

Customer Satisfaction Survey: Information Technology Division

This survey is being conducted by the Office of Information Technology to:

- Help determine levels of satisfaction with the services we provide
- Allow us to identify areas for improvement

OVERALL THEMES FOR INFORMATION TECHNOLOGY DIVISION GOALS:

1. Improved IT business processes for improved delivery of services and customer support.
2. Establish and maintain District IT infrastructure with high performance and resiliency.
3. Organization, training, and career advancement for Information technology staff.
4. Application delivery and enhancement in support of mission of the institution.
5. Strengthen College and District Office partnerships and improve communications

1. My current role is:

- My current role is: Student Administrator Staff
 Faculty

2. Approximately how often do you request support or services from the Information Technology Department?

- Daily Weekly Monthly Yearly N/A

3. How often is the Information Technology department able to fully answer your questions

- Always Often Sometimes Rarely N/A

4. Overall, how satisfied are you with the services provided by the Information Technology Department?

- Very Satisfied Satisfied Undecided Dissatisfied Very Dissatisfied N/A

5. Overall, how easy do you feel it is to request information technology support?

- Very Easy Somewhat Easy Undecided Somewhat Difficult Very Difficult N/A

6. How satisfied are you with the availability of the Student Information Systems needed to perform your job duties?

Very Satisfied Satisfied Undecided Dissatisfied Very Dissatisfied N/A

7. How satisfied are you with the availability of the Human Resources Information Systems needed to perform your job duties?

Very Satisfied Satisfied Undecided Dissatisfied Very Dissatisfied N/A

8. How satisfied are you with the availability of the Financial Information Systems needed to perform your job duties?

Very Satisfied Satisfied Undecided Dissatisfied Very Dissatisfied N/A

9. Please rate your latest experience with a technology support representative.

Very Satisfied Satisfied Undecided Dissatisfied Very Dissatisfied N/A

10. How satisfied were you with how your last support issue was resolved?

How Very Satisfied Satisfied Undecided Dissatisfied Very Dissatisfied N/A

Done
