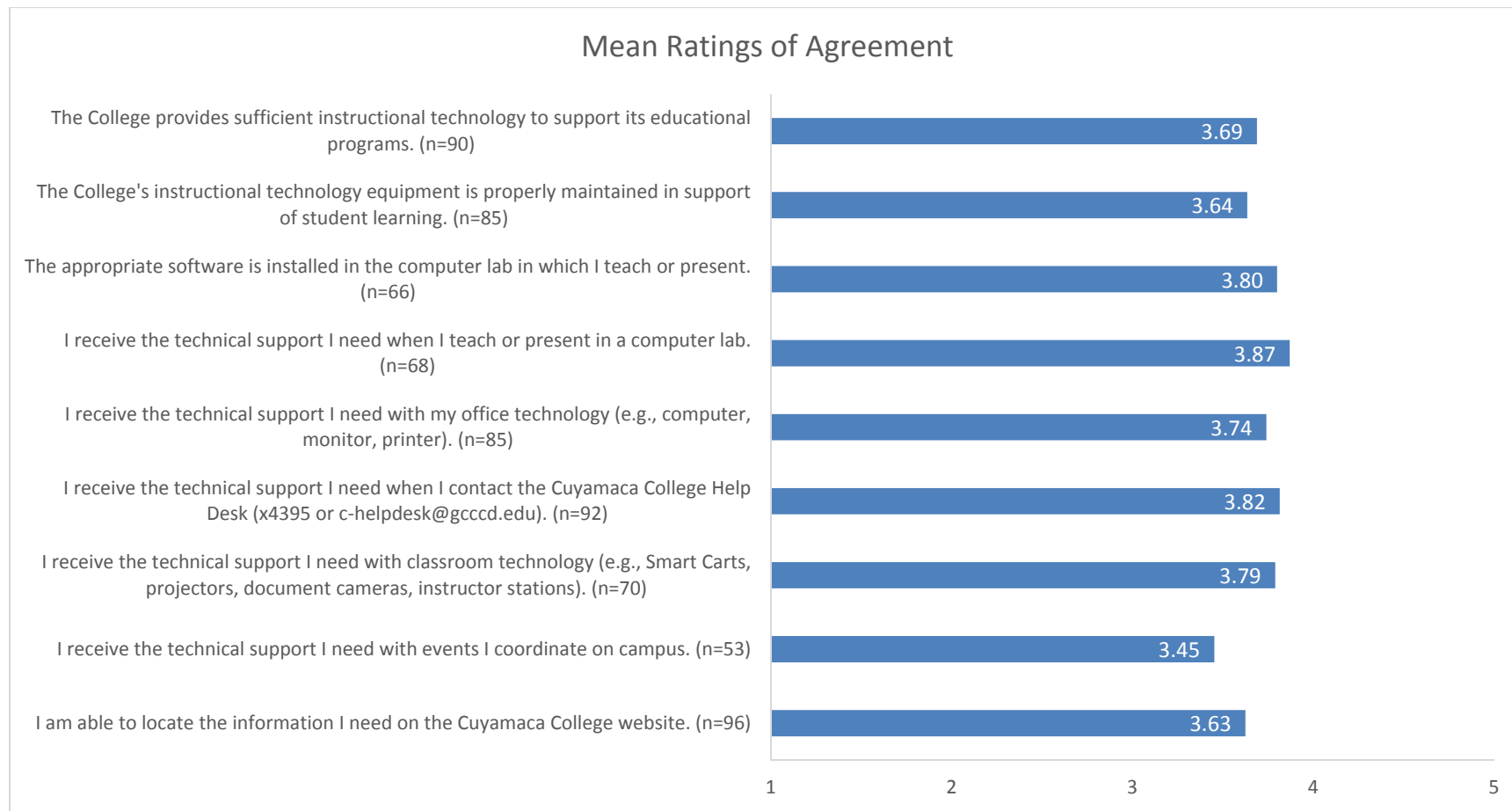# Cuyamaca Help Desk Survey

Spring 2017

Method

A brief survey was administered to Cuyamaca Help Desk users on May 10, 2017, allowing users to share their experiences and provide feedback regarding Help Desk services they received. A reminder to complete the survey was sent on May 17, 2017. In total, 108 faculty and staff members completed the survey.
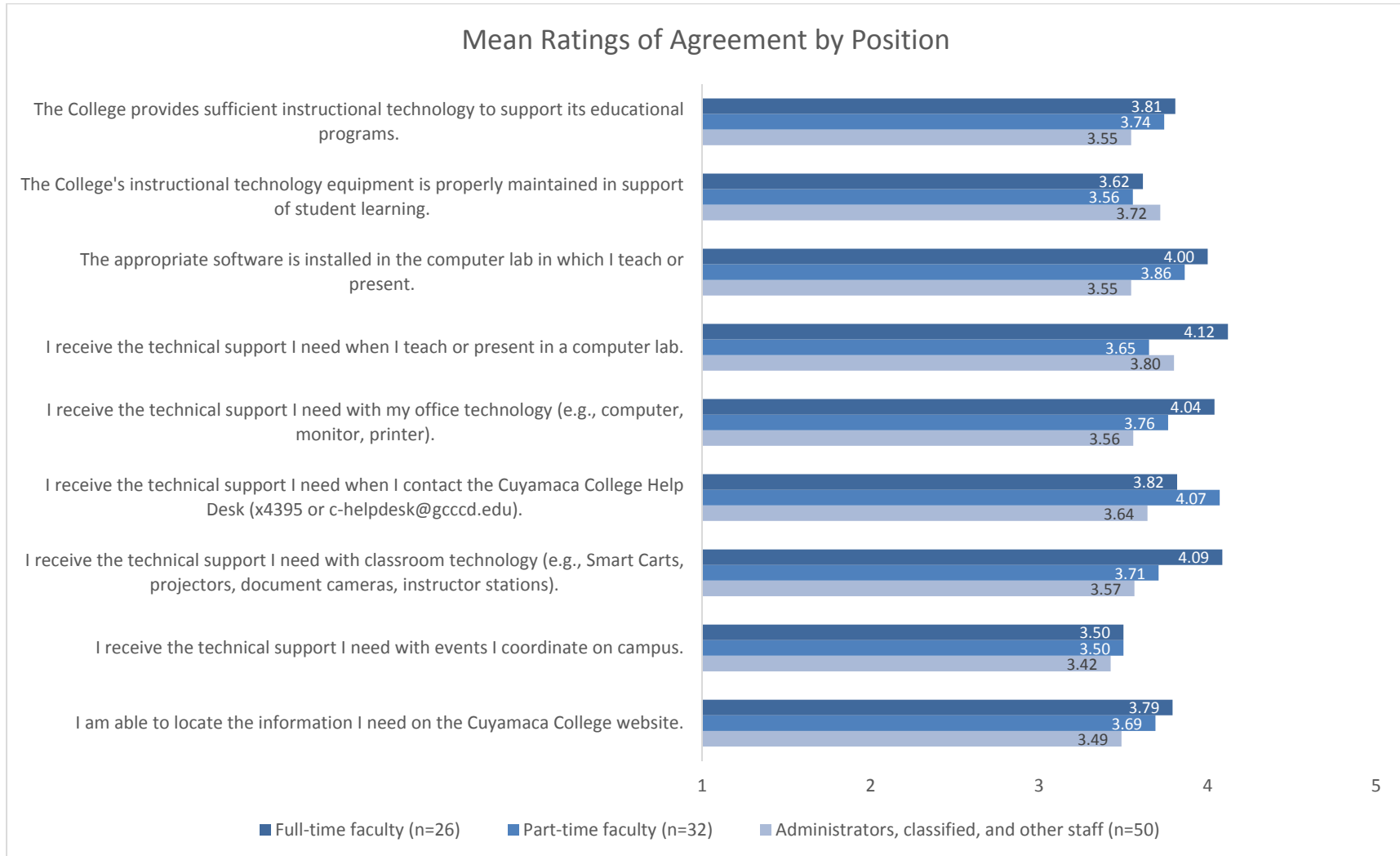
Overall Results

In general, faculty and staff members reported favorable experiences with the Help Desk. Respondents were asked to indicate their level of agreement with the following statements on a scale of 1 (strongly disagree) to 5 (strongly agree). If respondents did not have experience with a particular item, they were asked to select "not applicable," and these responses were excluded from the analysis.

Mean Ratings of Agreement

Statement	Rating
The College provides sufficient instructional technology to support its educational programs. (n=90)	3.69
The College's instructional technology equipment is properly maintained in support of student learning. (n=85)	3.64
The appropriate software is installed in the computer lab in which I teach or present. (n=66)	3.80
I receive the technical support I need when I teach or present in a computer lab. (n=68)	3.87
I receive the technical support I need with my office technology (e.g., computer, monitor, printer). (n=85)	3.74
I receive the technical support I need when I contact the Cuyamaca College Help Desk (x4395 or c-helpdesk@gcccd.edu). (n=92)	3.82
I receive the technical support I need with classroom technology (e.g., Smart Carts, projectors, document cameras, instructor stations). (n=70)	3.79
I receive the technical support I need with events I coordinate on campus. (n=53)	3.45
I am able to locate the information I need on the Cuyamaca College website. (n=96)	3.63

Results by Respondent Position

In general, full-time and part-time faculty reported more favorable experiences with the Help Desk than did administrators, classified, and other staff members.

Mean Ratings of Agreement by Position

Question	Full-time faculty (n=26)	Part-time faculty (n=32)	Administrators, classified, and other staff (n=50)
The College provides sufficient instructional technology to support its educational programs.	3.81	3.74	3.55
The College's instructional technology equipment is properly maintained in support of student learning.	3.62	3.56	3.72
The appropriate software is installed in the computer lab in which I teach or present.	4.00	3.86	3.55
I receive the technical support I need when I teach or present in a computer lab.	4.12	3.65	3.80
I receive the technical support I need with my office technology (e.g., computer, monitor, printer).	4.04	3.76	3.56
I receive the technical support I need when I contact the Cuyamaca College Help Desk (x4395 or c-helpdesk@gcccd.edu).	3.82	4.07	3.64
I receive the technical support I need with classroom technology (e.g., Smart Carts, projectors, document cameras, instructor stations).	4.09	3.71	3.57
I receive the technical support I need with events I coordinate on campus.	3.50	3.50	3.42
I am able to locate the information I need on the Cuyamaca College website.	3.79	3.69	3.49

■ Full-time faculty (n=26)   ■ Part-time faculty (n=32)   ■ Administrators, classified, and other staff (n=50)

Open-ended Responses

Faculty and staff members were asked to indicate the most helpful aspect of their experience with the Cuyamaca Help Desk based on their experience in the academic year 2016-2017. Their responses are listed below, organized by their position at the College. Personally identifying information has been redacted.

Full-Time Faculty (n=17)
1. Dealing with computers that need repair.
2. Help Desk personals are very helpful. thank you
3. Help with connectivity.
4. How quickly they response
5. My questions are never answered by Cuyamaca Help Desk personnel. I am always referred to someone else. For example, I called the help desk when I could not print in my office. [Name] answered. He never asked me if the power was on, or if there were any lights blinking, or if I had rebooted the printer, or anything. He instantly said he would send a technician over. I almost avoid calling the help desk, and instead call the person I think can fix it. It has proven to be a waste of my time to call the help desk.
6. None
7. None. [Name] at the District was the only person I contacted that wasn't rude or unhelpful.
8. Problems with speakers in the classroom; printer in my office--the Help Desk was terrific! They were prompt in answering and resolving the problem.
9. Quick response!
10. Real people answer the phone.
11. [Name], [Name], [Name], and [Name]
12. The ability to give online students a place to seek help beyond me, the instructor, but that is it. Most of the time, the Help Desk can't help them.
13. The Help Desk always gets on anything with respect to a classroom or faculty office problem right away. I really appreciate their prompt response.
14. The level of helpfulness depends on whom you contact. It is challenging to obtain tech support from the Cuyamaca Help Desk, so I contact the district IS because [Name] is amazing and is always so helpful and kind!
15. They are well connected to the campus.   They alleviate the running around.
16. usually quick turnaround, competent staff
17. Working with [Name], [Name], I can't remember, but I think [Name]? [Name]? and one other person helped me with my email. The Help Desk is a great resource. The people who work there are will trained and provide excellent service.

Part-Time Faculty Reponses (n=20)
1. changing passwords
2. Generally, when having an immediate issue in the classroom, I am able to get someone to come and help me very quickly, so I can continue my class. As I am not that tech savvy, I appreciate that the tech people are always polite and never condescending. I often have a simple problem, yet they never make you feel dumb, or act annoyed. They seem happy to help!
3. I appreciate speaking to real live people!!!! Usually very helpful in solving problems. I really appreciate their help and patience!!!
4. I feel that my concerns are addressed in a timely manner when I call the Help Desk.
5. I had two experiences when the computer in my room didn't work. The first time I called, the tech came and helped me immediately and resolved the problem. Unfortunately this help was inconsistent, because the second time I called, they told me they were busy and didn't know if they could get there on time to help and they never showed up. I had to forgo using my visual support I had planned because the computer was not working.
6. I was fortunate to see [Name] in the hall/ or classroom prior to the start of an evening class. She was exceptionally helpful with questions I had about particular software and even stayed late to make repairs to a few of the computers in the room. I have always appreciated having access to the Help Desk.
7. I was transferred to Grossmont.

8. n/a
9. None
10. One usually gets the help one needs.
11. Prompt, courteous service from knowledgeable staff.
12. Quick responses even during off hours
13. rapid response when needed during class
14. The Help Desk typically answers when I call and gives me the information I need
15. The quick response to any computer problems. Even when the problem is rather trivial.
16. The speed with which help arrived in the classroom each time I have used the help desk, including early evening hours.
17. They a very fast in responding and friendly.
18. They have always responded promptly when technical advice or supplies (printer cartridges, paper, etc.) are needed. This was seldom the case a decade ago. Things have improved considerably since then.
19. They were available and willingness to follow through with the question I had. Thanks!
20. When I call, someone always answers and helps me. I don't have to just leave a message.

Administrators, Classified, and Other Staff Members (n=21)
1. always friendly
2. Changing passwords, help with my desk top computer when issues arise and just calling to ask a question.
3. Customer service and response
4. getting help quickly
5. Great support when having technical issues either via a phone call and guided instructions, or the IT dept. coming to our office to look and and fix problems.
6. helping with password
7. I have not used their services in the 16/17 academic year.
8. Issue was resolved quickly
9. Nice people with good knowledge base.
10. None replace or train your employees better on customer care
11. referral to appropriate department
12. The ability for them to give me information when needed about an email I get that looks funny.
13. The hands on, quick fixing of the problems I was experiencing.
14. The most helpful aspect of my experience with the Cuyamaca Help Desk is the quick and courteous response from the staff and the way they work together to solve any and all problems in an expedient manner.
15. Their quick response time.
16. They are always responsive to my requests for assistance. I appreciate the follow up if they have to refer the request out for additional assistance.
17. They gave me a quick fix for an error Message that kept popping up for Outlook,
18. They respond very quickly and are always helpful. Thank you!
19. Very poor customer service and correctly identify software\hardware problems.   Outsource your help desk. Then issues will be done correctly
20. When I have a problem with my computer, I can call and they either walk me through trouble shooting or remote access my computer and fix it!
21. Because I am not a student or a teacher, but a staff my instructions are with Grossmont Help Des.

Faculty and staff members were asked to provide feedback regarding how the Cuyamaca Help Desk could improve services to the campus community. Their responses are listed below, organized by their position at the College.

Full-Time Faculty (n=14)
1. All campus areas (especially for staff in EOPS) MUST be equipped with up-to-date technology and machines. The EOPS office does not have a scanner/fax machine/ or color printer and yet they serve a large fraction of the needs student body. Pitfalls such as this inhibits the operations of a college program/department.
2. Answer the phone.
3. Care about its customers. Typically I don't get what I need or I get a rude or dismissive attitude. If I'm in a pinch I call [Name] with Mac problems. The District doesn't like to support Macs. [Name] and [Name] are particularly rude and difficult to get along with. I call [Name] for classroom problems so I don't have to deal with others who either don't know what they're talking about or have a bad attitude.
4. Hire more people. Not enough bodies for the demand.
5. Hmmm...not sure. I have been greatly satisfied with their services.
6. I'm OK.
7. Keep up the good work!
8. Make sure it is easy to find information on how to troubleshoot login problems.
9. Maybe there is a lack of training in order to answer technical questions? I don't know.
10. Send out instructions of how to link cell phones to the Cuyamaca e-mail (Pop? No-POP?)
11. The help desk is awesome. I think it would be helpful (not sure if this is the right department) to have copiers that allowed us to scan especially in the faculty workrooms.
12. The web presence needs to be a little more obvious. While I always end up finding the website, it takes a while.
13. There needs to be a faster response time and when systems are set up there needs to be more input from faculty.
14. They have an A+ already. Create a higher grade category.

Part-Time Faculty Reponses (n=13)
1. 1. For those of us who teach evening classes, it is at times more difficult to get the help needed. If the issue occurs before 7:30 p.m. less so, but if it is after 7:30 p.m. one is basically on one's own. Or, one has to devote more class time to reach the right individual. 2. The current projection units have an issue where the image will disappear. I've had this happen a couple of times and had to call tech support during class. As this seems to be a reoccurring flaw, why not put the directions on how to fix it on the Smart Carts (or somewhere else in the room).
1. doing a great job already.
2. Forewarning of changes in software and hardware in labs, workrooms and classrooms
3. Have a 24 hour hotline
4. I think they do the best they can, but I think the support is not consistent.
5. Maybe I am not looking in right spot...but simple directions right on classroom equipment and smart carts would be appreciated.
6. more computers for adjunct faculty
7. n/a
8. Possibly- Increase after-hours or in person services for evening classes.
9. Since evening classes can continue until 8:30 or 9:00 pm it would be nice to have support IT staff on duty during these times. Usually when I call I am told the person who can help me left at 4pm.
10. The help desk used to be staffed by a person who promptly answered the phone. Now, I have to listen to a recording and choose from a menu of options. It's frustrating to call the help desk and hear a recording that says I reached the help desk and then asks if I need technical help. Of course I need help, I called the help desk!
11. The lab computers are to be upgraded over the summer, I understand. The current ones are maddeningly slow.

12. Try to remember that a bunch of us are adjunct faculty and do not have any access whatsoever to ""office"" computers. If administration is going to keep misusing the adjunct system then IT should get that memo and adapt
13. When the Help Desk doesn't answer I have been referred to District or to the District if that is where the Help Desk decided I needed them. It has been my impression that they are slow in getting back to me.

Administrators, Classified, and Other Staff Members (n=19)
1. ask better questions
2. Create a job ticket to know when they will be coming to help, or if a replacement is needed when it is expected to be completed.
3. Donuts?
4. Faster response to request for computer assistance.
5. fire [Name]
6. Get some kind of program to upgrade office computers more frequently. Many programs do not have up-to-date computers to connect with new software programs or machines.
7. Hire more technicians to assist with events and classroom technology!
8. I feel they do the best they can with what they have to work with. The equipment needs to be upgraded and or if upgraded, work appropriately. Under staffed? Need more? Turn around time for some requests could be more timely.
9. In some instances, I don't know which help desk to contact. Cuyamaca or Information Systems.
10. Just being there to help us when we need them is great!
11. More staff.
12. NA
13. not have us change password on computer so many times. i change more times on school email than any other emails. still cannot get any computers to hook up to printer in office area. have requested two times for someone to come fix to no response.
14. Not sure - the service is very good from my perspective.
15. Out source this department
16. Outsource this department
17. That I am unaware of as I do not use their services.
18. The Help Desk does a great job! It would be nice to see these good people recognized at Convocation and given awards. They get things going when things have come to a screeching halt during labs.
19. They are always improving