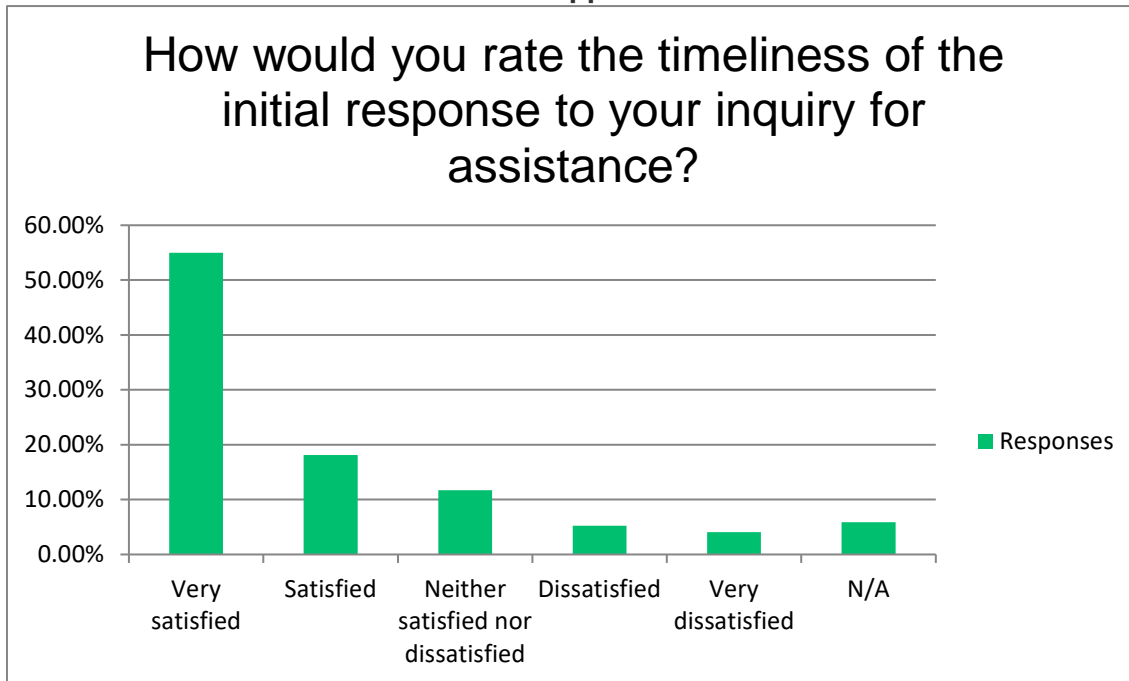


Information Technology Survey (DEPARTMENT)

How would you rate the timeliness of the initial response to your inquiry for assistance?

Answer Choices	Responses	
Very satisfied	54.97%	94
Satisfied	18.13%	31
Neither satisfied nor dissatisfied	11.70%	20
Dissatisfied	5.26%	9
Very dissatisfied	4.09%	7
N/A	5.85%	10
Comments		33
	Answered	171
	Skipped	0



Comments

They always answer my inquiry right away.

This is in regard to IT support in the EAS department

It's been hit-or-miss at times.

Excellent and immediate response.

Our IT people are always available

They do not get the paperwork done in timely manner. and do not respond when asked.

Responses are answered promptly

It depends on the kind of request. Technical issues with servers usually has a long delay in getting issue resolved. Especially if the issue arises after 4pm on any weekday. Other smaller requests, like scheduling online meetings are addressed in a timely fashion.

Our IT staff responds the same day. Usually I just stop by their office to get help.

Our IT guys will get around to helping you with your problem within a somewhat reasonable time, but they are overwhelmed. Research IT help is difficult to get.

Forgets about scheduled meetings

Also Great help with all my research needs while traveling

Our team, perform at a very high level of excellence. They are timely and efficient. Every technical problem I have had, they were able to fix immediately.

Could come faster with problems for upper administration.

Outstanding service. Responses typically the same day within just a few hours.

The remit of the IT professionals should be larger. They just wait for problems to be brought to them.

When I make a request, IT is pretty responsive and timely. Meaning they take less than a few hours to get back to me.

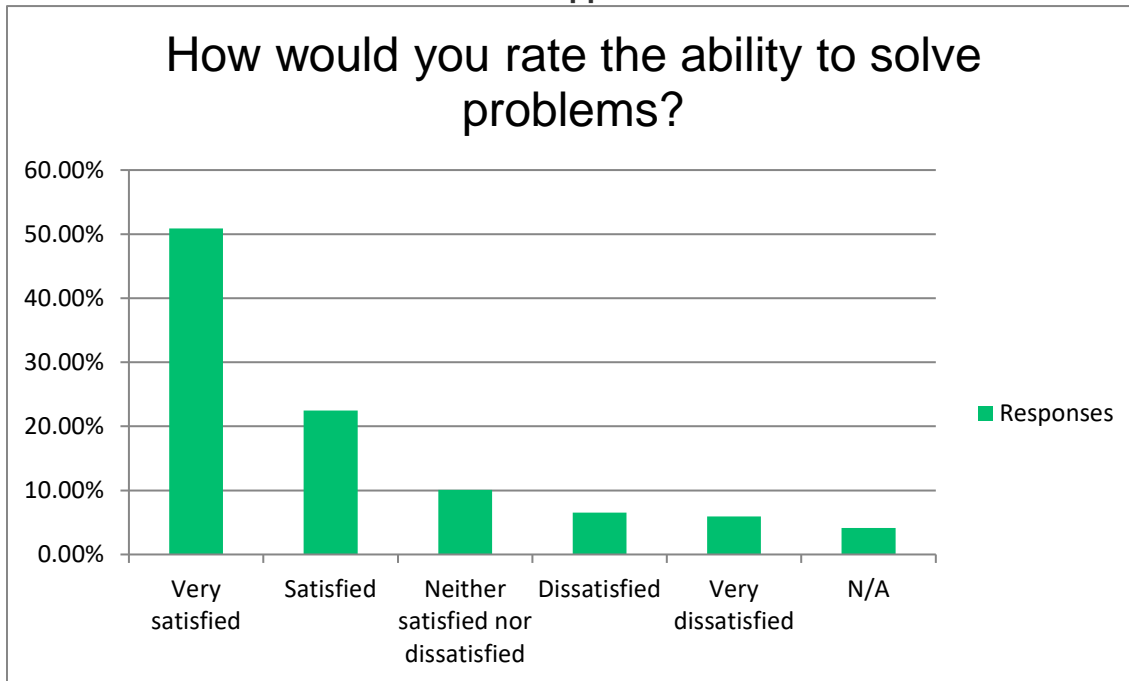
Normally I have to wait a day or longer to get anything done.

The response time and assistance are very minimal.

Information Technology Survey (DEPARTMENT)

How would you rate the ability to solve problems?

Answer Choices	Responses	
Very satisfied	50.89%	86
Satisfied	22.49%	38
Neither satisfied nor dissatisfied	10.06%	17
Dissatisfied	6.51%	11
Very dissatisfied	5.92%	10
N/A	4.14%	7
Comments		21
	Answered	169
	Skipped	2



Comments

Tags

However, I am on my third computer with so many issues that keep happening it is frustrating to know what is going on, and this could possibly not even be the fault IT.

They have solved my problems excellently.

They seem to try and get you to fix things on your own before they will come to fix it

Out IT people are very competent and willing to address our specific needs

He responds quickly unless he's in a meeting.

Overall, problems are addressed well. Some follow up may be required on occasion, probably due to the high demand on time.

Again, if the issue is technical problems with machines sometimes I see a lack of ability to resolve.

IT staff is highly professional and knowledgeable. I'm very pleased with the service they provide.

If it's simple our guys can deal with it.

The websites (departments and departments) are awfully designed. They contain a lot of dead-links. Technology support for instruction is horrible. Students do not have a home directory to keep their files.

Sometimes their ability is great in solving problems others it is not.

Some problems are still not resolved because IT did not develop the feature yet, but I understand

Never a problem they can't solve

They need to be asking what we need. Not just waiting. I think that if we never bothered them, that would be fine with them

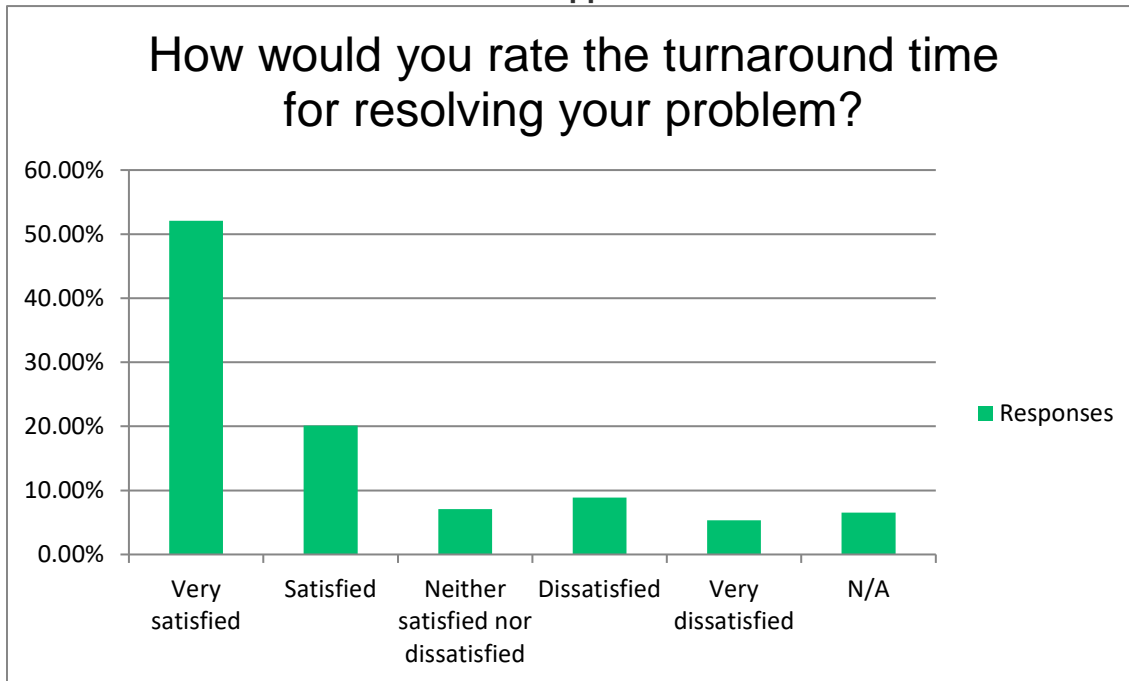
There are a few things that are out of their control.

I don't think we have met a problem we couldn't address.

Information Technology Survey (DEPARTMENT)

How would you rate the turnaround time for resolving your problem?

Answer Choices	Responses	
Very satisfied	52.07%	88
Satisfied	20.12%	34
Neither satisfied nor dissatisfied	7.10%	12
Dissatisfied	8.88%	15
Very dissatisfied	5.33%	9
N/A	6.51%	11
Comments		15
	Answered	169
	Skipped	2



Comments

Tags

It stalls when I am told I will get a new computer and don't and IT needs to locate something for me to use meanwhile.

My problems were solved within hours.

depends on what it is.

My issues were never addressed in the first place.

Solution comes almost immediately

Our IT people manage their turnaround time very efficiently

no complaints.

Never more than at least a day or two depending on the situation but always comes back to make sure that everything is completed and taken care of.

If it is a problem with office software or email, things are reasonable. If you have a problem with research software, you are on your own mostly.

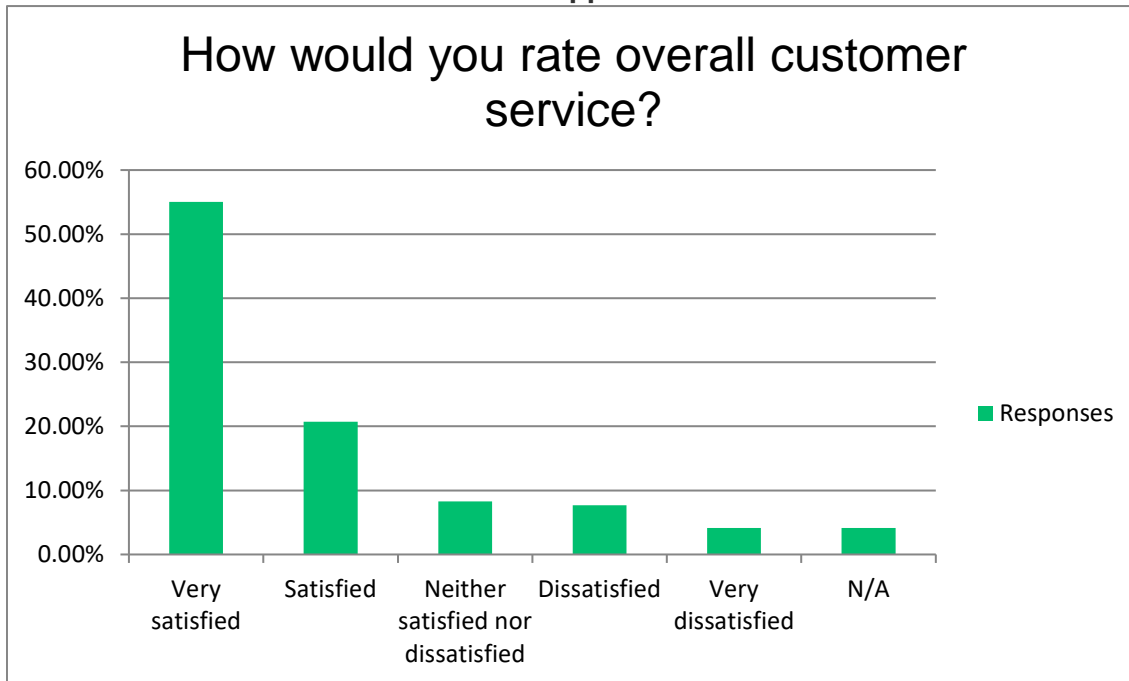
As soon as I call, it is handled immediately, as long as they are not in a meeting.

Sometimes I get no assistance and have to do things myself because it will be quicker, such as setting up my computer.

Information Technology Survey (DEPARTMENT)

How would you rate overall customer service?

Answer Choices	Responses	
Very satisfied	55.03%	93
Satisfied	20.71%	35
Neither satisfied nor dissatisfied	8.28%	14
Dissatisfied	7.69%	13
Very dissatisfied	4.14%	7
N/A	4.14%	7
Comments		20
	Answered	169
	Skipped	2



Comments

Tags

Depends on who it is. Some of them are great and some are just rude

Any time you talk to the IT guy he either shouts at you or threatens you or belittles you. He has no tolerance for criticism or asking for a small thing.

They do their best.

They are among the very best I know

Our IT people are very responsive and professional

not open early or not at all on special occasions. Last semester UH was closed due to the passing of President Bush, but it was near the end of the term and students were on campus but not able to access the lab during this very critical time because IT was not there.

Our guys do the best they can.

everyone is very friendly

All of the IT staff are friendly and willing to help whenever asked. They have created a very open and supportive environment that makes approaching them for solutions comfortable.

super helpful

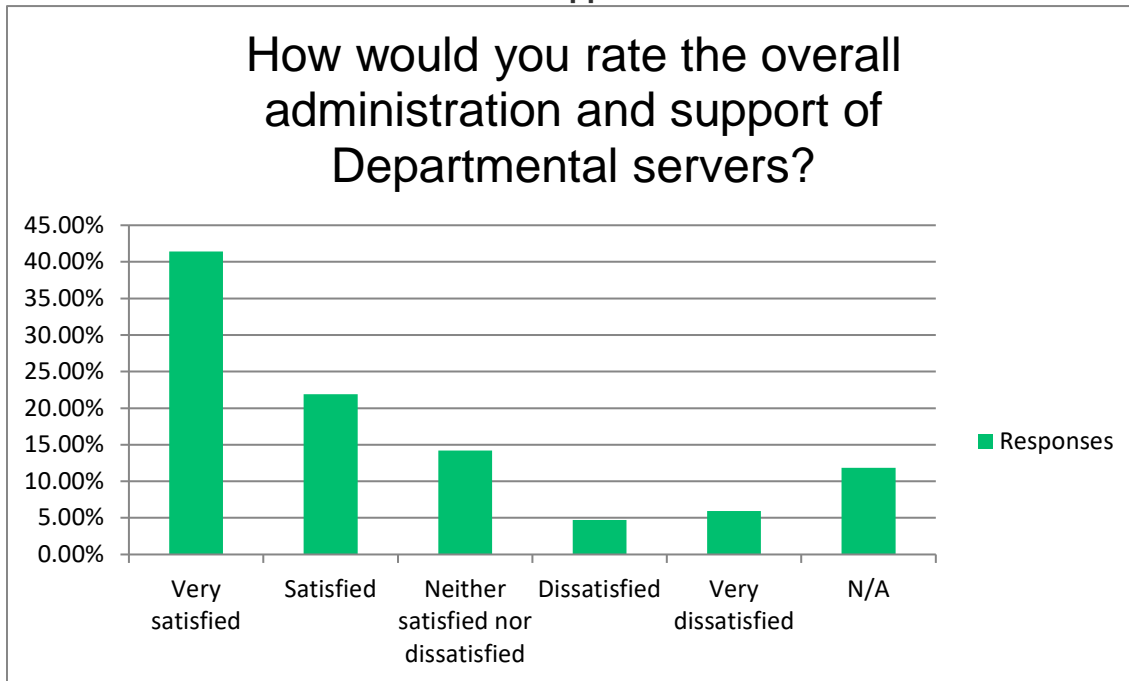
Can't say that the IT guys are very friendly when you have a problem. Always make you feel like it's your own problem, even if they end up solving it afterward. Most of the time they provide "instructions" that I don't understand, they use their own language. But for some issues they just say I should deal with it on my own.

Everyone is nice.

Information Technology Survey (DEPARTMENT)

How would you rate the overall administration and support of Departmental servers?

Answer Choices	Responses	
Very satisfied	41.42%	70
Satisfied	21.89%	37
Neither satisfied nor dissatisfied	14.20%	24
Dissatisfied	4.73%	8
Very dissatisfied	5.92%	10
N/A	11.83%	20
Comments		13
	Answered	169
	Skipped	2



Comments

Tags

Without them, my research would go nowhere.

Excellent. It compares favorably to any other Department I have seen

I try my best not to rely on department machines as we have a history of losing data.

We need more staff. Especially more IT staff. Software and hardware needs are too great. UH needs to be much better about providing departments adequate funding to staff at the levels needed.

There is no active server. There are servers, but they are not actively and efficiently used. The current technology is old and I don't see any real attempt to improve the technology (software that is mostly free and open source).

The uptime is effectively 100%

The Department servers I use have been turned over to NSM

i dont know

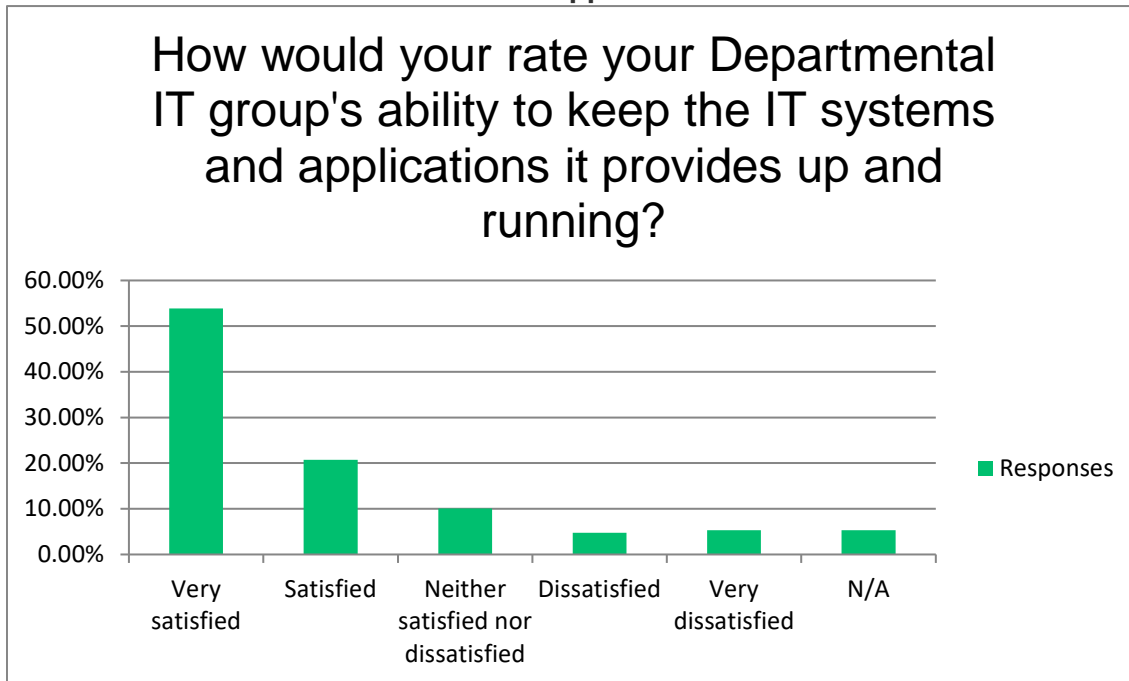
They also help maintain my lab group's servers and off-site backup systems.

I don't think we have any departmental servers....

Information Technology Survey (DEPARTMENT)

How would you rate your Departmental IT group's ability to keep the IT systems and applications it provides up and running?

Answer Choices	Responses	
Very satisfied	53.85%	91
Satisfied	20.71%	35
Neither satisfied nor dissatisfied	10.06%	17
Dissatisfied	4.73%	8
Very dissatisfied	5.33%	9
N/A	5.33%	9
Comments		8
	Answered	169
	Skipped	2



Comments

Tags

To work on my research, I always run my codes for many months. My department computer systems are always up and running. Our IT group provides us a very reliable computing environment.

Sometimes it takes long for IT to solve a problem.

I stopped using them along time ago.

Could not be better.

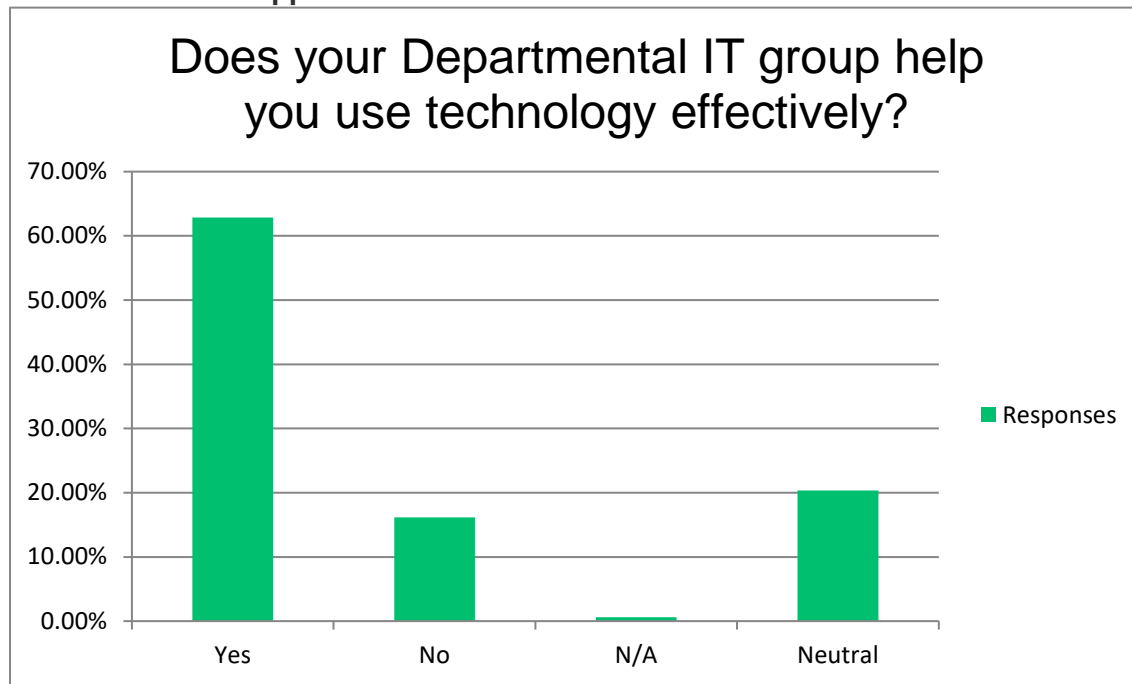
Out team is excellent. It compares favorably to any other Department I have seen

They keep everything I need going.

Information Technology Survey (DEPARTMENT)

Does your Departmental IT group help you use technology effectively?

Answer Choices	Responses	
Yes	62.87%	105
No	16.17%	27
N/A	0.60%	1
Neutral	20.36%	34
Comments		20
Answered		167
Skipped		4



Comments Tags

They have kept up with the new technology and provided us better and faster computing servers.

Often times I will be shown something, or directed on how to do something, without the IT team sticking around to make sure that what I'm being directed to do is actually working properly.

They don't know anything about our needs. They don't even know how to setup simple things in python.

I can function with the technology I have however I would love to know how to be more efficient

The group provides very efficient assistance when there is a technology change

I don't expect IT to tell me how to teach.

They are very competent and up-to-date

Would like to see more suggestions new technologies and trainings in order to effectively completing tasks.

Absolutely. Both for my teaching and research.

We are mostly left to our own devices.

Yes

never asked for this

Cannot communicate how to use the resources

In regard to desktop/laptop everyday tools service is OK/good. In regard to tools needed for courses I teach the support is not acceptable so I have decided to use external systems offered by NSF for coursework

I rely on them completely

I seem to know more than some do about certain issues sometimes.

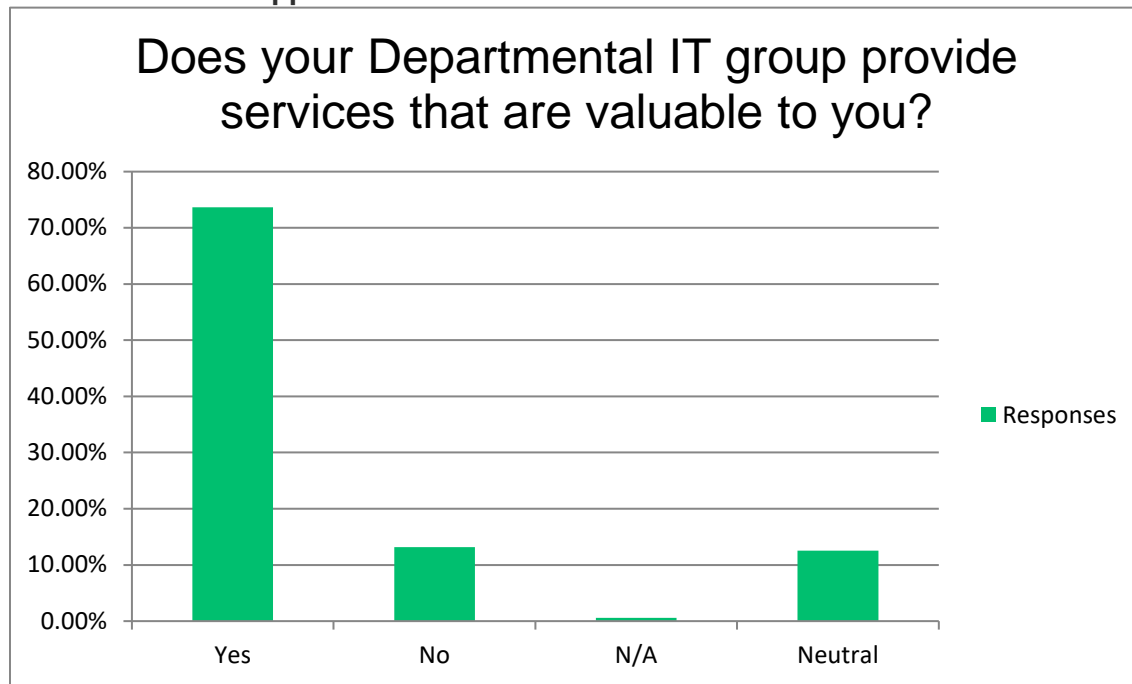
No recommendations or additional support is made available. Once you bring to them any issue or inquiry, its always a negative or burdensome response.

They are not application specialist, but they keep them running effectively, which is what I expect

Information Technology Survey (DEPARTMENT)

Does your Departmental IT group provide services that are valuable to you?

Answer Choices	Responses	
Yes	73.65%	123
No	13.17%	22
N/A	0.60%	1
Neutral	12.57%	21
Comments		13
Answered		167
Skipped		4



Comments Tags

My research would go nowhere without them.

It is only the email address that i usually don't use or check since gmail has a better interface.

None have been offered to me outside of seeking a Blackboard training on my own

The group services are more than valuable. They make my IT related life very comfortable

Their help is very valuable for my teaching and research needs. Without their help I would not be able to carry out some of my projects as efficiently. For example, they can customize machines to specific needs.

yes

Having on-site support is invaluable. All issues get resolved extremely quickly.

In theory yes. Would be even more valuable if they were effective.

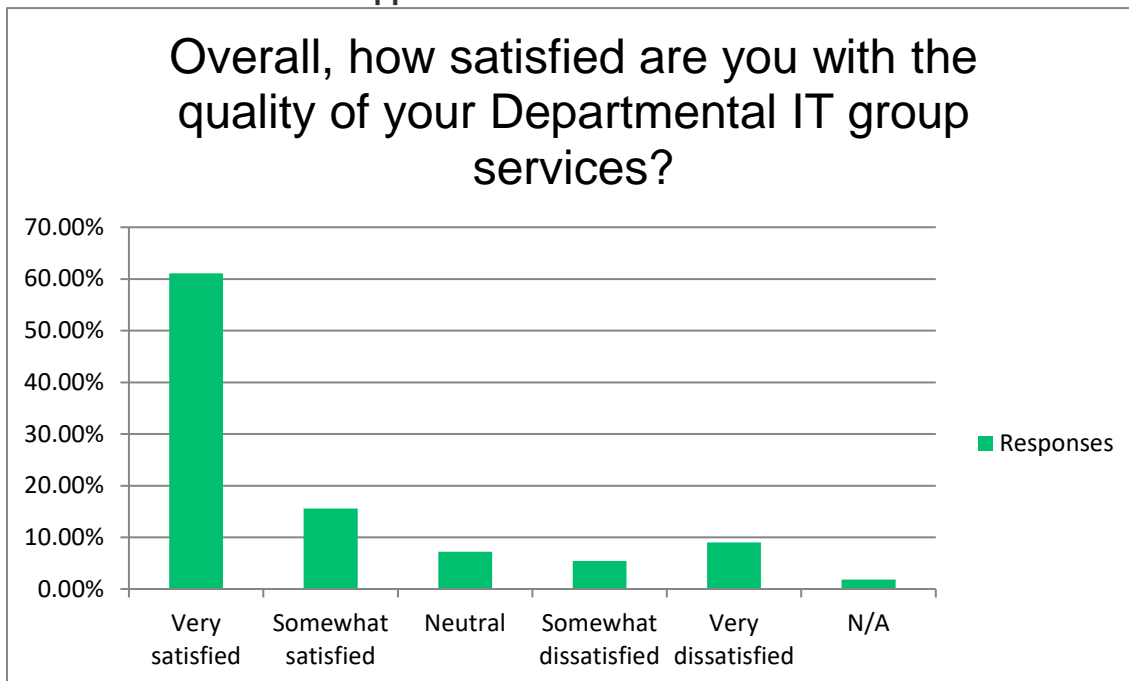
Their admin access, when needed. If I had it myself then I wouldn't really need their assistance due to the timeliness of their responses, except the IT head.

They often help me select the best hardware and software for my ever-changing data acquisition and field needs.

Information Technology Survey (DEPARTMENT)

Overall, how satisfied are you with the quality of your Departmental IT group services?

Answer Choices	Responses	
Very satisfied	61.08%	102
Somewhat satisfied	15.57%	26
Neutral	7.19%	12
Somewhat dissatisfied	5.39%	9
Very dissatisfied	8.98%	15
N/A	1.80%	3
Comments		16
	Answered	167
	Skipped	4



Comments

Tags

Great group of folks who are very helpful

They have done excellent jobs.

All my needs as a faculty have been met. I do a fair amount of computational work, and I am very satisfied with the performance of our IT guys.

the time when i ran into an issue the IT guy always told me i don't know how to help you. It is your problem. I only use your computers to send papers to printers. I am sorry to say this but your stupid survey is pointless. Since when the opinion of grad students matter? You believe in that any system you have in uh is the best and you are the best that can

Our work would collapse to a grinding halt without our IT people solving endless computer problems for us.

will work as well as assist in programing when needed. So may of us do not know what is available or lack the knowledge of what current programs can do to help with things we do.

I feel very lucky to have such a good team in my Dept

They can handle most issues, but security concerns prevent them from performing others. When talking to people at other universities, our IT staff is _far_superior.

During wireless outage UIT showed no response until a day later, with no clear accountability. Fortunately, wired departmental ethernet was functioning and saved the day during a defense.

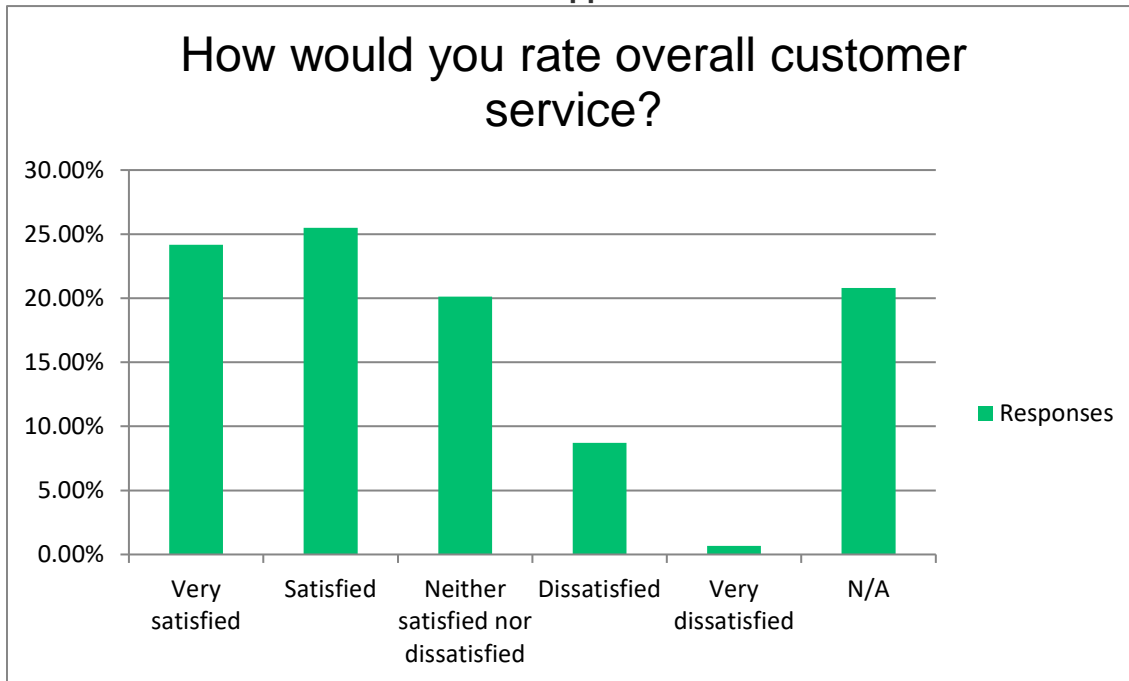
I spend a tremendous amount of time trying to maintain 8-10 computers, mostly for research. I have to be my own IT person for most of them - so they are not effectively managed. I don't have the time and know-how, but mainly time.

When they're available, and judging by the end result, they're great. Unfortunately, the IT non-managers take entirely too long getting simple stuff done, and one of them stinks to high heaven.

Information Technology Survey (COLLEGE)

How would you rate overall customer service?

Answer Choices	Responses	
Very satisfied	24.16%	36
Satisfied	25.50%	38
Neither satisfied nor dissatisfied	20.13%	30
Dissatisfied	8.72%	13
Very dissatisfied	0.67%	1
N/A	20.81%	31
Comments		18
	Answered	149
	Skipped	22



Comments

Tags

I have not interacted with the IT department at the College level

I suggested that they look into printing posters on canvas as is done at Rice University. This allows the poster to be folded up to take to meetings. They told me to my face that they would not look into that service.

Depends on who you get. Some of them are great and some are just rude

Not sure I've ever directly interacted with them

I don't use NSMIT much

NSM websites templates got updated without notice, broke layout of pages using earlier template.

Need more Linux specialist both at department and college level.

I don't use it

My interactions with college IT is minimal

The only service I used is for classrecording (Techsmith). For that the service has been excellent

Do not deal with them.

They are adequate but not very responsive. I only go to them for certain things when my department folks can't take care of the issue.

to my knowledge, never used NS&M IT.

Takes for ever to get Dept web pages up to date. Whoever is in charge could do better.

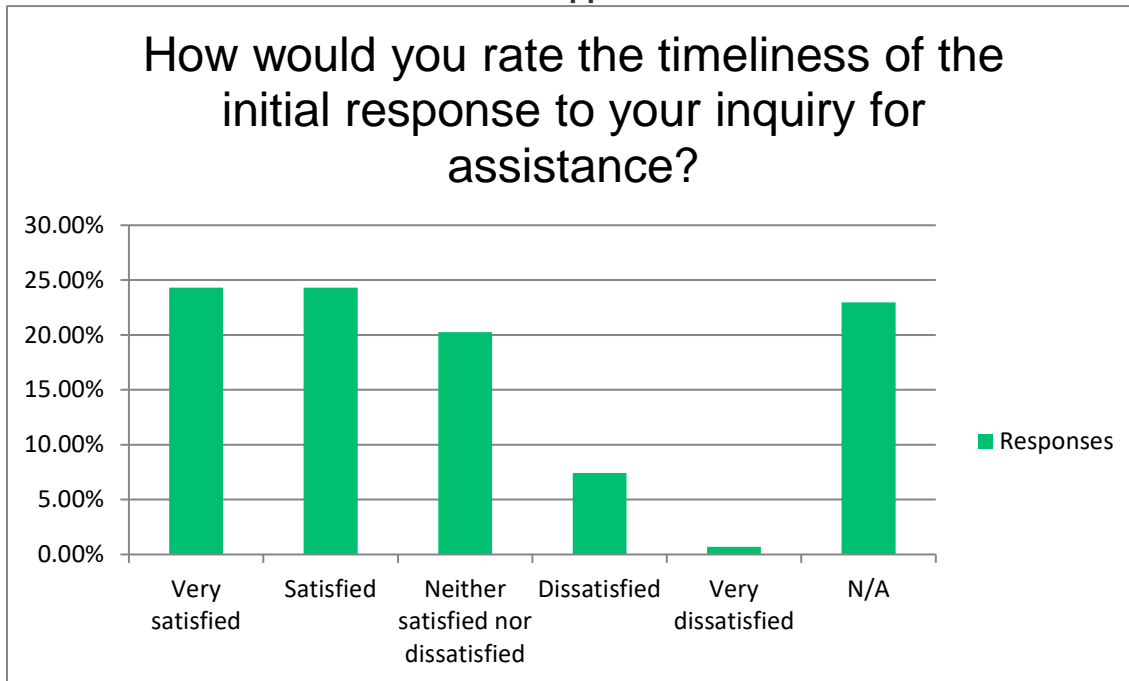
we have college level IT servies?

websites are really poor

Information Technology Survey (COLLEGE)

How would you rate the timeliness of the initial response to your inquiry for assistance?

Answer Choices	Responses	
Very satisfied	24.32%	36
Satisfied	24.32%	36
Neither satisfied nor dissatisfied	20.27%	30
Dissatisfied	7.43%	11
Very dissatisfied	0.68%	1
N/A	22.97%	34
Comments		4
	Answered	148
	Skipped	23



Comments

Tags

The online help is often unresponsive.

When I interact with college IT, it usually means that I walked in the door to their office, so they respond.

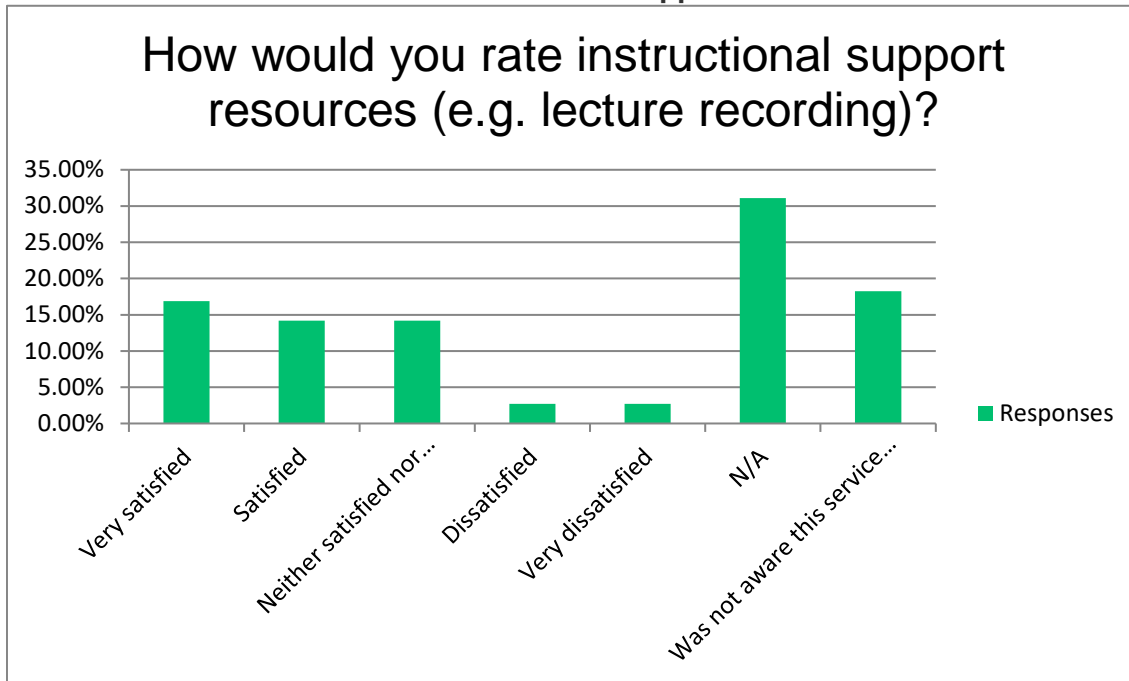
Do not deal with them.

again, I wasn't aware of college-level services.

Information Technology Survey (COLLEGE)

How would you rate instructional support resources (e.g. lecture recording)?

Answer Choices	Responses	
Very satisfied	16.89%	25
Satisfied	14.19%	21
Neither satisfied nor dissatisfied	14.19%	21
Dissatisfied	2.70%	4
Very dissatisfied	2.70%	4
N/A	31.08%	46
Was not aware this service was available	18.24%	27
Comments		6
	Answered	148
	Skipped	23



Comments

Tags

I haven't been approached on what I could use. I am a new faculty member and the on-boarding process is nonexistent.

I am aware of this service but I don't use it.

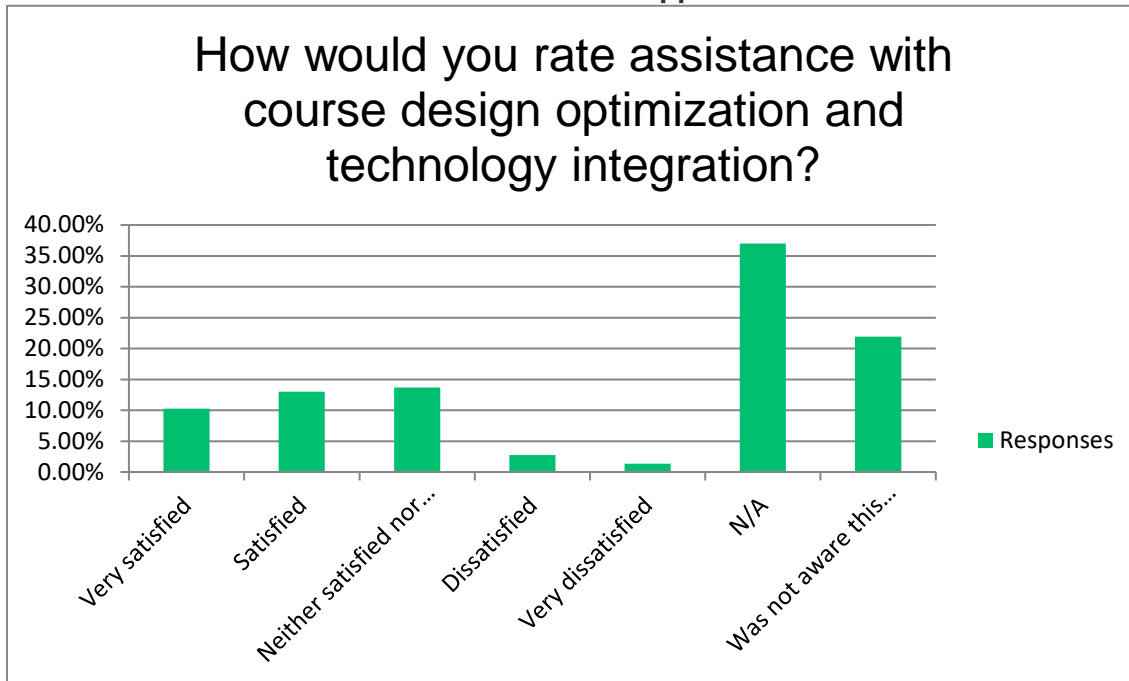
Equipment and resources for recording are poor. My students complain about sound quality of recordings. Very satisfied with personnel support however.
staff

The hosting service for recorded lectures is ok, but I think it's migrating to a new host which will hopefully be an improvement.

Information Technology Survey (COLLEGE)

How would you rate assistance with course design optimization and technology integration?

Answer Choices	Responses	
Very satisfied	10.27%	15
Satisfied	13.01%	19
Neither satisfied nor dissatisfied	13.70%	20
Dissatisfied	2.74%	4
Very dissatisfied	1.37%	2
N/A	36.99%	54
Was not aware this service was available	21.92%	32
Comments		5
	Answered	146
	Skipped	25



Comments

Tags

Perhaps Blackboard has limited capabilities, but I am used to the capabilities from Canvas. There aren't equivalent functions in Blackboard.

I don't think I would use this service

Please include this question (technology integration part) at the department level as well in your next survey.

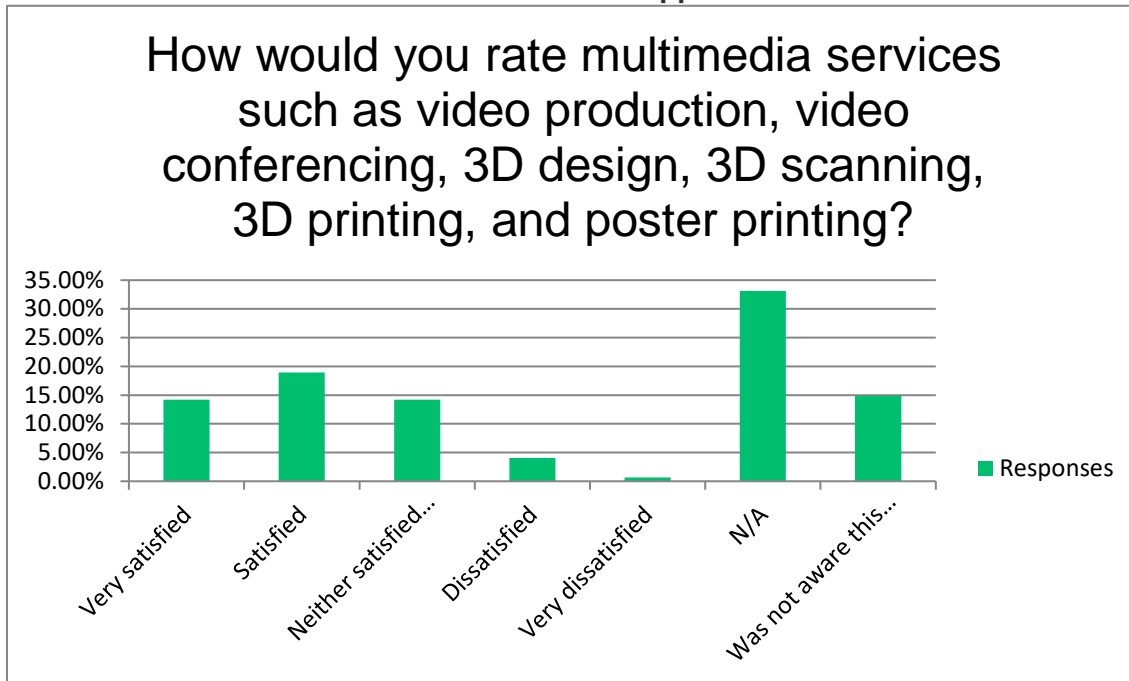
never used this

dont use

Information Technology Survey (COLLEGE)

How would you rate multimedia services such as video production, video conferencing, 3D design, 3D scanning, 3D printing, and poster printing?

Answer Choices	Responses	
Very satisfied	14.19%	21
Satisfied	18.92%	28
Neither satisfied nor dissatisfied	14.19%	21
Dissatisfied	4.05%	6
Very dissatisfied	0.68%	1
N/A	33.11%	49
Was not aware this service was available	14.86%	22
Comments		12
	Answered	148
	Skipped	23



Comments

Tags

We need more videos for recruitment and to showcase our students, our programs, faculty, etc.. We must step it up to get better students. We are behind the times with this effort.

I had a poster printed by NSMIT years ago and I was satisfied with the service.

Poster turn around has been amazingly fast and the product has been well done.

poster and 3D printing service is good. Not seen any service on video production. Could use more help with producing videos relevant to labs and highlighting some of our work.

I don't think I have ever used this

Only used poster printing. Quality is very good, as is turnaround time. Price is acceptable

never used this

Have not used it.

I may try some preliminary 3D printing there while deciding on which system I need to buy for my lab. I don't feel I can rely on them to be very responsive to my needs for the long term.

Only use poster printing as fee-for-service

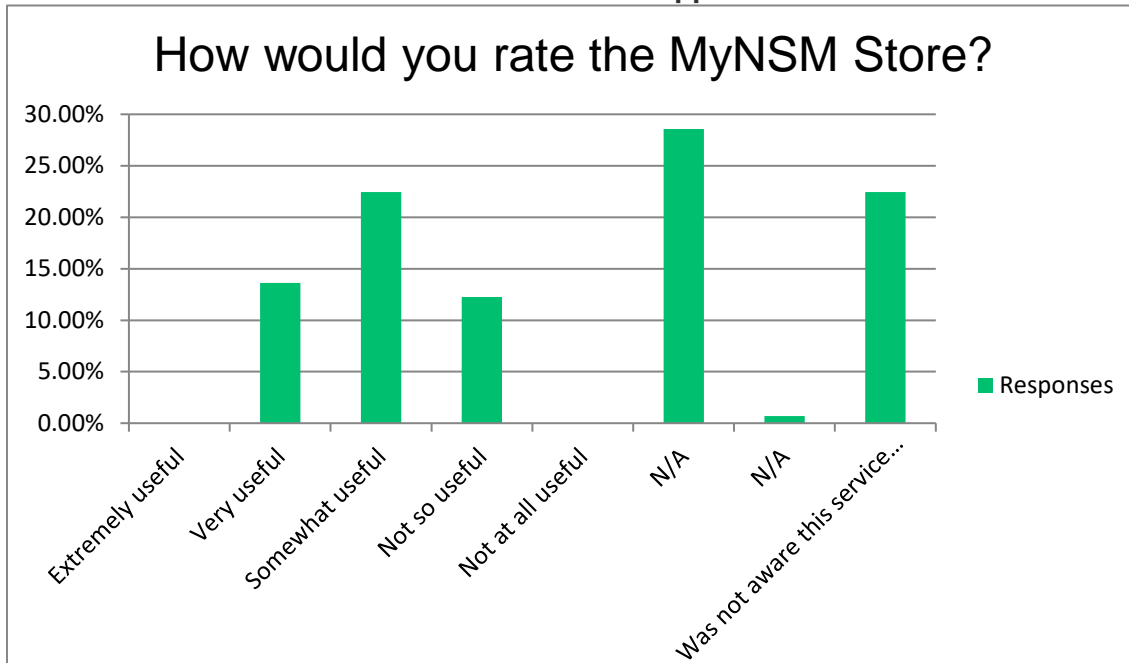
I think this question needs to be parsed apart as I did not know all of the services mentioned above existed. I do utilize some of the services listed but again did not know some of the others exist.

TOO EXPENSIVE

Information Technology Survey (COLLEGE)

How would you rate the MyNSM Store?

Answer Choices	Responses	
Extremely useful	0.00%	0
Very useful	13.61%	20
Somewhat useful	22.45%	33
Not so useful	12.24%	18
Not at all useful	0.00%	0
N/A	28.57%	42
N/A	0.68%	1
Was not aware this service was available.	22.45%	33
Comments		7
	Answered	147
	Skipped	24



Comments

Tags

Critical services

I haven't used it outside of running camps. I also haven't been formally introduced to the capabilities of MyNSM Store

Is this the same as Research Stores?

I haven't seen the need to use it.

never used this

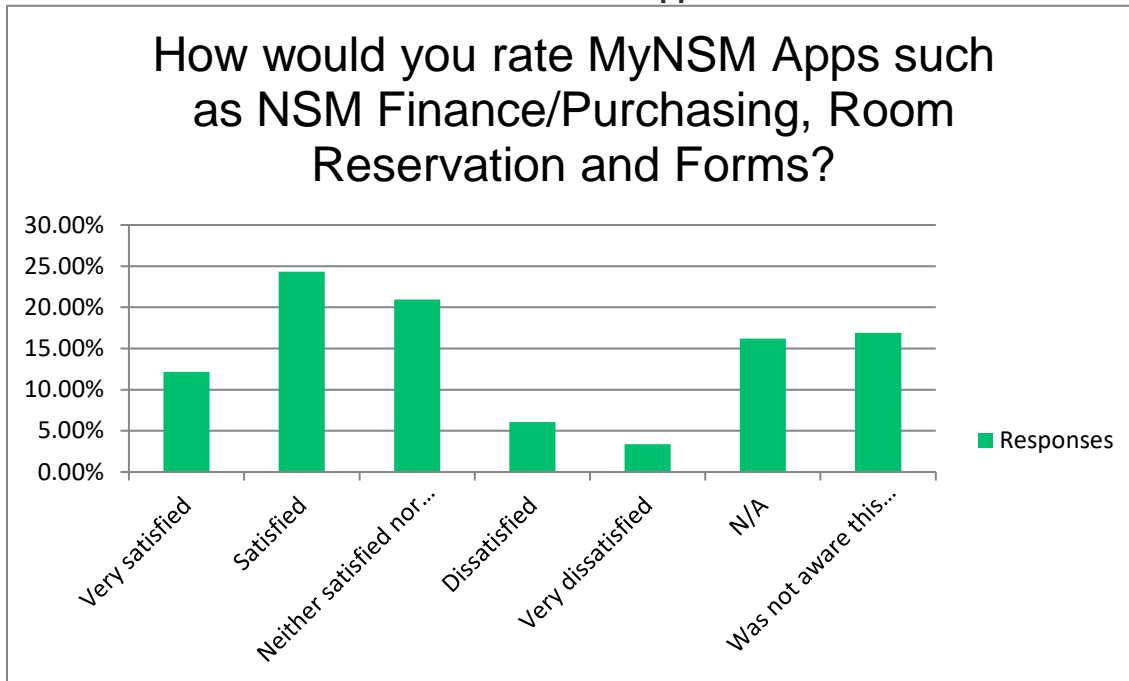
Don't really know what this is.

huh?

Information Technology Survey (COLLEGE)

How would you rate MyNSM Apps such as NSM Finance/Purchasing, Room Reservation and Forms?

Answer Choices	Responses	
Very satisfied	12.16%	18
Satisfied	24.32%	36
Neither satisfied nor dissatisfied	20.95%	31
Dissatisfied	6.08%	9
Very dissatisfied	3.38%	5
N/A	16.22%	24
Was not aware this service was available	16.89%	25
Comments		14
	Answered	148
	Skipped	23



Comments

Tags

A little cumbersome, but effective

I don't use these apps directly. My room reservation requests go to our staff; they may use an app for that

The new finance and purchasing app is helpful. Rack room forms is not very user friendly. Is there something better we could use?

Room reservation is very helpful

Clunky interfaces.

Finance app is great. never use the others

I never use the room reservation. I ask someone else to do it. If NSM finance is the one that shows us our research accounts, it is a disaster because you cannot make heads or tails from it (unless you hire an accountant) and you cannot tell what expenses have been posted easily.

never used this

I have only used it to reserve rooms and that system is working very well.

nsm finance has some bugs but they are diligent on working them out. room reservation could use a revamp.

the old system. Tracking expenditures is incredibly difficult and it is absolutely insane that the payroll expenditures and encumbrances are lumped in such a way that you cannot tell who was paid how much and when without having to bother our grants accounting folks and forcing them to dig through numerous systems. My projects are typically short need better finance reports (like credit card statements). Currently, mynsm forms are difficult to understand by me (faculty)

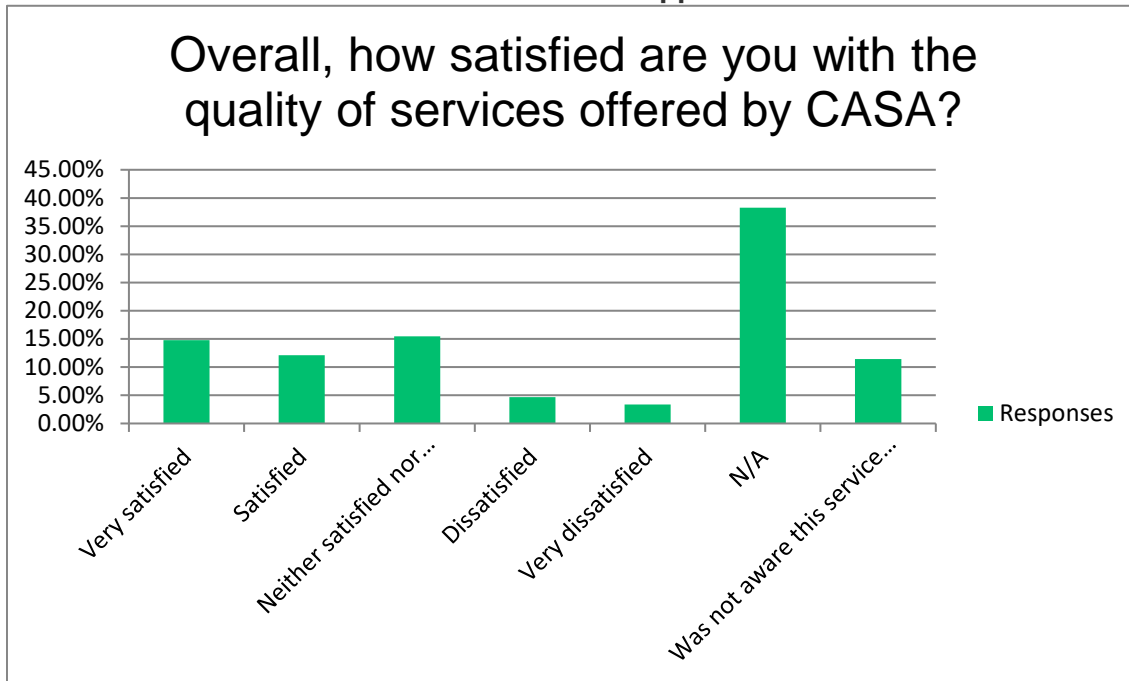
I use the room reservation app a lot. It seems to work well

They changed filemaker to something that sucks badly and they have not been able to get it to usable state as of now. Why the hell fix what is not broken (filemaker for finances)? To justify their existence?

Information Technology Survey (COLLEGE)

Overall, how satisfied are you with the quality of services offered by CASA?

Answer Choices	Responses	
Very satisfied	14.77%	22
Satisfied	12.08%	18
Neither satisfied nor dissatisfied	15.44%	23
Dissatisfied	4.70%	7
Very dissatisfied	3.36%	5
N/A	38.26%	57
Was not aware this service was available	11.41%	17
Comments		15
	Answered	149
	Skipped	22



Comments

Tags

Would like to allow students to be able to reserve time in CASA to review previously taken tests

CASA is a complete waste of time and resources, for both the undergraduate and graduate students, and it should be shut down.

I love that they exist. The technology is pretty cludgy, but at least I can give exams there.

Our TA's hate being assigned to the CASA tutoring center

They are UNREACHABLE!

The way graduate students are treated is a problem that has not been adequately addressed for years.

Problems with evaluations for students who are instructors and take courses. Cannot access data without making an explicit request. TA schedules should be made before the semester, not in the 1st week.

Terrible leadership skills: Policy is illogical: dress code. No orientation. Make up hours at their convenience, not the busier grad student. Does not allow us to work on other things if there is no one to tutor. So I'm literally staring at a wall.

I have not used it. Students have told me they do not like it. ☐

dont use

Do not know what CASA is

CASA should display contact info on their website.

CASA is only slightly more dehumanizing than TSA.

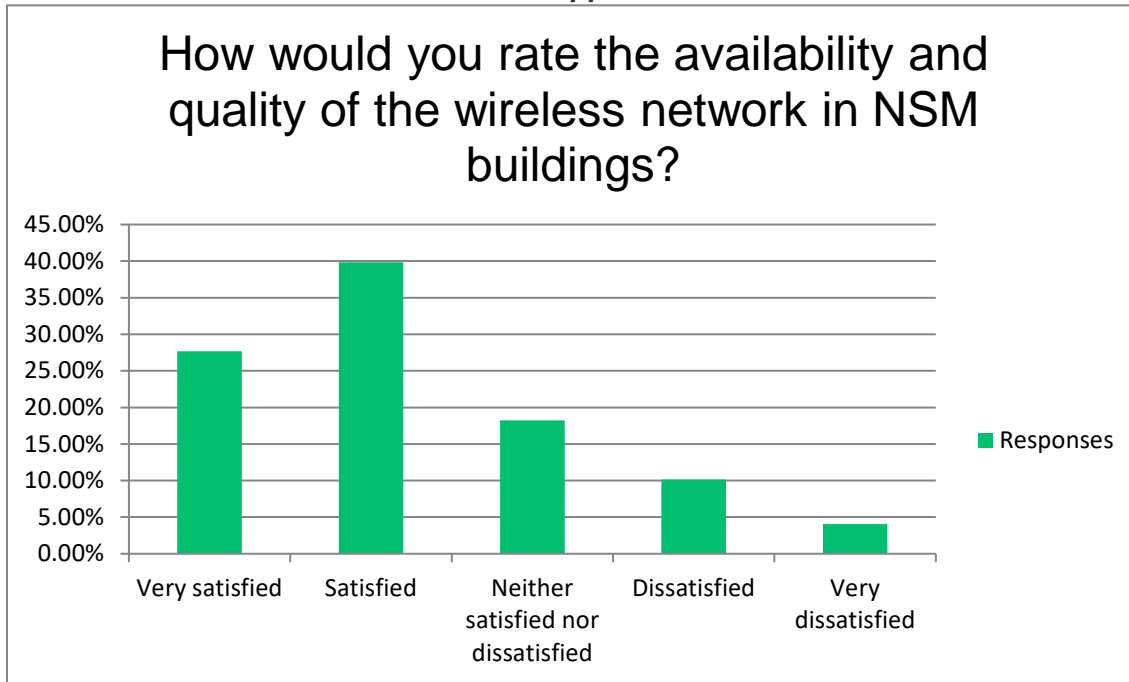
We need better exam building support and more CASA seats

Students complain about it all the time

Information Technology Survey (COLLEGE)

How would you rate the availability and quality of the wireless network in NSM buildings?

Answer Choices	Responses	
Very satisfied	27.70%	41
Satisfied	39.86%	59
Neither satisfied nor dissatisfied	18.24%	27
Dissatisfied	10.14%	15
Very dissatisfied	4.05%	6
Comments		17
	Answered	148
	Skipped	23



Comments

Tags

Part of me feels as though this should be one of, if not, the strongest part of IT infrastructure, but it appears as though it's only strongest in Fleming, which is where the IT office is located. When it was in SR1, it felt strongest there. Not sure if that is a feature or a bug.

The "lobby" areas on the first floors of SR1 and PGH have a very weak signal.

Signal in my office is very weak.

Still has interruptions.

Overall good coverage.

This is excellent

The WiFi never works in my office.

When it works, good. Recent day-long outage was catastrophic.

Wifi in SR1 is not very good

Capacity of UH wireless still seems low, and connection in some classrooms is poor

takes too long to get connected

I have Verizon and I have not had any problems. I am not sure if that is due to the wireless network or my carrier.

some areas have none.

Do not use

i am always afraid to do a webinar or teleconf. our network is not reliable.

There was a time when the wireless router in our office was not working. We had contacted the University IT as stated to do so on the router. It was not until they changed the unit along with upgrading the others in the building that the wifi was good.

My office has poor wifi quality. 2 bars at most at any given time.

Information Technology Survey (COLLEGE)

How could NSMIT do more to support your teaching, learning, research, and administrative needs?

Answered 67

Skipped 104

Responses Tags

Know the difference between NSMIT and another IT department to assist me. At times I was told they were not the ones to assist me and I was going back and forth

Retain the existing talent!

Info session to let faculty know about resources offered by NSMIT

Giving information on services available

Be more supportive of the departmental IT staff who has been consistently doing very best jobs supporting our departmental IT needs in teaching, learning, research, and administration.

Have competent staff that know the software and hardware they are supporting.

better laptops loaned

N/A

Hiring knowledgeable and approachable IT personal

CASA could evolve into a much more modern and streamlined interface for faculty. We shouldn't have to submit exam questions in html.

n/a

Do not want it to do any more.

Not sure.

I think interacting with faculty is a great way to start. Hopefully the results of this survey provide information into the need for utilizing technology for instructional purposes, especially teaching future educators to be mindful of ISTE standards. We as a university should adhere to them to some extent.

I don't see anything at this time.

I don't know

way to manage a business. Because staffing is limited, we don't hear back so have no way of knowing if the order was placed or when. If things are back ordered, it is hit or miss if we hear about it. This is a huge problem when running teaching labs. There is a limit to how much rearranging we can do with the schedule while waiting for reagents to

Please offer more trainings in excel and office 365.

Care more

I don't use NSMIT that much

The NSM IT group needs to listen more to the Staff member when trying to work through a problem. Instead, they want to automatically jump and say "you're not" doing it right. Or it's your fault that it's doing this. They do not listen that well to our ideas or always have to jump to conclusion. That's why I personally try to limit my interaction with the NSM IT group because I get frustrated when dealing with them.

By not adding more tasks to our workload that take up a lot of time and don't need a faculty member to do them. For example, entering our travel requests in Concur, scanning and submitting our expenses after a trip. It's not the best use of our time.

More training and responding in a timely manner

need more person power to help.

Be more responsive

communication

Make the WiFi work.

Publish MyNSM Finance handbook.

We need research computer IT support.

Better communication

Mainly teaching related issues: Recording software, compatibility with ipad, solve issues with recording software used together with Turningpoint, ppt, room microphone, pointer...

1- Fix the website in terms of usability.

2- Remove dead links from the website.

3- Set up a full-tunnel VPN server.

4- Set up Linux servers that all students can access and let time-consuming tasks to run on them.

Update the classroom experience. For instance, it is embarrassing and incredibly frustrating to teach in SR 117.

the biggest complaint from the students is when the microphone does not work

Can I get help making virtual reality demos to use for lab instruction and teaching. I need a new computer for classroom use that has a good microphone. Classrooms need better projection and computer support.

More advanced classes to utilize all the options in blackboard. I usually contact Blackboard faculty.

don't know

No additional needs at this time.

Do more to let faculty know what services are available.

Be more prompt.

Perhaps an occasional seminar on useful applications.

NSM IT is useful, if I ask question, they response quickly

I feel that the services are effective as is

They don't seem to be very flexible when it comes to supporting field work done off campus. If we don't fit their campus-centered mold then we are on our own.

Provide full support for Apple technology.

Get a new computer lab on second floor with double screens - the IT does a great job considering the equipment limitations

we need better AT&T signals for cell phones.

I wish there were people I could go to to learn new software or programming.

I want my Wiki back

Provide software needed for students and faculty in computer labs, Provide remote conference facilities for teaching, seminars, defenses for outside committee members.

no idea

timely update of website (e.g., faculty profile)

Offer ftp hosting so that I can serve up data to colleagues at other institutions. It's hard to find a way to share large datasets with colleagues (HPC resources don't allow for it).

leave me alone.

faster turn around time for administrative web application development

Stop using whatever you use for finance reporting and go back to filemaker, which WORKED

teach my classes

Information Technology Survey (COLLEGE)

What is one thing NSMIT could do to improve the way it communicates about its services?

Answered 54

Skipped 117

Responses Tags

Visit depts once a year during fac meeting

Training or orientation for new graduate student

We use departments IT thus I can't comment on it.

Stay quiet and just do its job efficiently.

Hold training opportunities for faculty and staff sent via email or even through Blackboard (if that's feasible)

Send an email to all college employees at the beginning of each semester, in which NSMIT services are introduced.

monthly newsletter to broadcast what's new in services?

Actually try & communicate

communication is good

a log of requests along with expected resolution times

Be more open and communicative. Listen to an employee's idea and not just say NO. Which we get a lot of when we ask for items.

broadcast, visit department meetings

Respond back to our request whether it's a answer we are wanting or not and confirming within the few days that it is being review of what ever questions or concerns are being requested.

make them more available.

Have more available for chat sessions, emails, etc.

inform people what they are doing

Alert people to changes in infrastructure such as website templates.

I don't know. It has to get through the clutter.

1- Usability is the key. I believe that all web designers would benefit from training in usability. I can see some usability issues even in the design of this survey. □

2- Have town hall meetings and asks for feedback.

tutorials on performing different skills in excel and on blackboard

Increase visibility of available services either through email communication or communication alerts

Advertise more.

An occasional email, introducing the staff member, his/her email addr and phone extension.

NSM College should have a list of NSM IT name and their duties, so I will know who I should reach out to when I have the problem email

Not sure, we get too many emails already so sending more would not be productive.

Continue improving efficiency

Improve website quality

Experienced senior faculty should not have to fight their way through a barrier of work study phone folx

Put out an email once a semester, at least

monthly newsletter: what is new, what services offered, where are they

Keep the network running optimally

host a session during new hire orientation

Have them approach the faculty not the other way around. They are not seen and heard so there is almost no communication. I have asked to upgrade my web page but no one has offered to help or has forgot.

Nothing to comment.

Stop fixing stuff that is not broken

communicate

Information Technology Survey (COLLEGE)

What should NSMIT prioritize moving forward?

Answered 57

Skipped 114

Responses Tags

Don't know. I'm not a heavy user

Improving assistance at the Department level

More effective communications

Build competency on its staff. Respond to requests in a timely manner.

higher staff pay

Ask someone else but dont mess with what's not broken.

Wireless networking, then online services.

Find out ways faculty and staff can utilize technology

Better communication

Do no harm. Please, do not to interfere with things that are already working well

An order entry platform for Research Stores. The teaching labs rely heavily on the services Research Stores provides but the limited staff provided there are hard pressed to keep up and the problem is exacerbated by their having to cull orders from emails. It's absurd. Get those folks a software solution pronto. This has been discussed for years and there has been no movement and a failure to prioritize the need. It has caused many to stop using Research Stores altogether which is impacting revenue. We cannot afford to lose Research Stores but we cannot afford to operate it at a loss either. Software help is badly needed to turn this situation around.

Keeping all IT personnel up to date with new technologies on all campus levels and provide effective training to those who need to learn. May need to send them to technology conferences.

Doing a better job

helping with online teaching resources

The whole system still needs a lot of work. But they are slowing getting there. The Payroll side still needs items added.

Assistance for help when it directly effects your work

communication

Internet quality and speed and stability

Evaluate which services are needed, eliminate services that are used very little.

More experts with unix systems. Help produce videos for labs. Help developing pictures and videos- other Universities have such help.

Research computer and software IT support

Removing casa

Data backup options

Presentation of information on the websites is the key. Based on the website, prospective students and faculty decide to join NSM. □

Computing servers to allow ***all*** students to tinker with and learn new technologies. □

Moving some services to the cloud □

Include more student workers

help with grant proposal tools

Create awareness of services available to the college.

working out the bugs in some of the systems.

NSMIT should improve MyNSM Finance system in Payroll function, especially for outstanding report in payroll

responsiveness and flexibility

high speed internet (wi-fi)

Server support, Linux skills

Communication

research poster printing and large format scanning center □

remote conferencing in every seminar room □

malware software for all computers in college □

class room projection...one system not 20

Better wifi signals in stairwells in SR1

More proactive and not reactive

Evaluate NSM and departmental websites for easiness of finding information, prioritize groups of people who look for information in our website

better wifi throughout SR1

Research service to complement existing UH HPC resources.

faster turn around time for administrative web application development

Common sense, lacking in its IT department

high priorities

Information Technology Survey (COLLEGE)

Do you have any additional comments or concerns?

Answered 43

Skipped 128

Responses Tags

Act as if u wanna help when entering the office.

Our departmental IT services are very good. We have exceptional computational facilities.

Our IT person (not in NSMIT, but the department) only cares for certain individuals and DOES NOT assist others who are not in that group.

I'm happy with the support I have received from NSM IT. I find departmental support outstanding, both in knowledge and help, but also in interaction. Very friendly and willing to help. So many UH IT are unfriendly, condescending etc. Not so in department and NSM.

Will there be a similar survey for administration services (not IT) on the department?

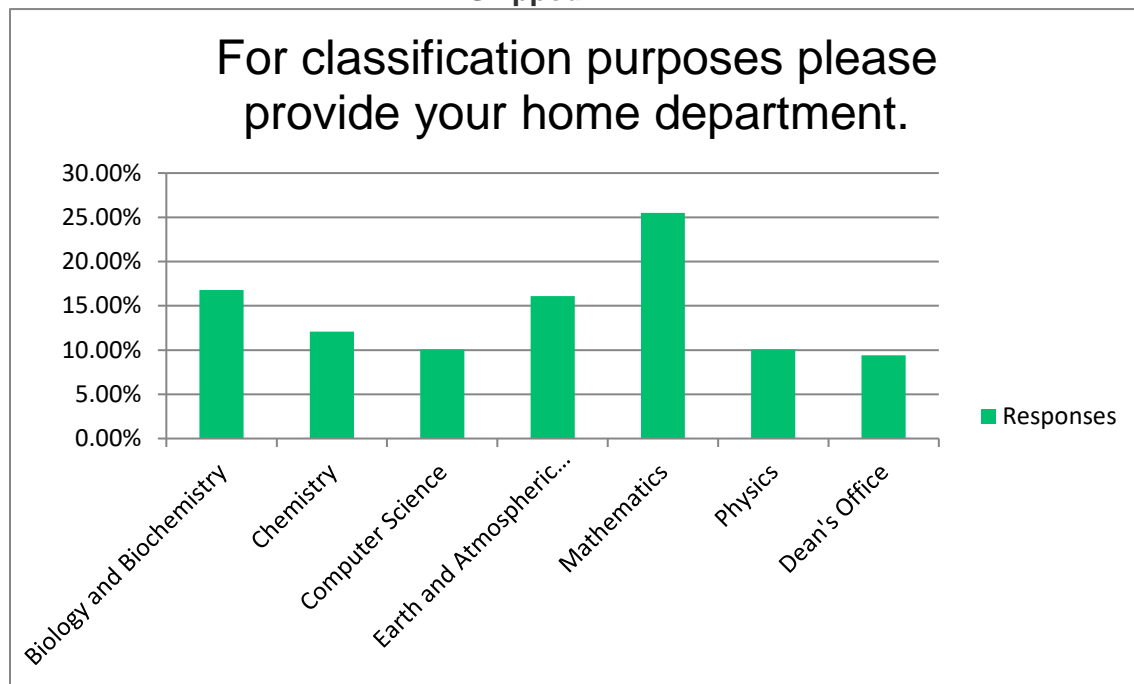
I view IT as supporting hardware and software application, and printing services. Classroom facilities too. Some in Departments want a single application specialist for their own research. This would be a poor use of IT funds, and should be supported thru grants instead.

always

Information Technology Survey (COLLEGE)

For classification purposes please provide your home department.

Answer Choices	Responses	
Biology and Biochemistry	16.78%	25
Chemistry	12.08%	18
Computer Science	10.07%	15
Earth and Atmospheric Sciences	16.11%	24
Mathematics	25.50%	38
Physics	10.07%	15
Dean's Office	9.40%	14
	Answered	149
	Skipped	22



Information Technology Survey (COLLEGE)

For classification purposes please select one of the following.

Answer Choices	Responses	
Student	12.75%	19
Faculty	61.07%	91
Staff	26.17%	39
Other	0.00%	0
Answered		149
Skipped		22

