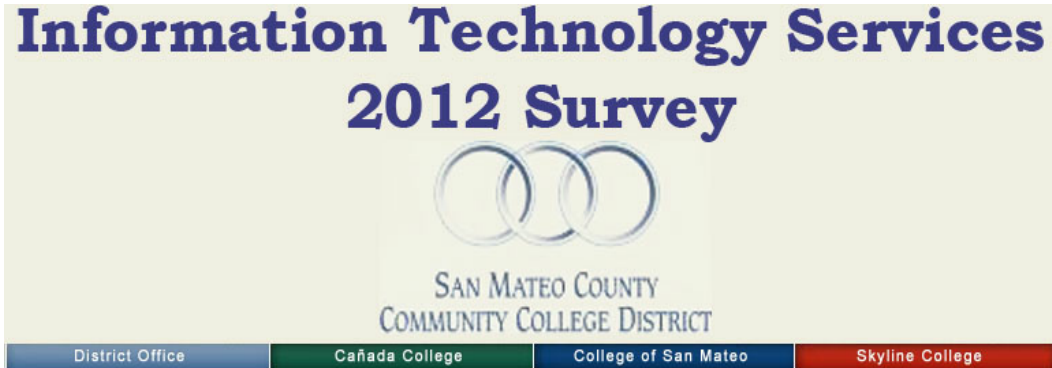


Survey Preview

Below is a preview of your survey which was generated using the current item set and style template. When you are finished previewing, please close this browser window to return to the administration console.

Page 1



2012 Information Technology Services Survey

Page 1

As part of a program review process required by accreditation, the District is asking users of the Information Technology Services department to take a brief survey about their experience using our services. The survey should take approximately 10 minutes to complete. The results will help the District continue to improve its services to the colleges.

Please scroll to the bottom of each page to ensure you have seen and responded to all of the questions on the page. Click on the **Next** or **Previous** button to move to another page. If the button at the bottom of the page says **Finish**, press that button to submit your survey answers.

Thank you!

***1. At which College do you work?**

(Please choose one)

- Cañada College College of San Mateo Skyline College District Office

***2. What is your role on campus?**

Choose your role(s) by clicking in the checkbox(es)

- Administrator
 Faculty
 Staff
 Student Assistant

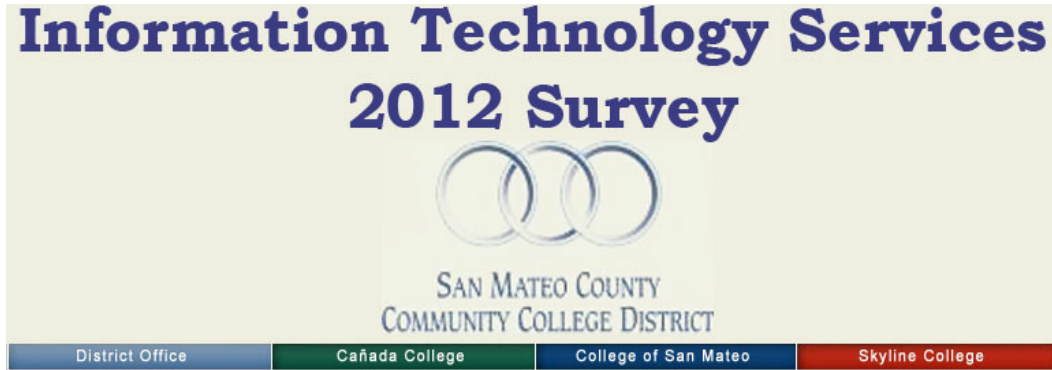
***3. Do you work full-time or part-time**

- Full-Time
 Part-Time

Next >>

Survey Preview

Below is a preview of your survey which was generated using the current item set and style template. When you are finished previewing, please close this browser window to return to the administration console.



2012 Information Technology Services Survey

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***4. How satisfied are you with the following:**

Please rate 1 - Not Satisfied at all to 5 - Completely Satisfied. Click on N/A if you have no experience with the question.

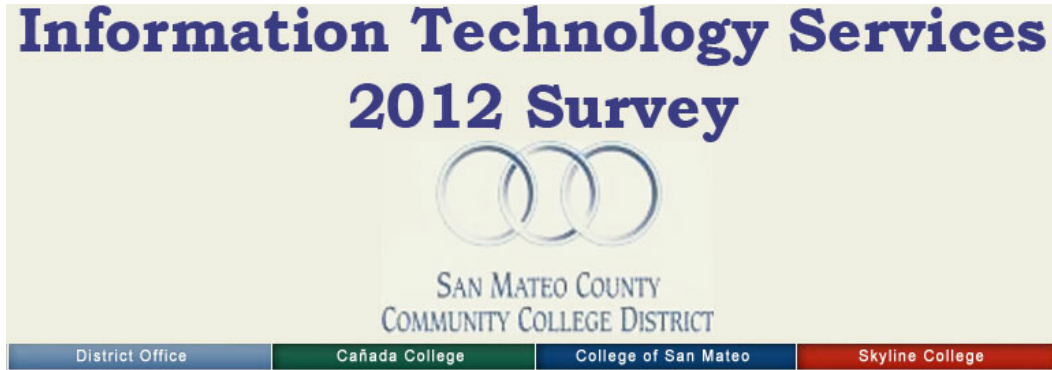
	* 1 2 3 4 5 N/A	Please enter any comments
The online Information Technology Services Support Request Form and Helpcenter	○ ○ ○ ○ ○ ○	<div style="border: 1px solid gray; height: 20px; width: 100%;"></div>
ITS reliability and responsiveness	○ ○ ○ ○ ○ ○	<div style="border: 1px solid gray; height: 20px; width: 100%;"></div>
ITS availability when you need their services	○ ○ ○ ○ ○ ○	<div style="border: 1px solid gray; height: 20px; width: 100%;"></div>
ITS effectiveness in assisting you with problems you might have?	○ ○ ○ ○ ○ ○	<div style="border: 1px solid gray; height: 20px; width: 100%;"></div>
ITS assistance in selecting the best technology solutions for your projects?	○ ○ ○ ○ ○ ○	<div style="border: 1px solid gray; height: 20px; width: 100%;"></div>

ITS assistance in rolling out technology solutions to your campus?	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
ITS communication of planned maintenance?	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
College input in technology decisions made by the district?	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
IT services align with the mission of your college?	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
The overall service provided by ITS	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
District supported goods and services website (assistance with technology purchases and minimum standards)	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
Technology training is adequate	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>

Please enter any additional information about your responses above, if you wish:

Survey Preview

Below is a preview of your survey which was generated using the current item set and style template. When you are finished previewing, please close this browser window to return to the administration console.



2012 Information Technology Services Survey

Page 3

***5. Please rate these services using these criteria:**

- *Necessary - Provides an essential function for the colleges and improves institutional effectiveness*
- *Meets Your Needs - This service meets your needs. Please provide us with feedback on how could better meet your needs.*

	*Do you use this service?		Necessary?			Meets your needs?			Your Feedback
	Yes	No	Yes	No	NA	Yes	No	NA	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
AlertU (Emergency text messages)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<div style="border: 1px solid gray; height: 20px; width: 100%;"></div>
Banner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<div style="border: 1px solid gray; height: 20px; width: 100%;"></div>
Banner Reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<div style="border: 1px solid gray; height: 20px; width: 100%;"></div>
Cell Phone Reception	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<div style="border: 1px solid gray; height: 20px; width: 100%;"></div>
DegreeWorks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<div style="border: 1px solid gray; height: 20px; width: 100%;"></div>
Digital Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<div style="border: 1px solid gray; height: 20px; width: 100%;"></div>

Emergency Annunciation System (Public Address System)	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
Employee email and calendaring (Exchange and Outlook)	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
Faculty Door Cards	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
ITS Helpcenter	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
iTunesU	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
Lyris (District hosted email lists)	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
MySMCCCD (Student email)	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
OmniUpdate (Web content updater)	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
Phones/Voicemail	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
SARS Grid/Track/Call software)	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
SharePoint	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
Smart Classrooms	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
Web Schedule of Classes	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
WebSMART	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
Wireless Internet	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
Xtender (Imaging System)	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
WebAccess/Moodle	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>
Enrollment Reports	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="text"/>

(Hyperion)

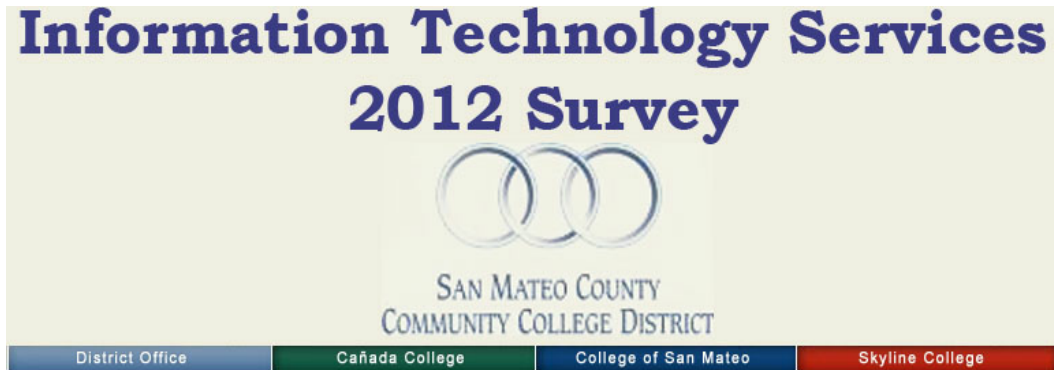
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2012 IT Services Survey

Survey Preview

Below is a preview of your survey which was generated using the current item set and style template. When you are finished previewing, please close this browser window to return to the administration console.

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2012 Information Technology Services Survey

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6. Do you have any suggestions to improve SMCCCD Information Technology Services?

Optional:

If we have any questions about your feedback, please provide us with your contact information:

Your Name

Your email

Your Phone

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Finish

2012 IT Services Survey