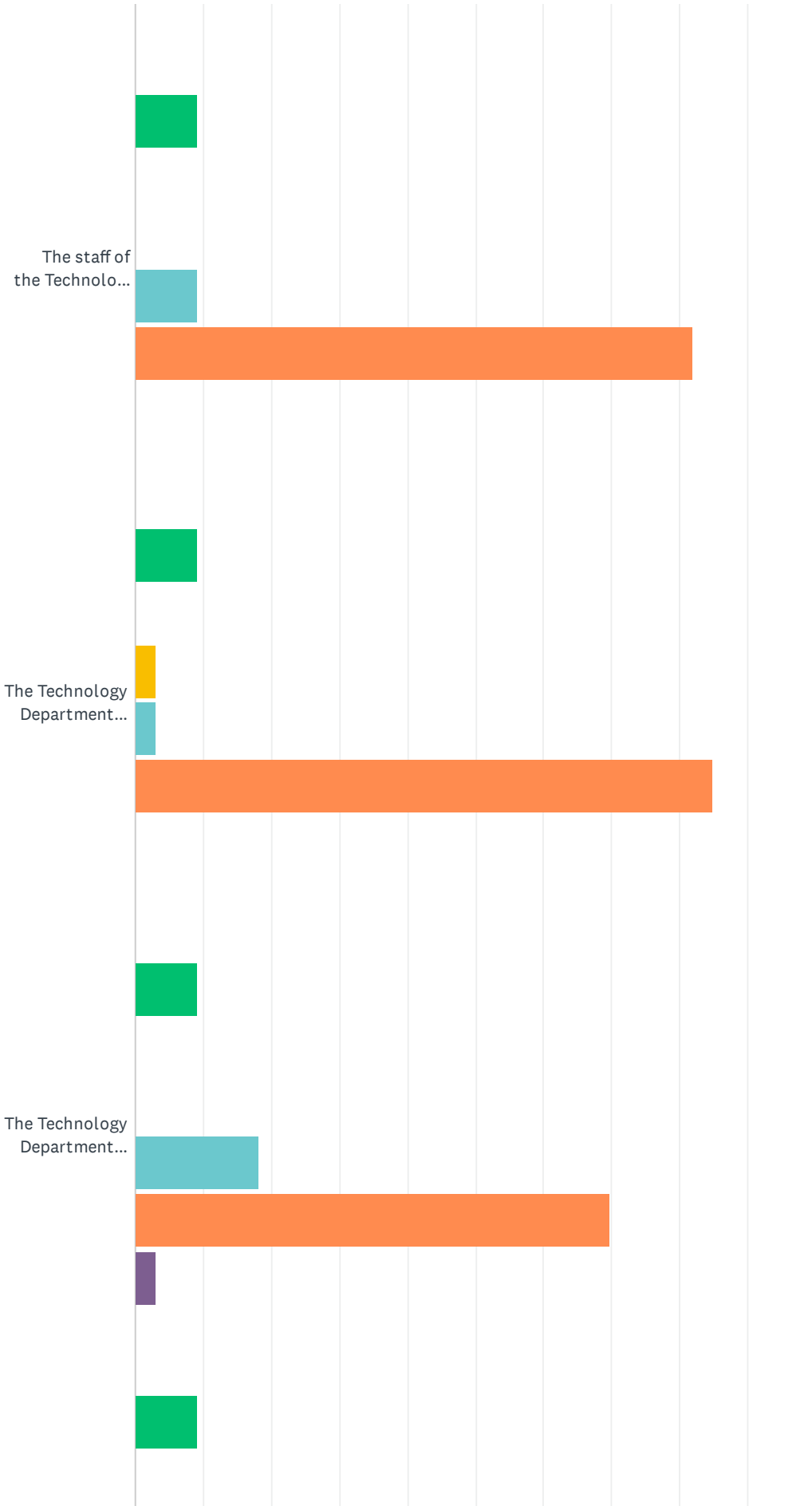# Q1 Thinking about your experience(s) with the LPC Technology Department over the past academic year, how much do you agree with the following statements? (1 = Strongly Disagree, 5 = Strongly Agree)
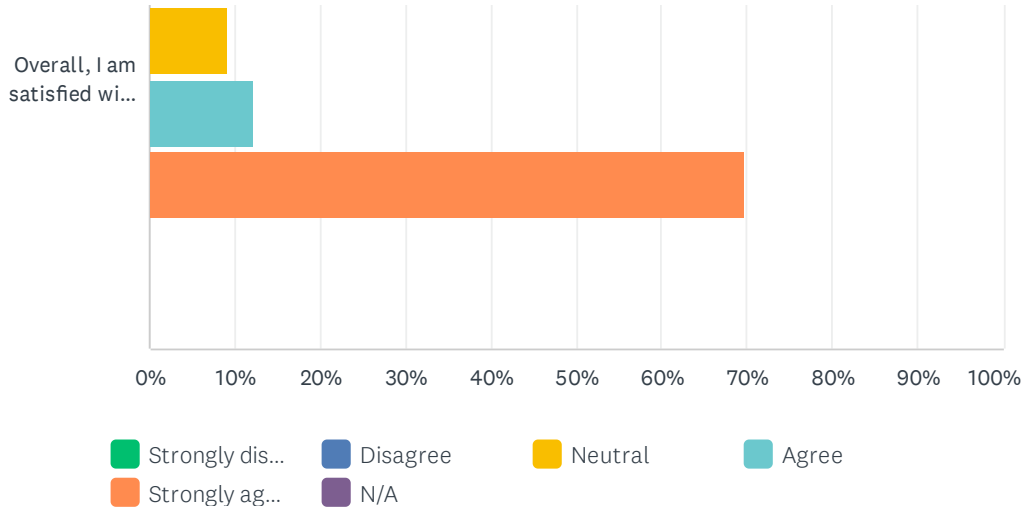
Answered: 33   Skipped: 0

Technology Satisfaction Survey 2021-22

Technology Satisfaction Survey 2021-22

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
My questions/needs were resolved to my satisfaction.	9.09% 3	0.00% 0	6.06% 2	15.15% 5	69.70% 23	0.00% 0	33	4.36
My questions/needs were handled in a professional manner.	9.09% 3	0.00% 0	3.03% 1	9.09% 3	75.76% 25	3.03% 1	33	4.47
My questions/needs were handled in a timely manner.	9.09% 3	6.06% 2	3.03% 1	9.09% 3	69.70% 23	3.03% 1	33	4.28
The staff of the Technology Department is knowledgeable and courteous.	9.09% 3	0.00% 0	0.00% 0	9.09% 3	81.82% 27	0.00% 0	33	4.55
The Technology Department provides resources and support that support student learning.	9.09% 3	0.00% 0	3.03% 1	3.03% 1	84.85% 28	0.00% 0	33	4.55
The Technology Department provides necessary technologies that allow me to perform my job effectively.	9.09% 3	0.00% 0	0.00% 0	18.18% 6	69.70% 23	3.03% 1	33	4.44
Overall, I am satisfied with the effectiveness of the Technology Department.	9.09% 3	0.00% 0	9.09% 3	12.12% 4	69.70% 23	0.00% 0	33	4.33

Q2 What improvements can be made to the Technology Department's services? Include any needs you have that you would like the department to address.

Answered: 13   Skipped: 20

#	RESPONSES	DATE
1	The Tech Department has continued to be excellent. Thank you for your work!	5/16/2022 11:00 AM
2	I guess because my hiring came right at the beginning of semester break it made for a rough start. Access to IT was very limited and my first few weeks of spring semester was without the benefits of any of the IT resources.	5/7/2022 4:17 PM
3	I have no complaints. The group is responsive, helpful, and genuinely wonderful people.	5/5/2022 12:46 PM
4	IT needs more personnel	5/5/2022 6:20 AM
5	As some of the campus continues to do both remote and on-campus work, keeping up with the desktop updates has been challenging. Is there a way for us to update Zoom and Jave on our own?	5/4/2022 5:07 PM
6	Not improvements - only a comment - The Strongly Agree applies to Sherman, David, Michael, Christine and of course Steve G & Heidi who I have worked with.	5/4/2022 2:26 PM
7	They need more people to better serve the campus.	5/4/2022 1:12 PM
8	Please do not load the next semester's classes into Canvas right away. It is a hassle emailing classes with the new sections in there.	5/4/2022 12:58 PM
9	One of my issues (my laptop connection to the projector does not work) has not been resolved yet, but Sherman is on the case. I really would like to have this resolved by next semester. My laptop projects fine at another college, so I know it works.	5/4/2022 10:59 AM
10	Banner login must be made 8-12 characters, NOT inadequate 6 numbers in violation a the most basic standards of information protection.	5/4/2022 10:46 AM
11	NONE they have been so very responsive to the tech needs during this transition period!	5/4/2022 10:40 AM
12	It'd be cool if they had more people to handle all the infrastructure that's being added.	5/4/2022 10:32 AM
13	After teaching in 2420 I'm spoiled and the projector in 1871 was horrible.	5/4/2022 10:17 AM