Mt. SAC IT Survey Report

Perspectives from Students, Faculty, Staff, and Managers

BerryDunn

September 16, 2022

Agenda

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01

Student Perspective

Student Satisfaction: Online Processes

On a scale from 1 to 5, 1 being very dissatisfied and 5 being very satisfied.

	Mean	Most common score	Percent (most common)	Total Responses
Student portal access	4.49	5	65.94%	1597
Buying parking permits online	4.47	5	66.56%	1289
Assistance with Canvas	4.46	5	64.23%	1420
Zoom at Mt. SAC	4.35	5	57.08%	1293
Online registration/enrollment	4.33	5	59.71%	1596
Ability to contact IT for support	4.25	5	54.74%	1255
Online bookstore ordering	4.16	5	53.79%	1160
Mt. SAC mobile website	4.06	5	51.08%	1527

Student Satisfaction: IT Services

On a scale from 1 to 5, 1 being very dissatisfied and 5 being very satisfied.

	Average	% Maximum Score (5)		Average	% Maximum Score (5)
Canvas	4.54	66.47%	Mt. SAC website (ease of use)	4.29	56.87%
Availability of tech on campus	4.48	63.57%	Classroom tech	4.26	52.53%
Laptop loan and MiFi access	4.42	65.96%	Wireless availability	4.25	56.84%
Mt. SAC portal	4.41	62.30%	Availability of tech training	4.13	47.54%
Email and calendars	4.41	60.81%	Student print services	4.12	52.63%
Tech in computer/tutoring labs	4.38	60.57%	Communicating IT services	4.11	49.02%
Help desk and daily support	4.34	58.09%	Delivering new IT services	4.10	47.21%

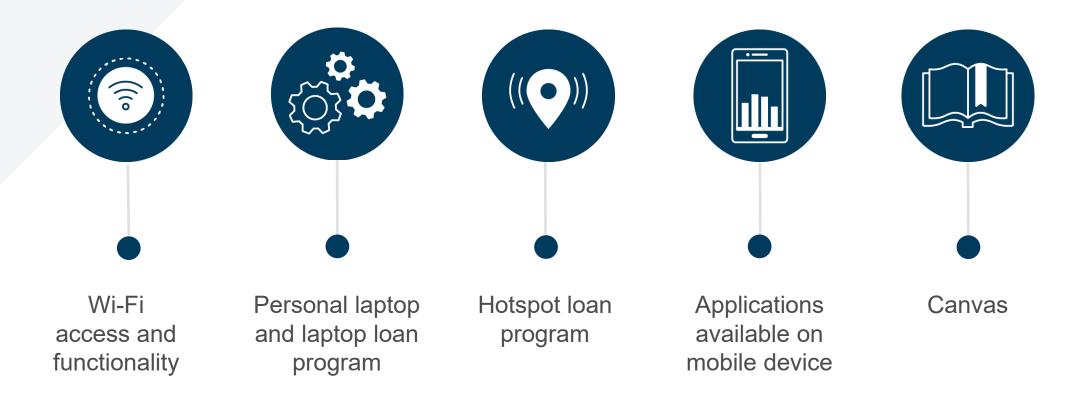Responses ranged from 1220 – 1727, with an average of 1491 per question.

Quality of IT Services:
4.56 (50.38%)

Critical Elements for Students

"What do you see as most critical to your success at Mt. SAC?"

Wi-Fi access and functionality

Personal laptop and laptop loan program

Hotspot loan program

Applications available on mobile device

Canvas

Strengths Identified by Students

Student responses about what works well for them at Mt. SAC IT today were aggregated to reflect the following 5 top strengths.

1

Wi-Fi

Given that Wi-Fi was identified as critical to the student experience, many students praised the Wi-Fi for being widely available on campus.

2

Overall Service

A number of students, when asked, reported that they wouldn't change a thing about technology at Mt. SAC; they were very satisfied with the overall quality of the technology and support available from the department.

3

Canvas

Student respondents frequently cited the functionality and ease of use of Canvas as one of the most solid elements of IT at Mt. SAC.

4

IT Help Services and Support

Some students had never really interacted with IT staff, but those who had felt very favorably towards the quality and speed of the services that they received from IT support staff.

5

Equipment Access and Loan Programs

Students frequently expressed their appreciation for the availability of technology resources on campus, and in particular the computer and hotspot resources accessible to students.

Opportunities Identified by Students

When asked what could improve at Mt. SAC IT or how the department could make changes for the future, these are the themes that emerged.

Training and communication regarding IT offerings

Improve classroom technology (projectors, computers)

Online offerings and remote access (e-books, lectures)

Wi-Fi consistency across campus and buildings

Access to and expansion of current services

Financial support (laptops, hotspots, and printing)

Improve ease of use of Mt. SAC website

Increase physical access locations for IT services

02

Faculty, Staff, and Manager Perspective

Faculty, Staff, & Manager Satisfaction: IT Services

On a scale from 1 to 5, 1 being very dissatisfied and 5 being very satisfied.

	Average	Median
Faculty/staff print services	4.50	5
Canvas	4.22	4
Conferencing tools	4.22	4
Help desk and daily support	4.19	5
Email and calendars	4.14	4.5
Information Security	4.04	4
Communication between IT and the campus community	4.02	5
Computer labs	3.93	4
Mt. SAC portal	3.88	4
Desktop and office tools	3.86	4
Remote work equipment	3.83	4

	Average	Median
Document management	3.79	4
Conference room tech	3.72	4
Banner	3.70	4
Delivery of new IT services	3.64	4
Student print services	3.64	4
IT staffing levels	3.54	4
Technology training	3.53	4
Mobile devices	3.51	4.5
Classroom computer tech	3.48	4
Computer refresh/replacement	3.47	4
Wireless availability	3.43	4
Data analytics/reporting	3.36	4
Chrome River	3.19	4

Faculty, Staff, and Managers: Mt. SAC Website

On a scale from 1 to 5, 1 being very dissatisfied and 5 being very satisfied.

	Mean	Most common score	Percent (most common)	Total Responses
Positive representation of Mt. SAC	4.04	5	39.66%	179
Ease of use from desktop	3.92	5	33.51%	188
Visual impact	3.73	4	38.12%	181
Accessibility (inclusive and useful for people with disabilities)	3.64	4	36.26%	91
Helpfulness of home page	3.56	4	33.69%	187
Ease of use from mobile device	3.42	3	35.44%	158
OmniUpdate functionality	3.39	4	33.78%	74
Ability to find info and number of clicks	3.19	3.5	28.72%	188
Search functionality	3.07	3	25.93%	189

Critical Elements for Faculty, Staff, and Managers

"What do you see as most critical to your success at Mt. SAC?"

Classroom and personal technology

Functionality of systems, e.g., email, Canvas, Banner, portal

IT staff help and campus support

Wi-Fi reliability and access

Conferencing technology and remote capability

Strengths Identified by Faculty, Staff, and Managers

Faculty, staff, and management responses about what works well for them at Mt. SAC IT today were aggregated to reflect the following 5 top strengths.

1

IT Help Desk and Support

Faculty, staff, and managers noted IT's responsiveness to the needs of campus and excellent work accomplished. Faculty specifically appreciated the dedicated IT staff for their division.

2

Baseline Technology

Faculty, Staff, and Managers indicated that baseline technology such as desktop and office tools, email and calendar, and conferencing tools are meeting their needs today.

3

Print Services

Faculty, Staff, and managers appreciate the access to printing and the quality of the options available.

4

IT Response Time

Respondents noted that not only are they satisfied with the quality of IT services, but that specifically the response time is very fast, especially when they have designated IT support for their building.

5

Critical Systems

Faculty, staff, and managers reported being happy with the majority of applications: for example, Canvas, Banner, Adobe, and Argos were called out as working well for the respondents.

Opportunities Identified by Faculty, Staff, and Managers

When asked what could improve at Mt. SAC IT or how the department could make changes for the future, these are the themes that emerged.

Updated classroom technology (projectors, pens, presentation cameras)

Established equipment refresh cycles

More IT personnel to support campus/division needs

Website and application support/development

Expanded Canvas functionality and integrations

Increased IT availability via more hours and physical IT support locations

Wi-Fi consistency throughout campus

Training for technology and applications