Los Angeles Community College District

Report
Of
Services Satisfaction Survey

Office of Information Technology
January 2010
Introduction

The Division of Information Technology (IT) supports the colleges by implementing and maintaining student/academic, financial, supply chain, human resources, and administrative information technology applications as well as their underlying technical systems and infrastructure. The division works with VP Councils, district-wide technology committees and senior staff to develop IT policies and plans; operates the district data center; acquires, installs, and maintains IT applications and hardware; establishes and monitors the security of district-wide applications, websites, data, communications.
Survey Results

Customer Satisfaction Survey - Information Technology

My current role is:

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator</td>
<td>27.6%</td>
<td>32</td>
</tr>
<tr>
<td>Faculty</td>
<td>17.2%</td>
<td>20</td>
</tr>
<tr>
<td>Staff</td>
<td>55.2%</td>
<td>64</td>
</tr>
</tbody>
</table>

answered question 116
skipped question 4

My current role is:

- Administrator
- Faculty
- Staff
### Customer Satisfaction Survey - Information Technology

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

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>4.3%</td>
<td>5</td>
</tr>
<tr>
<td>Weekly</td>
<td>26.7%</td>
<td>31</td>
</tr>
<tr>
<td>Monthly</td>
<td>48.3%</td>
<td>56</td>
</tr>
<tr>
<td>Yearly</td>
<td>15.5%</td>
<td>18</td>
</tr>
<tr>
<td>N/A</td>
<td>5.2%</td>
<td>6</td>
</tr>
</tbody>
</table>

*answered question* 116  
*skipped question* 4

![Pie chart showing the frequency of support requests from the Information Technology Department](image-url)
Customer Satisfaction Survey - Information Technology

How often is the Information Technology Department able to fully answer your questions?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always</td>
<td>31.9%</td>
<td>37</td>
</tr>
<tr>
<td>Often</td>
<td>43.1%</td>
<td>50</td>
</tr>
<tr>
<td>Sometimes</td>
<td>18.1%</td>
<td>21</td>
</tr>
<tr>
<td>Rarely</td>
<td>5.2%</td>
<td>6</td>
</tr>
<tr>
<td>N/A</td>
<td>1.7%</td>
<td>2</td>
</tr>
</tbody>
</table>

answered question 116
skipped question 4

How often is the Information Technology Department able to fully answer your questions?
Overall, how satisfied are you with the services provided by the Information Technology Department?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>34.5%</td>
<td>40</td>
</tr>
<tr>
<td>Satisfied</td>
<td>36.2%</td>
<td>42</td>
</tr>
<tr>
<td>Undecided</td>
<td>12.9%</td>
<td>15</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>12.9%</td>
<td>15</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>2.6%</td>
<td>3</td>
</tr>
<tr>
<td>N/A</td>
<td>0.9%</td>
<td>1</td>
</tr>
</tbody>
</table>

answered question 116
skipped question 4

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

- Very Satisfied
- Satisfied
- Undecided
- Dissatisfied
- Very Dissatisfied
- N/A
Customer Satisfaction Survey - Information Technology

Overall, how easy do you feel it is to request Information Technology support?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Easy</td>
<td>40.5%</td>
<td>47</td>
</tr>
<tr>
<td>Somewhat Easy</td>
<td>33.6%</td>
<td>39</td>
</tr>
<tr>
<td>Undecided</td>
<td>1.7%</td>
<td>2</td>
</tr>
<tr>
<td>Somewhat Difficult</td>
<td>19.8%</td>
<td>23</td>
</tr>
<tr>
<td>Very Difficult</td>
<td>3.4%</td>
<td>4</td>
</tr>
<tr>
<td>N/A</td>
<td>0.9%</td>
<td>1</td>
</tr>
</tbody>
</table>

answered question 116
skipped question 4

Overall, how easy do you feel it is to request Information Technology support?

- Very Easy
- Somewhat Easy
- Undecided
- Somewhat Difficult
- Very Difficult
- N/A
Customer Satisfaction Survey - Information Technology

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

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>5.2%</td>
<td>6</td>
</tr>
<tr>
<td>Satisfied</td>
<td>25.0%</td>
<td>29</td>
</tr>
<tr>
<td>Undecided</td>
<td>12.1%</td>
<td>14</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>15.5%</td>
<td>18</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>0.9%</td>
<td>1</td>
</tr>
<tr>
<td>N/A</td>
<td>41.4%</td>
<td>48</td>
</tr>
</tbody>
</table>

answered question 116
skipped question 4

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

- Very Satisfied
- Satisfied
- Undecided
- Dissatisfied
- Very Dissatisfied
- N/A
How satisfied are you with the functionality of the Human Resources Information Systems needed to perform your job duties?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>6.9%</td>
<td>8</td>
</tr>
<tr>
<td>Satisfied</td>
<td>35.3%</td>
<td>41</td>
</tr>
<tr>
<td>Undecided</td>
<td>15.5%</td>
<td>18</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>14.7%</td>
<td>17</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>3.4%</td>
<td>4</td>
</tr>
<tr>
<td>N/A</td>
<td>24.1%</td>
<td>28</td>
</tr>
</tbody>
</table>

answered question 116
skipped question 4
Customer Satisfaction Survey - Information Technology

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

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>8.6%</td>
<td>10</td>
</tr>
<tr>
<td>Satisfied</td>
<td>43.1%</td>
<td>50</td>
</tr>
<tr>
<td>Undecided</td>
<td>10.3%</td>
<td>12</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>7.8%</td>
<td>9</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>1.7%</td>
<td>2</td>
</tr>
<tr>
<td>N/A</td>
<td>28.4%</td>
<td>33</td>
</tr>
</tbody>
</table>

answered question 116
skipped question 4

How satisfied are you with the functionality of the Financial Information Systems needed to perform your job duties?
Customer Satisfaction Survey - Information Technology

Please rate your latest experience with a technology support representative:

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>37.1%</td>
<td>43</td>
</tr>
<tr>
<td>Satisfied</td>
<td>38.8%</td>
<td>45</td>
</tr>
<tr>
<td>Undecided</td>
<td>12.1%</td>
<td>14</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>6.9%</td>
<td>8</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>2.6%</td>
<td>3</td>
</tr>
<tr>
<td>N/A</td>
<td>2.6%</td>
<td>3</td>
</tr>
</tbody>
</table>

answered question: 116
skipped question: 4

Please rate your latest experience with a technology support representative:
Customer Satisfaction Survey - Information Technology

How satisfied were you with the way your last support issue was resolved?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>35.3%</td>
<td>41</td>
</tr>
<tr>
<td>Satisfied</td>
<td>37.9%</td>
<td>44</td>
</tr>
<tr>
<td>Undecided</td>
<td>7.8%</td>
<td>9</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>12.1%</td>
<td>14</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>2.6%</td>
<td>3</td>
</tr>
<tr>
<td>N/A</td>
<td>4.3%</td>
<td>5</td>
</tr>
</tbody>
</table>

answered question 116
skipped question 4

How satisfied were you with the way your last support issue was resolved?

- Very Satisfied
- Satisfied
- Undecided
- Dissatisfied
- Very Dissatisfied
- N/A
Sample Comments (Names will be edited out)

Customer Satisfaction Survey - Information Technology
Comments On Our Service (Areas where we excel, areas were we might improve, specific incidents, general comments) Please provide details on how we can improve our services:

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>answered question</td>
<td>44</td>
</tr>
<tr>
<td>skipped question</td>
<td>76</td>
</tr>
</tbody>
</table>

Response Text

Overall Info Tech has responded in an efficient and timely manner.
Not sure how they do all the work with so few people.
Better training for users and for Technology Support and for Information Tech Professionals.
The SAP HR still has issues that are not being worked on as a priority. Individual technology support is very good--especially Mary Dolan--but SAP HR can't work on issues that aren't approved by management yet impact the end users. I'd encourage management to listen to the end users of HR more and work on long unresolved issues instead of new projects.

Support services are very helpful and usually very prompt--I especially appreciate Rakesh Agrawal and Mark Goldstein.
Overall, much improved performance over previous years.
Regarding my last support issue that was resolved, I figured it out and resolved it myself while waiting for someone to respond to my request for assistance... I can't think of specifics right now, other than that.
Everytime I request assistance from IT, they are there within the hour. Mark Goldstein is especially helpful to me.
The support representative is always courteous and immediately respond to my inquiries.

I would like to see staff given the opportunity to be certified as "testers" and positions created to promote growth within the IT Dept.
With such little IT Staff at the DO it is amazing so much work is completed with such as small staff.
You wonder how much more could be accomplished with a larger staff.
Timely help when requested needs to be improved.

Tailored training (financial aid accounting functionality in SAP) for staff will be helpful.

Also general usage training (various menu items) for SAP and FAMS will be helpful.
I believe at times there aren't enough IT people. I want to say Marchand, Rodman and Mark has been always very helpful; they've gone beyond their duties at times. When I can't go into sap especially for the Health Fair Happiness was very helpful.
Need to fix problem and address them promptly.
It would be nice to be able to call for network service support and have a person rather than a recording. Also to be able to speak with a particular network support person and be able to call them directly rather than all calls funneling to one number. Many times I just need to go to the floor to talk to who I need to because otherwise I have no way of reaching them. The printing capabilities in this place are ridiculous; when the printer goes down as ours frequently does it puts work to a near standstill for everyone connected to that printer. Geez...on the campus we all pretty much had our own printers and here where it is critical we can't seem to get a decent one! As far as other IT support,
Mary Dolan and Amy Fan are absolutely wonderful; very helpful; very professional and very easy to work with; they both go the extra mile and their customer service support is beyond measure. There is also an obvious issue with our department getting access to areas that would make our job easier. Management wants the work but you don't want to give access for the tools to do so; if we are given a job we should be given the tools to do it. We are in the middle of a fiscal crisis and the tools exist to make us more productive and they are withheld. We have paid a lot of money for SAP for good tools to go to waste! You can't really ask for specific incidents here because that would hardly make this survey anonymous.

Routine technology problems seem to be only fixed by one staff member with any consistancy. The other staff members seem not to have the ability or desire to fix problems. SAP FI/MM staff for daily issues are satisfactory and try to help.

I think you all should improve the equipment. We need to be able to scan multiple pages at one time. The scanners at the district office tend to have memory issues making it possible to scan more than 3 pages. We need scanners with feeders that you can scan multiple pages at one time. Otherwise we waste a lot of paper making copies to send off to nine campuses.

The staff is knowledgeable, however, response time to inquiries needs improvement. I believe this is mostly an issue of a lack of adequate staff members. There is also an issue of not knowing who to call for what task since each IT staffer has a different responsibility. There is no way for me to know who to call for each different task unless there exists a list that indicates who does which task. I don't believe there is and I was never able to find one.

It would be nice if we could upgrade to MSIE 8.

I am very happy with our IT Services.

I work mostly with Mark G, Marchand, and Rodman. They are always quick to respond, courteous, and helpful.

No comment

The overall mind set of Information Technology Staff is that of "order takers." Once you tell them, in detail, what needs to be done, they work hard to implement the request. However, the staff, overall, is not proactive in helping users to define their problem and develop a solution for it. As a result of this mind set, there is not sufficient emphasis on business processes that IT supports. IT staff can solve technical problems but are not necessarily adept in solving "systems" problems. Training needs go beyond IT staff, faculty also require training on proper use and procedures with the system.

There should be a trail of what is requested and a response. However the man hours it would take to process such a site would be difficult.

The IT department is understaffed. It is not the IT department's fault that they cannot resolve some issues.

Response rate to emails or telephone calls need to be improved.

I would like to compliment Steve Holton who is working on ECD, along with Johnny Berella. They have been wonderful, helpful, patient and immediately responsive. I don't frequently deal with other aspects of the SIS system.

The IT department doesn't have enough Mac people. Tony is wonderful, but he can't keep up with us. Our latest problem is continual crashing of Word and InDesign. He thinks we need to upgrade the programs, but I think we might do better with Snow Leopard. I handled all my own IT work until about 2003. Then I was not given the disks or tools to fix problems with the new computers. That doesn't make sense, as we work late into the night when IT is gone and we have to solve our own problems. They're Macs. We can do it, if we are given the tools.

The IT folks are doing a good job given an old infrastructure and limited resources.

One of the problems lies with the compartmentalization of the IT staff. If the person who is the network specialist is not on campus for one reason or another, there is no person to fill in. The problem does not get solved until that particular person returns to campus. IT employees need a broader range of skills and should not be restricted to such a small area of expertise.

Long wait period for service after WSO is submitted. IT support staff often rude and/or not knowledgeable enough.
There is no training in IT at all. The portal does not keep the changes made by me. Talking with a live body works great and not the electronic systems.
The problem is not in District Office IT, the problem is in the structure of IT for the Colleges. At the college level we need more support and we need DO IT to work more closely with campuses. Each campus needs its programmer it is becoming critical issue.
IT does not support macs. They are more worried about if the job you are asking to do fits in the exact details of the union specs of their job than actually helping solve problems and helping faculty with their mission of serving students. It is very hard to do our job and the proposition of doing online classes is scary when they can't seem to support our needs currently.
Not totally sure who this survey represents. I deal with Dominic Kwan, Jorge Quinones, George Prather, Norm Rille, Allison Jones, for instance on different IT related issues but not sure they are all ones you are referring to in this survey.
In ACE it is difficult to enter grades for students. That needs to be streamlined.
Provide site training on applications, e.g., BW; solicit and address user concerns
Since Mr. Kwan has taken over the IT department he is much easier to deal with, as well as responds quickly and efficiently.
IT staff handling financial aid is great. However, additional staff is needed to maintain integrity in financial aid and to prevent audit exceptions. Therefore, request for reports needed in a timely manner and their ability to program the system in a timely manner is a must. A system that allows IT staff to program easily would be helpful too.
As the Industrial technology department chair, I find the info tech department here on campus mostly a hinderance. For over a year I have been trying to get an internet hook up in two classrooms

3640 &3641. Even though there is wiring in the classroom, I have not been able to get some one to hook it up. I have been told there is network problems etc.

In case you didn't know, we have competition. Students have reminded me that other local community colleges have "wireless" campus wide.

Another area where I have had trouble is getting info tech to release old computers to our electronics department to be used as learning tools. It just can't be done.

The whole info tech department on this campus is beyond useless, they are a road block to the students success.
I have seen significant improvement on the services network support provides; however, there still much more room for improvement.
The Technology Division's support has improve tremendously.
Sometime when we need to have minor problem with our computer, we contact the IT dept., they were not responding to the phone, or when we left message, the staff would not come right away.
Request for service & support are not met rightaway most of the time. Not doing a good job.
Those guys are the best!
Sample Survey Tool

Customer Satisfaction Survey - Information Technology

This survey is being conducted by the ASU EXT Education Services Center, Office of Information Technology to:

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

How Are We Doing?

We're committed to maintaining the quality of the services and products we provide, as part of an ongoing improvement process. We would appreciate your feedback on our performance. (All distinctions are subjective.)

1. My current role is:
   - [ ] End User
   - [ ] IT Pro
   - [ ] Vendor

2. Approximately how often do you request support or services from the Information Technology Department?
   - [ ] Very Often
   - [ ] Frequently
   - [ ] Occasionally
   - [ ] Rarely
   - [ ] Never

3. How often is the Information Technology Department able to fully answer your questions?
   - [ ] Always
   - [ ] Usually
   - [ ] Occasionally
   - [ ] Rarely
   - [ ] Never

4. Overall, how satisfied are you with the services provided by the Information Technology Department?
   - [ ] Very Satisfied
   - [ ] Satisfied
   - [ ] Neutral
   - [ ] Dissatisfied
   - [ ] Very Dissatisfied
   - [ ] N/A

Page 1
Customer Satisfaction Survey - Information Technology

5. Overall, how easy do you feel it is to request Information Technology support?
- Very Easy
- Somewhat Easy
- Neutral
- Somewhat Difficult
- Very Difficult
- N/A

6. How satisfied are you with the functionality of the Student Information Systems needed to perform your job duties?
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- N/A

7. How satisfied are you with the functionality of the Human Resources Information Systems needed to perform your job duties?
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- N/A

8. How satisfied are you with the functionality of the Financial Information Systems needed to perform your job duties?
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- N/A

9. Please rate your latest experience with a technology support representation:
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- N/A

10. How satisfied were you with the way your last support issue was resolved?
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- N/A

11. Comments: (In your own words, list areas where we excel, areas where we might improve, specific incidents, general comments) Please provide details on how we can improve our service:

Page 3