OIT Employee Report 2008 PART ONE--Bar Graphs

Survey Title: OIT Employee Survey 2008

Survey Properties:

Total Respondents: 930
Launched Date: N/A
Closed Date: 11/19/2008

Responses By Question Analysis:

1. Which classification reflects your PRIMARY role at UNLV?

<table>
<thead>
<tr>
<th>Classification</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classified Staff</td>
<td>243</td>
<td>26%</td>
</tr>
<tr>
<td>Professional Staff (Administrative Faculty)</td>
<td>345</td>
<td>37%</td>
</tr>
<tr>
<td>Teaching faculty (Academic Faculty)</td>
<td>264</td>
<td>28%</td>
</tr>
<tr>
<td>Postdoctoral Scholar</td>
<td>6</td>
<td>1%</td>
</tr>
<tr>
<td>Part-time instructor</td>
<td>47</td>
<td>5%</td>
</tr>
<tr>
<td>Full-time student</td>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td>Part-time student</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>19</td>
<td>2%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>927</td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Do you TEACH courses at UNLV?

<table>
<thead>
<tr>
<th>Response</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>349</td>
<td>38%</td>
</tr>
<tr>
<td>No</td>
<td>580</td>
<td>62%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>929</td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

3. Overall, UNLV provides the technology services I need to be a successful UNLV employee.

<table>
<thead>
<tr>
<th>Response</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>245</td>
<td>27%</td>
</tr>
<tr>
<td>Agree</td>
<td>519</td>
<td>57%</td>
</tr>
<tr>
<td>Neutral</td>
<td>95</td>
<td>10%</td>
</tr>
<tr>
<td>Disagree</td>
<td>44</td>
<td>5%</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>11</td>
<td>1%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>914</td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td>16</td>
<td></td>
</tr>
</tbody>
</table>

4. I use at least 8 character passwords with at least four different character types to log in to university systems.

<table>
<thead>
<tr>
<th>Response</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>247</td>
<td>28%</td>
</tr>
<tr>
<td>Agree</td>
<td>272</td>
<td>31%</td>
</tr>
<tr>
<td>Neutral</td>
<td>124</td>
<td>14%</td>
</tr>
<tr>
<td>Disagree</td>
<td>189</td>
<td>21%</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>48</td>
<td>5%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>880</td>
<td></td>
</tr>
</tbody>
</table>
5. The Office of Information Technology....

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Cannot assess</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supports teaching</td>
<td>22.62% (195)</td>
<td>39.68% (342)</td>
<td>14.15% (122)</td>
<td>1.74% (15)</td>
<td>0.46% (4)</td>
<td>21.35% (184)</td>
</tr>
<tr>
<td>Supports research</td>
<td>12.4% (106)</td>
<td>28.07% (240)</td>
<td>22.69% (194)</td>
<td>4.68% (40)</td>
<td>1.29% (11)</td>
<td>30.88% (264)</td>
</tr>
<tr>
<td>Supports administration</td>
<td>22.87% (196)</td>
<td>39.91% (342)</td>
<td>15.75% (135)</td>
<td>1.63% (14)</td>
<td>0.35% (3)</td>
<td>19.49% (167)</td>
</tr>
<tr>
<td>Staff are competent</td>
<td>35.08% (302)</td>
<td>46.81% (403)</td>
<td>11.96% (103)</td>
<td>2.32% (20)</td>
<td>0.7% (6)</td>
<td>3.14% (27)</td>
</tr>
<tr>
<td>Staff are eager to help</td>
<td>35.64% (309)</td>
<td>43.14% (374)</td>
<td>14.42% (125)</td>
<td>2.77% (24)</td>
<td>0.92% (8)</td>
<td>3.11% (27)</td>
</tr>
</tbody>
</table>

Total Respondents 876

6. Please rate your SATISFACTION with UNLV's network.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Never used</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>On campus, the SPEED of my WIRED connection to the Internet meets my needs.</td>
<td>40.38% (344)</td>
<td>44.72% (381)</td>
<td>5.75% (49)</td>
<td>3.29% (28)</td>
<td>1.06% (9)</td>
<td>4.81% (41)</td>
</tr>
<tr>
<td>On campus, my WIRED Internet connection is RELIABLE.</td>
<td>39.43% (334)</td>
<td>42.98% (364)</td>
<td>7.44% (63)</td>
<td>3.07% (26)</td>
<td>1.06% (9)</td>
<td>6.02% (51)</td>
</tr>
<tr>
<td>On campus, WIRELESS (Wi-Fi) Internet services meet my needs.</td>
<td>12.37% (104)</td>
<td>24.02% (202)</td>
<td>17% (143)</td>
<td>10.34% (87)</td>
<td>3.09% (26)</td>
<td>33.17% (279)</td>
</tr>
<tr>
<td>UNLV should create more wireless (Wi-Fi) locations.</td>
<td>33.06% (278)</td>
<td>27.82% (234)</td>
<td>21.17% (178)</td>
<td>1.07% (9)</td>
<td>0% (0)</td>
<td>16.88% (142)</td>
</tr>
</tbody>
</table>

Total Respondents 854

7. Please rate your SATISFACTION with the items listed below.

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't know</th>
<th>Never used</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Help Desk (895-0777)</td>
<td>41.03% (343)</td>
<td>38.76% (324)</td>
<td>8.85% (74)</td>
<td>2.87% (24)</td>
<td>0.72% (6)</td>
<td>0.6% (5)</td>
<td>7.18% (60)</td>
</tr>
<tr>
<td>Computer delivery &amp; set up</td>
<td>23.86% (198)</td>
<td>32.77% (272)</td>
<td>13.37% (111)</td>
<td>3.37% (28)</td>
<td>1.57% (13)</td>
<td>2.05% (17)</td>
<td>23.01% (191)</td>
</tr>
<tr>
<td>Computer repair</td>
<td>22.14% (184)</td>
<td>27.2% (226)</td>
<td>13.24% (110)</td>
<td>3.49% (29)</td>
<td>1.2% (10)</td>
<td>1.68% (14)</td>
<td>31.05% (258)</td>
</tr>
<tr>
<td>Software acquisition</td>
<td>15.66% (130)</td>
<td>30.36% (252)</td>
<td>16.99% (141)</td>
<td>5.66% (47)</td>
<td>1.45% (12)</td>
<td>3.61% (30)</td>
<td>26.27% (218)</td>
</tr>
<tr>
<td>Software training</td>
<td>11.71% (97)</td>
<td>24.52% (203)</td>
<td>23.19% (192)</td>
<td>3.14% (26)</td>
<td>0.85% (7)</td>
<td>2.29% (19)</td>
<td>34.3% (284)</td>
</tr>
<tr>
<td>Software information on OIT's website</td>
<td>12.36% (102)</td>
<td>29.33% (242)</td>
<td>21.33% (176)</td>
<td>4.73% (39)</td>
<td>0.61% (5)</td>
<td>4.61% (38)</td>
<td>27.03% (223)</td>
</tr>
<tr>
<td>Network port activation</td>
<td>10.09% (83)</td>
<td>23.57% (194)</td>
<td>18.23% (150)</td>
<td>2.43% (20)</td>
<td>0.36% (3)</td>
<td>12.03% (99)</td>
<td>33.29% (274)</td>
</tr>
<tr>
<td>Network file storage &amp; servers</td>
<td>13.61% (112)</td>
<td>33.05% (272)</td>
<td>16.77% (138)</td>
<td>3.89% (32)</td>
<td>0.73% (6)</td>
<td>8.14% (67)</td>
<td>23.82% (196)</td>
</tr>
<tr>
<td>Student Information System (SIS)</td>
<td>7.26% (60)</td>
<td>17.53% (145)</td>
<td>18.02% (149)</td>
<td>7.86% (65)</td>
<td>4.96% (41)</td>
<td>4.72% (39)</td>
<td>39.66% (328)</td>
</tr>
</tbody>
</table>

Total Respondents 839

8. What e-mail client do you use most often for UNLV business?

<table>
<thead>
<tr>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lotus Notes desktop client</td>
<td>565</td>
</tr>
<tr>
<td>Lotus Notes webmail using Internet Explorer</td>
<td>64</td>
</tr>
<tr>
<td>Lotus Notes webmail using Firefox</td>
<td>20</td>
</tr>
<tr>
<td>Rebellmail (Pioneer/Webmail)</td>
<td>61</td>
</tr>
<tr>
<td>A POP client</td>
<td>24</td>
</tr>
<tr>
<td>an IMAP client</td>
<td>14</td>
</tr>
</tbody>
</table>
9. Do you access your e-mail from a handheld device?

<table>
<thead>
<tr>
<th>Access Method</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, BlackBerry</td>
<td>177</td>
<td>20%</td>
</tr>
<tr>
<td>Yes, iPhone</td>
<td>174</td>
<td>20%</td>
</tr>
<tr>
<td>Yes, Palm/Windows mobile device</td>
<td>770</td>
<td>92%</td>
</tr>
<tr>
<td>No</td>
<td>103</td>
<td>12%</td>
</tr>
</tbody>
</table>

Total Respondents: 831

10. Even though you typically use as your primary UNLV e-mail client, you may have used other e-mail systems. Please indicate how SATISFIED you have been with the systems listed below.

<table>
<thead>
<tr>
<th>System</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Never used</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lotus Notes</td>
<td>22.95% (179)</td>
<td>37.18% (290)</td>
<td>10.26% (80)</td>
<td>11.03% (86)</td>
<td>7.69% (60)</td>
<td>10.9% (85)</td>
</tr>
<tr>
<td>Rebelmail (Pioneer/Webmail)</td>
<td>6.59% (47)</td>
<td>18.23% (130)</td>
<td>16.27% (116)</td>
<td>6.45% (46)</td>
<td>3.09% (22)</td>
<td>49.37% (352)</td>
</tr>
<tr>
<td>Gmail</td>
<td>19.58% (140)</td>
<td>15.66% (112)</td>
<td>10.21% (73)</td>
<td>0.84% (6)</td>
<td>0% (0)</td>
<td>53.71% (384)</td>
</tr>
<tr>
<td>Yahoo Mail</td>
<td>12.75% (91)</td>
<td>21.43% (153)</td>
<td>14.43% (103)</td>
<td>2.52% (18)</td>
<td>0.7% (5)</td>
<td>48.18% (344)</td>
</tr>
<tr>
<td>Hotmail</td>
<td>7.37% (52)</td>
<td>15.58% (110)</td>
<td>14.87% (105)</td>
<td>4.11% (29)</td>
<td>0.99% (7)</td>
<td>57.08% (403)</td>
</tr>
<tr>
<td>.Mac Mail</td>
<td>3.46% (24)</td>
<td>3.32% (23)</td>
<td>8.51% (59)</td>
<td>0.58% (4)</td>
<td>0.14% (1)</td>
<td>83.98% (582)</td>
</tr>
<tr>
<td>ISP provided e-mail (like cox.net or aol.com)</td>
<td>8.59% (61)</td>
<td>19.44% (138)</td>
<td>13.1% (93)</td>
<td>4.93% (35)</td>
<td>0.56% (4)</td>
<td>53.38% (379)</td>
</tr>
</tbody>
</table>

Total Respondents: 819

11. How important are each of the following characteristics or features of e-mail systems to you?

<table>
<thead>
<tr>
<th>Feature</th>
<th>Very Important</th>
<th>Important</th>
<th>Neutral</th>
<th>Unimportant</th>
<th>Very Unimportant</th>
<th>Don't know</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of use</td>
<td>79.24% (645)</td>
<td>18.8% (153)</td>
<td>0.98% (8)</td>
<td>0.25% (2)</td>
<td>0.25% (2)</td>
<td>0.49% (4)</td>
<td>814</td>
</tr>
<tr>
<td>Speed and responsiveness</td>
<td>82.76% (672)</td>
<td>16.13% (131)</td>
<td>0.37% (3)</td>
<td>0.12% (1)</td>
<td>0.25% (2)</td>
<td>0.37% (3)</td>
<td>812</td>
</tr>
<tr>
<td>Spam filtering</td>
<td>68.19% (553)</td>
<td>27.99% (227)</td>
<td>2.34% (19)</td>
<td>0.49% (4)</td>
<td>0.49% (4)</td>
<td>0.49% (4)</td>
<td>811</td>
</tr>
<tr>
<td>Ability to manage mail lists</td>
<td>45.91% (370)</td>
<td>31.89% (257)</td>
<td>14.52% (117)</td>
<td>3.6% (29)</td>
<td>1.24% (10)</td>
<td>2.85% (23)</td>
<td>806</td>
</tr>
<tr>
<td>Integrated calendar</td>
<td>34.2% (276)</td>
<td>24.04% (194)</td>
<td>18.34% (148)</td>
<td>12.14% (98)</td>
<td>7.31% (59)</td>
<td>3.97% (32)</td>
<td>807</td>
</tr>
<tr>
<td>Integrated meeting schedule</td>
<td>28.86% (232)</td>
<td>21.39% (172)</td>
<td>23.38% (188)</td>
<td>13.68% (110)</td>
<td>8.46% (68)</td>
<td>4.23% (34)</td>
<td>804</td>
</tr>
<tr>
<td>Ability to delegate management of mail and calendar</td>
<td>21.18% (169)</td>
<td>21.3% (170)</td>
<td>24.06% (192)</td>
<td>17.04% (136)</td>
<td>9.02% (72)</td>
<td>7.39% (59)</td>
<td>798</td>
</tr>
<tr>
<td>Ability to set filters or rules</td>
<td>26.68% (214)</td>
<td>33.67% (270)</td>
<td>22.94% (184)</td>
<td>7.23% (58)</td>
<td>3.24% (26)</td>
<td>6.23% (50)</td>
<td>802</td>
</tr>
<tr>
<td>Task lists</td>
<td>15.77% (126)</td>
<td>21.4% (171)</td>
<td>30.29% (242)</td>
<td>16.4% (131)</td>
<td>9.01% (72)</td>
<td>7.13% (57)</td>
<td>799</td>
</tr>
<tr>
<td>Security</td>
<td>73.48% (593)</td>
<td>21.44% (173)</td>
<td>3.47% (28)</td>
<td>0.5% (4)</td>
<td>0.37% (3)</td>
<td>0.74% (6)</td>
<td>807</td>
</tr>
<tr>
<td>Privacy</td>
<td>74% (592)</td>
<td>20.75% (166)</td>
<td>3.5% (28)</td>
<td>0.38% (3)</td>
<td>0.38% (3)</td>
<td>1% (8)</td>
<td>800</td>
</tr>
</tbody>
</table>

Total Respondents: 815

12. Do you use any of the following instant messaging services?

<table>
<thead>
<tr>
<th>Service</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yahoo</td>
<td>160</td>
<td>20%</td>
</tr>
<tr>
<td>AOL</td>
<td>81</td>
<td>10%</td>
</tr>
<tr>
<td>ICQ</td>
<td>12</td>
<td>2%</td>
</tr>
<tr>
<td>Lotus Notes' Sametime</td>
<td>88</td>
<td>11%</td>
</tr>
<tr>
<td>MSN/Windows Live Messenger</td>
<td>104</td>
<td>13%</td>
</tr>
<tr>
<td>Google Talk</td>
<td>81</td>
<td>10%</td>
</tr>
<tr>
<td>iChat</td>
<td>38</td>
<td>5%</td>
</tr>
<tr>
<td>I do not instant message.</td>
<td>450</td>
<td>57%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>26</td>
<td>3%</td>
</tr>
</tbody>
</table>

Total Respondents: 783

Page 3 / 8
### 13. Which of the following options would you prefer for your UNLV desktop computer?

<table>
<thead>
<tr>
<th>Option</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>OIT installs software and security patches and does not permit you to install software.</td>
<td>92</td>
<td>12%</td>
</tr>
<tr>
<td>OIT installs security patches automatically. You or OIT installs other software as necessary.</td>
<td>378</td>
<td>48%</td>
</tr>
<tr>
<td>OIT sends you software and updates. You choose whether or not to install. You manage all aspects of software installation and upgrades on your computer.</td>
<td>160</td>
<td>20%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>115</td>
<td>15%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>783</td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td>147</td>
<td></td>
</tr>
</tbody>
</table>

### 14. My next technology purchase(s) in the work place, purchased with UNLV funds, will likely be:

<table>
<thead>
<tr>
<th>Option</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smartphone (Blackberry, iPhone, etc.)</td>
<td>38</td>
<td>5%</td>
</tr>
<tr>
<td>Desktop computer</td>
<td>137</td>
<td>17%</td>
</tr>
<tr>
<td>Laptop computer</td>
<td>126</td>
<td>16%</td>
</tr>
<tr>
<td>Software</td>
<td>109</td>
<td>14%</td>
</tr>
<tr>
<td>Printer</td>
<td>71</td>
<td>9%</td>
</tr>
<tr>
<td>I'm not planning on making a purchase soon</td>
<td>429</td>
<td>54%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>24</td>
<td>3%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>793</td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td>137</td>
<td></td>
</tr>
</tbody>
</table>

### 15. How often do you:

<table>
<thead>
<tr>
<th>Activity</th>
<th>All the time</th>
<th>Often</th>
<th>Sometimes</th>
<th>Seldom</th>
<th>Never</th>
<th>Didn't know</th>
<th>I could</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Share UNLV files with others</td>
<td>25.44% (201)</td>
<td>23.8%</td>
<td>22.41% (177)</td>
<td>12.91% (102)</td>
<td>11.77% (93)</td>
<td>3.67% (29)</td>
<td>790</td>
<td></td>
</tr>
<tr>
<td>Need to access shared UNLV files at home or while traveling</td>
<td>18.23% (140)</td>
<td>18.23%</td>
<td>25.65% (197)</td>
<td>14.32% (110)</td>
<td>18.23% (140)</td>
<td>5.34% (41)</td>
<td>768</td>
<td></td>
</tr>
<tr>
<td>Total Respondents</td>
<td>796</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>134</td>
</tr>
<tr>
<td>(skipped this question)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 16. Check the locations where you CURRENTLY access your UNLV files:

<table>
<thead>
<tr>
<th>Location</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>My campus office</td>
<td>718</td>
<td>92%</td>
</tr>
<tr>
<td>Classroom on campus</td>
<td>125</td>
<td>16%</td>
</tr>
<tr>
<td>At home</td>
<td>462</td>
<td>59%</td>
</tr>
<tr>
<td>Mobile devices</td>
<td>79</td>
<td>10%</td>
</tr>
<tr>
<td>Remotely while traveling</td>
<td>223</td>
<td>28%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>24</td>
<td>3%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>783</td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td>147</td>
<td></td>
</tr>
</tbody>
</table>

### 17. Check the locations where you PREFER to access your documents related to UNLV business?

<table>
<thead>
<tr>
<th>Location</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>My office on campus</td>
<td>712</td>
<td>91%</td>
</tr>
<tr>
<td>Classroom on campus</td>
<td>104</td>
<td>13%</td>
</tr>
<tr>
<td>At home</td>
<td>483</td>
<td>62%</td>
</tr>
<tr>
<td>Mobile devices</td>
<td>121</td>
<td>15%</td>
</tr>
<tr>
<td>Remotely while traveling</td>
<td>250</td>
<td>32%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>21</td>
<td>3%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>784</td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td>146</td>
<td></td>
</tr>
</tbody>
</table>

### 18. Your assignments typically require students to use:

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
19. Did you use WEBCAMPUS to assist with teaching in fall or spring 2008?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>179</td>
<td>60%</td>
</tr>
<tr>
<td>No</td>
<td>120</td>
<td>40%</td>
</tr>
<tr>
<td>Total</td>
<td>299</td>
<td></td>
</tr>
</tbody>
</table>

20. Have you taught in a TECHNOLOGY-ENHANCED CLASSROOM (TEC) in fall or spring 2008?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>213</td>
<td>71%</td>
</tr>
<tr>
<td>No</td>
<td>88</td>
<td>29%</td>
</tr>
<tr>
<td>Total</td>
<td>301</td>
<td></td>
</tr>
</tbody>
</table>

21. Has OIT DELIVERED technology to your classroom in fall or spring 2008?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>74</td>
<td>25%</td>
</tr>
<tr>
<td>No</td>
<td>226</td>
<td>75%</td>
</tr>
<tr>
<td>Total</td>
<td>300</td>
<td></td>
</tr>
</tbody>
</table>

22. Have you taught in a COMPUTER TEACHING FACILITY in fall or spring 2008?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>62</td>
<td>21%</td>
</tr>
<tr>
<td>No</td>
<td>239</td>
<td>79%</td>
</tr>
<tr>
<td>Total</td>
<td>301</td>
<td></td>
</tr>
</tbody>
</table>

23. Please rate your SATISFACTION with the following TEC related services.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Never used</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUALITY of the technology</td>
<td>24.06% (51)</td>
<td>56.6% (120)</td>
<td>9.91% (21)</td>
<td>4.72% (10)</td>
<td>2.36% (5)</td>
<td>2.36% (5)</td>
<td>212</td>
</tr>
<tr>
<td>RELIABILITY of the technology</td>
<td>17.7% (37)</td>
<td>52.15% (109)</td>
<td>13.4% (28)</td>
<td>11% (23)</td>
<td>3.35% (7)</td>
<td>2.39% (5)</td>
<td>209</td>
</tr>
<tr>
<td>EASE-OF-USE of the technology</td>
<td>20.48% (43)</td>
<td>50.95% (107)</td>
<td>16.19% (34)</td>
<td>8.1% (17)</td>
<td>1.9% (4)</td>
<td>2.38% (5)</td>
<td>210</td>
</tr>
<tr>
<td>Lectern Design</td>
<td>12.32% (26)</td>
<td>34.12% (72)</td>
<td>19.43% (41)</td>
<td>16.59% (35)</td>
<td>9% (19)</td>
<td>8.53% (18)</td>
<td>211</td>
</tr>
<tr>
<td>On-call support</td>
<td>16.51% (35)</td>
<td>34.43% (73)</td>
<td>15.09% (32)</td>
<td>5.19% (11)</td>
<td>5.66% (12)</td>
<td>23.11% (49)</td>
<td>212</td>
</tr>
<tr>
<td>Instructional publications</td>
<td>5.71% (12)</td>
<td>10.95% (23)</td>
<td>21.9% (46)</td>
<td>2.86% (6)</td>
<td>2.86% (6)</td>
<td>55.71% (117)</td>
<td>210</td>
</tr>
<tr>
<td>Online videos</td>
<td>2.84% (6)</td>
<td>11.85% (25)</td>
<td>13.74% (29)</td>
<td>3.32% (7)</td>
<td>1.9% (4)</td>
<td>66.35% (140)</td>
<td>211</td>
</tr>
<tr>
<td>Individual instruction provided by technicians</td>
<td>6.6% (14)</td>
<td>14.62% (31)</td>
<td>15.57% (33)</td>
<td>1.42% (3)</td>
<td>1.42% (3)</td>
<td>60.38% (128)</td>
<td>212</td>
</tr>
<tr>
<td>Overall satisfaction</td>
<td>17.14% (36)</td>
<td>54.76% (115)</td>
<td>15.71% (33)</td>
<td>7.14% (15)</td>
<td>2.38% (5)</td>
<td>2.86% (6)</td>
<td>210</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>212</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>718</td>
</tr>
</tbody>
</table>

24. Please rate your SATISFACTION with the following COMPUTER TEACHING FACILITIES services.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Never used</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUALITY of the technology</td>
<td>26.23% (16)</td>
<td>52.46% (32)</td>
<td>13.11% (8)</td>
<td>3.28% (2)</td>
<td>3.28% (2)</td>
<td>1.64% (1)</td>
<td>61</td>
</tr>
<tr>
<td>RELIABILITY of the technology</td>
<td>18.03% (11)</td>
<td>50.82% (31)</td>
<td>14.75% (9)</td>
<td>11.48% (7)</td>
<td>3.28% (2)</td>
<td>1.64% (1)</td>
<td>61</td>
</tr>
<tr>
<td>EASE OF USE of the technology</td>
<td>21.31% (13)</td>
<td>52.46% (32)</td>
<td>16.39% (10)</td>
<td>6.56% (4)</td>
<td>1.64% (1)</td>
<td>1.64% (1)</td>
<td>61</td>
</tr>
</tbody>
</table>
25. Please select your reason(s) for using WebCampus:

<table>
<thead>
<tr>
<th>Reason</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>I teach completely online</td>
<td>52</td>
<td>29%</td>
</tr>
<tr>
<td>To supplement face-to-face courses</td>
<td>127</td>
<td>71%</td>
</tr>
<tr>
<td>Students have requested WebCampus</td>
<td>17</td>
<td>10%</td>
</tr>
<tr>
<td>To decrease printing</td>
<td>108</td>
<td>61%</td>
</tr>
<tr>
<td>Department recommendation</td>
<td>49</td>
<td>28%</td>
</tr>
<tr>
<td>To increase access to course materials</td>
<td>125</td>
<td>70%</td>
</tr>
<tr>
<td>To post meeting information</td>
<td>34</td>
<td>19%</td>
</tr>
<tr>
<td>As an alternative to maintaining my own website</td>
<td>42</td>
<td>24%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>19</td>
<td>11%</td>
</tr>
</tbody>
</table>

*Total Respondents: 178*

(skipped this question) 752

26. Please rate your SATISFACTION with the items listed below.

<table>
<thead>
<tr>
<th>Item</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Never used</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>WebCampus OPEN LABS</td>
<td>5.71% (10)</td>
<td>16.57% (29)</td>
<td>9.71% (17)</td>
<td>0% (0)</td>
<td>0.57% (1)</td>
<td>67.43% (118)</td>
<td>175</td>
</tr>
<tr>
<td>WebCampus TRAINING</td>
<td>14.37% (25)</td>
<td>33.91% (59)</td>
<td>14.94% (26)</td>
<td>4.02% (7)</td>
<td>0.57% (1)</td>
<td>32.18% (56)</td>
<td>174</td>
</tr>
<tr>
<td>WebCampus EASE of USE</td>
<td>12.5% (22)</td>
<td>44.89% (79)</td>
<td>17.61% (31)</td>
<td>14.2% (25)</td>
<td>4.35% (8)</td>
<td>6.25% (11)</td>
<td>176</td>
</tr>
<tr>
<td>WebCampus ONLINE self help materials</td>
<td>5.71% (10)</td>
<td>28.57% (50)</td>
<td>22.29% (39)</td>
<td>12% (21)</td>
<td>4.57% (8)</td>
<td>26.86% (47)</td>
<td>175</td>
</tr>
<tr>
<td>WebCampus PHONE support</td>
<td>19.89% (35)</td>
<td>27.84% (49)</td>
<td>10.23% (18)</td>
<td>9.09% (16)</td>
<td>3.98% (7)</td>
<td>28.98% (51)</td>
<td>176</td>
</tr>
</tbody>
</table>

*Total Respondents: 177*

( skipped this question) 753

27. Please rate your satisfaction with using the following components:

<table>
<thead>
<tr>
<th>Component</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Never used</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Syllabus</td>
<td>20.45% (36)</td>
<td>35.23% (62)</td>
<td>12.5% (22)</td>
<td>5.68% (10)</td>
<td>2.84% (5)</td>
<td>23.3% (41)</td>
<td>176</td>
</tr>
<tr>
<td>Grade Book</td>
<td>17.42% (31)</td>
<td>35.39% (63)</td>
<td>10.11% (18)</td>
<td>14.04% (25)</td>
<td>7.87% (14)</td>
<td>15.17% (27)</td>
<td>178</td>
</tr>
<tr>
<td>Discussions</td>
<td>16.38% (29)</td>
<td>30.51% (54)</td>
<td>11.3% (20)</td>
<td>4.52% (8)</td>
<td>2.82% (5)</td>
<td>34.46% (61)</td>
<td>177</td>
</tr>
<tr>
<td>Mail</td>
<td>26.82% (48)</td>
<td>35.2% (63)</td>
<td>12.29% (22)</td>
<td>10.61% (19)</td>
<td>6.15% (11)</td>
<td>8.94% (16)</td>
<td>179</td>
</tr>
<tr>
<td>Quizzes &amp; Surveys</td>
<td>17.51% (31)</td>
<td>25.42% (45)</td>
<td>8.47% (15)</td>
<td>1.69% (3)</td>
<td>2.82% (5)</td>
<td>44.07% (78)</td>
<td>177</td>
</tr>
<tr>
<td>Assignments</td>
<td>18.64% (33)</td>
<td>33.9% (60)</td>
<td>10.73% (19)</td>
<td>2.26% (4)</td>
<td>2.26% (4)</td>
<td>32.2% (57)</td>
<td>177</td>
</tr>
<tr>
<td>Learning Modules</td>
<td>19.21% (34)</td>
<td>25.99% (46)</td>
<td>12.99% (23)</td>
<td>2.26% (4)</td>
<td>2.26% (4)</td>
<td>37.29% (66)</td>
<td>177</td>
</tr>
<tr>
<td>Announcements</td>
<td>26.97% (48)</td>
<td>38.76% (69)</td>
<td>9.55% (17)</td>
<td>3.37% (6)</td>
<td>1.69% (3)</td>
<td>19.66% (35)</td>
<td>178</td>
</tr>
<tr>
<td>Media Library</td>
<td>5.11% (9)</td>
<td>18.75% (33)</td>
<td>12.5% (22)</td>
<td>1.14% (2)</td>
<td>2.84% (5)</td>
<td>59.66% (105)</td>
<td>176</td>
</tr>
<tr>
<td>File Manager</td>
<td>13.71% (24)</td>
<td>40.57% (71)</td>
<td>14.86% (26)</td>
<td>12% (21)</td>
<td>4.57% (8)</td>
<td>14.29% (25)</td>
<td>175</td>
</tr>
<tr>
<td>Selective Release</td>
<td>19.89% (35)</td>
<td>32.39% (57)</td>
<td>9.66% (17)</td>
<td>2.84% (5)</td>
<td>3.98% (7)</td>
<td>31.25% (55)</td>
<td>176</td>
</tr>
</tbody>
</table>

*Total Respondents: 179*

( skipped this question) 751

28. To learn more about technology, how likely are you to:

<table>
<thead>
<tr>
<th>Component</th>
<th>Very Likely</th>
<th>Likely</th>
<th>Neutral</th>
<th>Unlikely</th>
<th>Very Unlikely</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consult friends or family</td>
<td>34.94% (269)</td>
<td>36.62% (282)</td>
<td>11.56% (89)</td>
<td>9.74% (75)</td>
<td>7.14% (55)</td>
<td>770</td>
</tr>
<tr>
<td>Conduct web research</td>
<td>45.28% (345)</td>
<td>34.91% (266)</td>
<td>9.97% (76)</td>
<td>6.17% (47)</td>
<td>3.67% (28)</td>
<td>762</td>
</tr>
<tr>
<td>Contact a UNLV help desk</td>
<td>24.74% (190)</td>
<td>34.64% (266)</td>
<td>20.18% (155)</td>
<td>14.71% (113)</td>
<td>5.73% (44)</td>
<td>768</td>
</tr>
<tr>
<td>Contact a technician in your school department</td>
<td>35.2% (270)</td>
<td>27.51% (211)</td>
<td>13.69% (105)</td>
<td>10.82% (83)</td>
<td>12.78% (98)</td>
<td>767</td>
</tr>
<tr>
<td>Consult OIT's website</td>
<td>10.6% (81)</td>
<td>32.33% (247)</td>
<td>23.95% (183)</td>
<td>22.38% (171)</td>
<td>10.73% (82)</td>
<td>764</td>
</tr>
<tr>
<td>Consult OIT brochures</td>
<td>3.32% (25)</td>
<td>13.43% (101)</td>
<td>29.12% (219)</td>
<td>32.85% (247)</td>
<td>21.28% (160)</td>
<td>752</td>
</tr>
<tr>
<td>Read articles in Inside UNLV</td>
<td>4.38% (33)</td>
<td>22.58% (170)</td>
<td>22.71% (171)</td>
<td>26.29% (198)</td>
<td>24.04% (181)</td>
<td>753</td>
</tr>
<tr>
<td>Subscribe to an e-newsletter</td>
<td>4.11% (31)</td>
<td>13.66% (103)</td>
<td>19.89% (150)</td>
<td>35.01% (264)</td>
<td>27.32% (206)</td>
<td>754</td>
</tr>
<tr>
<td>Subscribe to a RSS feed</td>
<td>3.32% (25)</td>
<td>6.63% (50)</td>
<td>21.35% (161)</td>
<td>34.48% (260)</td>
<td>34.22% (258)</td>
<td>754</td>
</tr>
<tr>
<td>Subscribe to a Listserv</td>
<td>4.14% (31)</td>
<td>14.71% (110)</td>
<td>20.05% (150)</td>
<td>29.95% (224)</td>
<td>31.15% (233)</td>
<td>748</td>
</tr>
<tr>
<td>Read a message sent from UNLV</td>
<td>24.77% (188)</td>
<td>43.21% (328)</td>
<td>16.21% (123)</td>
<td>8.7% (66)</td>
<td>7.11% (54)</td>
<td>759</td>
</tr>
<tr>
<td>Attend training on campus</td>
<td>20.26% (155)</td>
<td>39.74% (304)</td>
<td>19.08% (146)</td>
<td>11.9% (91)</td>
<td>9.02% (69)</td>
<td>765</td>
</tr>
</tbody>
</table>
29. Do you have access to the technologies listed below?

<table>
<thead>
<tr>
<th>Technology</th>
<th>Own personally</th>
<th>Employer purchased for me</th>
<th>Plan to Own</th>
<th>Have access to</th>
<th>No access</th>
<th>Don’t know</th>
<th>Response Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cell phone</td>
<td>89.73% (664)</td>
<td>6.76% (50)</td>
<td>0.27% (2)</td>
<td>1.08% (8)</td>
<td>6.76% (50)</td>
<td>0.41% (3)</td>
<td>740</td>
</tr>
<tr>
<td>Smart phone (Blackberry, iPhone, Palm)</td>
<td>26.26% (188)</td>
<td>10.47% (75)</td>
<td>5.45% (39)</td>
<td>1.82% (13)</td>
<td>55.31% (396)</td>
<td>1.82% (13)</td>
<td>716</td>
</tr>
<tr>
<td>External drive (USB, thumbdrive)</td>
<td>76.28% (566)</td>
<td>27.22% (202)</td>
<td>0.4% (3)</td>
<td>3.37% (25)</td>
<td>9.7% (72)</td>
<td>1.35% (10)</td>
<td>742</td>
</tr>
<tr>
<td>Digital audio (iPod, MP3 player)</td>
<td>57.53% (420)</td>
<td>0.96% (7)</td>
<td>2.74% (20)</td>
<td>4.38% (32)</td>
<td>32.88% (240)</td>
<td>2.05% (15)</td>
<td>730</td>
</tr>
<tr>
<td>Windows LAPTOP computer</td>
<td>51.78% (379)</td>
<td>23.09% (169)</td>
<td>2.73% (20)</td>
<td>10.66% (78)</td>
<td>20.49% (150)</td>
<td>0.55% (4)</td>
<td>732</td>
</tr>
<tr>
<td>Windows DESKTOP computer</td>
<td>55.28% (408)</td>
<td>45.39% (335)</td>
<td>0.54% (4)</td>
<td>10.03% (74)</td>
<td>10.3% (76)</td>
<td>0.68% (5)</td>
<td>738</td>
</tr>
<tr>
<td>Mac LAPTOP computer</td>
<td>14.33% (97)</td>
<td>8.42% (57)</td>
<td>2.51% (17)</td>
<td>5.76% (39)</td>
<td>67.65% (458)</td>
<td>3.1% (21)</td>
<td>677</td>
</tr>
<tr>
<td>Mac DESKTOP computer</td>
<td>11.01% (74)</td>
<td>11.31% (76)</td>
<td>1.93% (13)</td>
<td>8.33% (56)</td>
<td>66.82% (449)</td>
<td>3.12% (21)</td>
<td>672</td>
</tr>
<tr>
<td>LINUX/UNIX computer</td>
<td>5.18% (34)</td>
<td>3.05% (20)</td>
<td>0.61% (4)</td>
<td>5.34% (35)</td>
<td>77.59% (509)</td>
<td>8.84% (58)</td>
<td>656</td>
</tr>
<tr>
<td>Digital recorder (TIVO, DVR)</td>
<td>48.25% (344)</td>
<td>3.09% (22)</td>
<td>2.52% (18)</td>
<td>3.37% (24)</td>
<td>42.36% (302)</td>
<td>2.81% (20)</td>
<td>713</td>
</tr>
<tr>
<td>Wireless Internet</td>
<td>65.9% (489)</td>
<td>15.5% (115)</td>
<td>1.08% (8)</td>
<td>15.36% (114)</td>
<td>14.29% (106)</td>
<td>1.75% (13)</td>
<td>742</td>
</tr>
<tr>
<td>High speed Internet (DSL, Cable)</td>
<td>80.61% (607)</td>
<td>15.01% (113)</td>
<td>0.27% (2)</td>
<td>9.03% (68)</td>
<td>6.91% (52)</td>
<td>1.59% (12)</td>
<td>753</td>
</tr>
<tr>
<td>Dial up Internet (modem)</td>
<td>8.41% (54)</td>
<td>2.49% (16)</td>
<td>0.47% (3)</td>
<td>6.85% (44)</td>
<td>77.88% (500)</td>
<td>5.45% (35)</td>
<td>642</td>
</tr>
<tr>
<td>Microsoft Office</td>
<td>68.99% (525)</td>
<td>51.91% (395)</td>
<td>0.79% (6)</td>
<td>8.67% (66)</td>
<td>3.02% (23)</td>
<td>0.66% (5)</td>
<td>761</td>
</tr>
<tr>
<td>Adobe Creative Suite</td>
<td>25.35% (180)</td>
<td>27.18% (193)</td>
<td>3.66% (26)</td>
<td>12.11% (86)</td>
<td>32.54% (231)</td>
<td>9.58% (68)</td>
<td>710</td>
</tr>
</tbody>
</table>

**Total Respondents** 783

(skipped this question) 147

30. Please indicate your college or unit affiliation:

<table>
<thead>
<tr>
<th>College</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic College</td>
<td>323</td>
<td>44%</td>
</tr>
<tr>
<td>Athletics</td>
<td>17</td>
<td>2%</td>
</tr>
<tr>
<td>Educational Outreach</td>
<td>19</td>
<td>3%</td>
</tr>
<tr>
<td>Facilities &amp; Maintenance</td>
<td>15</td>
<td>2%</td>
</tr>
<tr>
<td>Finance &amp; Business</td>
<td>55</td>
<td>7%</td>
</tr>
<tr>
<td>Office of Information</td>
<td>33</td>
<td>4%</td>
</tr>
<tr>
<td>Technology</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Planning &amp; Construction</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>President's Office</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>Provost's Office</td>
<td>18</td>
<td>2%</td>
</tr>
<tr>
<td>Research Institute or Group</td>
<td>32</td>
<td>4%</td>
</tr>
<tr>
<td>Registrar &amp; Admissions</td>
<td>15</td>
<td>2%</td>
</tr>
<tr>
<td>Student Affairs</td>
<td>68</td>
<td>9%</td>
</tr>
<tr>
<td>University Libraries</td>
<td>48</td>
<td>6%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>94</td>
<td>13%</td>
</tr>
</tbody>
</table>

**Total Respondents** 739

(skipped this question) 191

31. Please indicate your college:

<table>
<thead>
<tr>
<th>College</th>
<th>Response Total</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allied Health Sciences</td>
<td>12</td>
<td>4%</td>
</tr>
<tr>
<td>Business</td>
<td>18</td>
<td>6%</td>
</tr>
<tr>
<td>Dental Medicine</td>
<td>5</td>
<td>2%</td>
</tr>
<tr>
<td>Education</td>
<td>40</td>
<td>12%</td>
</tr>
<tr>
<td>Engineering</td>
<td>24</td>
<td>8%</td>
</tr>
<tr>
<td>Fine Arts</td>
<td>30</td>
<td>9%</td>
</tr>
<tr>
<td>Hotel Administration</td>
<td>22</td>
<td>7%</td>
</tr>
<tr>
<td>Law</td>
<td>10</td>
<td>3%</td>
</tr>
<tr>
<td>Liberal Arts</td>
<td>73</td>
<td>23%</td>
</tr>
<tr>
<td>Nursing</td>
<td>6</td>
<td>2%</td>
</tr>
<tr>
<td>Public Health</td>
<td>5</td>
<td>2%</td>
</tr>
<tr>
<td>Sciences</td>
<td>39</td>
<td>12%</td>
</tr>
<tr>
<td>University College</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>Urban Affairs</td>
<td>29</td>
<td>9%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>5</td>
<td>2%</td>
</tr>
</tbody>
</table>
Employee_Kudos_Suggestions2008

Survey Title: OIT Employee Survey 2008

Survey Properties:

Total Respondents: 930

Responses By Question Analysis:

1. Earlier, you said that UNLV provides the technology you need to be a successful employee. Can you tell us what we are doing well?
   1. You keep things running well. You respond well. I feel my data is secure.
   2. I feel confident that if I have a problem I will get help with it. I also like how the department offices are kept abreast of new resources or updates.
   3. Help desk works great I think. Network is reliable and speed is fine...
   4. The help line is fast and competent. If I have a problem I usually ask a coworker in my department first, but the help line is an essential troubleshooting resource.
   5. I do hear that there is a new version of Webcampus that is enhanced...that would be nice.
   6. Your help desk team is wonderful. Every time I call, I always get to speak with an energetic and helpful member.
   7. Email, web servers and TEC room facilities.
   8. Helping to keep the system reliable so I am able to do my work that is required of me.
   9. IT help desk is responsive and helpful.
   10. Maintaining the network and keeping users informed.
   11. Internet access is reliable and fast and you don't require me to login to a server to work on my office computer.
   12. I feel that I have the computer hardware and software that is required to do my job well. I also have the projector and screen in my classroom that meets my needs.
   13. I always have access to my SIS Account, Lotus Notes, and internet. If these applications are down due to technical difficulties, OIT makes an honest effort to solve the problem efficiently and effectively so the interruption is as minimal as possible.
   14. OIT staff members are always willing to help. They are friendly and approachable. Technology can be overwhelming, but I feel like I can do anything with their help.
   15. The employees at the help desk are friendly and make you feel welcome to call them for assistance, not like a nuisance. All employees I have met with are so professional, helpful and very pleasant! My computer is a main source to being a successful employee at UNLV, and OIT is a true blessing to have at the instant when needed, I don't take that for granted and feel very fortunate to have that resource!
   16. The network seems to be set up quite efficiently. Online services such as journal retrieval are excellent.
   17. you are always ready to help
   18. The help desk is very useful and responsive. I especially like the online system that allows the technician to see my computer and work with me to resolve problems.
   19. Very nice staff! If I have a computer issue, OIT is very prompt.
   20. I live by my internet connection, without it, I can get practically no work done. The speed and reliability has always been great. My computer, printer, etc. are always in good condition and it is easy to get things fixed on the rare occasions something goes wrong. I have easy access to the software/programs I need and get new computers/equipment regularly.
   21. I have a computer that allows me to catalog efficiently, and the Help Desk has always been able to solve my problems.
   22. I feel all the components to do my job are available through OIT, but they are old and out dated. There are better e-mail and calendar programs that would meet my needs more efficiently. The ability to make listserves or attach documents. I do like the discount for software for home use. That is a great benefit to faculty and staff.
   23. Fast, friendly and responsive customer service with regard to questions or problems experienced with technology devices on campus. Also, OIT’s drive to stay modern and up-to-date with the latest technology and software available in the marketplace.
   24. Good suppot for software you have and good as answering questions that come up
   25. I use the tec rooms primarily to be able to show ppts, videos and DVDs and so far, all of the rooms I have been assigned have worked really well. They are always set up and ready to go when I come in the room, and rarely has there been a glitch.
   26. Having such a large number of tech classrooms is great.
   27. Help Desk is great
Most things work most of the time.

Your help desk is great—much improved over prior years.

I recently moved my office and the staff were superb in getting us up and running.

A lot is done with very little. Intentions are good, but we as system lack the resources (human/tech/fiscal) to implement enterprise-scalable solutions to many problems. As a result things seem to get done in piecemeal/ad hoc manner with the associated reduction in utility, reliability & efficiency.

I have had access to all the tools I’ve needed to get my job done.

It’s there, I know how to use it, I get business done. It’s probably a combination of good services and programs and my office finding solutions around problems.

network storage, wireless access.

helped me with training in webcampus and web building

While my experience with the 24 WebCampus support has not been the best, I have received wonderful support from the UNLV support personnel.

OIT is tring the best to serve the campus

My technology needs to date have been pretty basic but IT support has always been polite and professional and for the most part responsive. I did have problems, though, with delays in my initial computer setup as well as with Telecom setup. I would say that my biggest compliment of the IT help staff is in their politeness and professionalism.

You are all so pleasant and knowledgeable to deal with. You answer all of my questions throughly and always go one step beyond. Your webcampus labs are a great support to faculty.

I'm sure you do multiple things well, that I'm not even aware of, but I know I can always count on someone to help me out when I need it and keep my systems working.

Thanks!

Your HELP line is so very efficient. It is remarkable how quickly your tec's can solve problems.

You provide the basic technological facilities that we need for instruction and communication, such as hi-speed internet access in office and lab, web space, email system, WebCampus system, computer cart for non-TEC classrooms, and technical support services.

Great set ups in the TEC rooms. Availibility for students to use interent for their presentations.

I feel that what I need to do to accomplish my mission is provided by the university.

A wide variety of software applications to meet a variety of needs. I also feel comfortable requesting "off-the-wall" applications that may fill a specific need.

For what I need, most everything is satisfactory.

Customer Service

Tech support. Access

Young Kim and his assistant, Ryan at College of Education Building give strong support for my use of the technology so that I feel comfortable with my teaching all the time.

Good equipment, good support.

I have a relative new computer sitting on my desk for in-office use - however, I have purchased my own laptop and projection unit with remote so that I do not have to rely on UNLV for technology or software.

The machines work for me, the network is quick, and there is good communication via email when there are problems.

I love WebCampus, but it should be easier to activate it for a given class at the beginning of each semester

Solving problems - being nice.

very user friendly for presentation in class.

I would love to have a faster broadband, that is all

Typicaly the help desk is responsive

Assistance with webmail, webcampus when questions/issues arise. Provide office computer and set up services.

I really don't have anything to add.

The phone support staff is great. A few times, support staff have remotely accessed my office computer for repair, software updates, and similar. This process worked very well in the cases where it was needed.

They are always available via the phone to provide the support or they have come to my classroom to assist with using the technology. Everyone has been wonderful and most helpful, especially Young Kim or Ron. They continue to check to make sure everything is up and running (e.g., tech cart).

If I have a problem or needed connection to a printer, you came right away. On the telephone everyone has been most helpful. One of the best It departments I have worked with!!

Quick response to questions. Good access to appropriate software.

I am able to take the nessesary classes to do spread sheets and proposals. LotusNotes is great.

I wish I had it for home. TMA is even great. OIT is really doing great for us at the Custodial Department, Thank You.

I feel like I can reach someone easily if I need to do so. This person may not know the answer to my question, but I feel like they are hearing my problem and trying to get it fixed.

Our COE tech support does a great job. They respond almost instantly to any questions or requests.

Very helpful and in a timely manner!

TEC rooms are awesome.

I have never been dissatisfied with the assistance I have received from the Help Desk.

Help Desk staffers are very responsive and clearly possess an intense customer service commitment.

Network resources are robust on campus and reliable due to staff expertise and leadership of
Training is solid but could be expanded to include more offering available online and tied to professional development.

Communication point person is a very smart move and the leadership there is stellar - the effort to "unwrap" IT between NSHE, UNLV and departmental resources for the UNLV community is deserving of cabinet level approbation and should be presented to a larger peer audience at Educause.

You provide the Network capabilities necessary for our use. I wish computing purchases were made by you as department directors don't often understand the computing software/hardware necessary for me to do my job, yet often over-buy purchases for others. Computing decisions should not be made based on "like" or "dislike" but on the necessary functional use related to job performance. It would appear that at UNLV, IT has a better understanding of this than actual departments!

Customer service and working with me closely to get and install software my department needs.

The people I know I contact and they are very helpful and friendly. As a result I call them and they respond.

OIT is responsive to my overall needs as a UNLV staff. They respond relatively promptly to calls and get a technician out at their earliest convenience.

The fact I was able to get software for my home in case I needed to use it for work.

Some 1-hour workshops, as held a few years ago.

Working computes with adequate software a high percentage of the time.

Up-to-date equipment that is maintained.

Your are very helpful in terms of customer service and you are prompt.

I have everything I need in the realm of technology. The hardware is good and the support is great.

I love all of the help because I am not computer wise !!!!

I believe my answers to the survey questions reflect this.

Majority of requests are taken care of in a prompt manner.

I think your customer service line is very helpful, and I usually get a quick and accurate service for your reps.

OIT addresses the need for new technology changes and ensures the campus community is provided with the necessary tools to assist in a smooth transition.

The OIT is doing an excellent job.

Fast reliable service.

Word processing, e-mail, research through the library.

I don't know much about technology. So I'm glad your service takes care of me.

When ever I have any problems with the computers in the office.. I call Steve and someone is over here that morning!!! I love the special service we get from them.

The help desk is excellent. Service technicians are knowledgeable and professional.

When problems occur, the responding technician is very pleasant and helpful. Response time is good as well.

Everthing.

Help desk inquiries are answered efficiently.

OIT staff are always very helpful whenever I call them.

UNLV is giving me all the technology I need to succeed.

I am very pleased with the assistance I've received from OIT. The response to my requests is quick and once completed I'm very satisfied. I have found OIT technicians helpful, respectful and willing to help.

network is always up and running.

Training classes. Availability of software. Help desk.

classes offered, help-desk service.

Network Operations are fantastic, they have assisted myself and my contractors to insure new systems are brought on line quickly and without issue. GREAT JOB!

The staff who answers x50777 are extremely helpful and knowledgeable. The OIT staff that comes over to the office, most of the time seem confident.

Questions posed by phone to x50777 are answered quickly and proficiently. That is probably the best service IT can offer. Second would be the classes you hold that are well put together and informative with questions answered usually before being asked.

when something goes wrong, you are there to fix it. I love the remote access.

Always kind and helpful.

Whenever I have a software problem or a hardware issue, I can always count OIT for assisting or resolving the issue. And that too in a very timely manner (never delayed). My research work never stopped for more than a day because of lack of assistance from OIT. I had my work delayed 2-3 weeks (you read it correctly - it is WEEKS), due to lack of assistance from our own engineering systems administrators. I feel sorry to say that but its the truth.

Thank you folks for making this a better working environment.

I have not used other systems and therefore cannot compare. Well, I have used other systems but not ones in this capacity. I think you do very well things can always be improved... :)

I have everything I need to do my job & they are always prompt regarding any trouble I might have with my computer, etc. Regarding the question about sharing files - only within the office when Dr. or student Dr. and I are working on a pt's file or something in that regard.
104. OIT is very responsive when problems arise. This is a large campus with many demands and they prioritize well.
105. Staff is very friendly and helpful. Response time is typically very good.
106. OIT has always been very helpful when needed.

107. Providing enough storage space on Novell for our file needs, network reliability is high, and backbone speeds are great.
108. The quick response to any of our office needs such as computer & software installation to printer repairs.
109. Responding in a timely manner when reporting trouble with the computer. Having the tech explain what they are doing to fix the problem.
110. OIT is always very helpful when I have problems and they are handled in a speedy fashion.
111. Lotus Notes doesn’t do all the things I need it to and I most times on a daily basis have to shut down and reboot to do the work I need to do.
112. You are responsive to my needs. The network is reliable and fast. You are expanding wireless as fast as you can. You need to get rid of that cumbersome and difficult to use LOTUS NOTES. It is frustrating to use and not user friendly.
113. Availability of classes and the instructors are very knowledgable and helpful. Their teaching style is organized and easy to understand.

114. Surveys
The software package provides me with what I need to do my job.

115. OIT has always been there for me when I have a question or a problem.
116. Anything I need to do my job is at my fingertips. Any time there is a problem, IT is on it instantly. It’s really appreciated.

117. Training classes. Updates. Information dissemination through campus information system.
118. You are providing me with the resources that I need to do my job – email, internet service, MS Office.
119. OIT folks generally very positive and supportive
120. I get my pay stubs on line in good time
121. SIS is great and I just know that Robert Mader who handles the CFA is always there and willing to do anything to help
122. The Help Desk is a wonderful tool for employees to get a quick answer or fix to a problem. They are also very good at helping staff to learn things about the systems that we were not aware of.
123. Also, they have helped me get help with an excel question. I would be lost without the help desk.
124. You have good staffing.
125. I think OIT is making a good effort to walk the line between budgetery constraints and technology needs. While there is much to rant about in our technology on campus, there is also much to applaud. Changing SIS, finally, will be a major accomplishment.
126. Good support with a great attitude.
127. Always know what the problem is when I have issues with my computers (that I can not troubleshoot). Recommend software and updates, very prompt to my requests
128. I have a relatively new computer with updated software, a shared drive on a server for my large files, and a fast internet connection.
129. My needs are fairly simple, and are met very well by OIT.
130. I have found that is it easy to set up an appointment for software installations and configurations as need be. I also feel that the response from the Help Desk employees have been very timely.
131. Remote diagnosis and configuration is excellent
132. very responsive
133. Condensing of a thousand e-mails to UNLV today.
134. Overall, the services are excellent. I think the level of technology is appropriate for the tasks I am responsible for handling.
135. For example, the workshops on Office 2007 applications are very useful and help us to become more efficient and comfortable with the applications.
136. Help Desk, software applications, hardware related assistance
Response time is very good (24-48 hrs) for hard & software setups or issues. Phone wait time is very good (5-10 min) - staff is knowledgeable & patient. Kudos to your staff in answering technology questions not related to work!
137. The equipment at UNLV is up to date, the OIT service is great and the computer labs provided for students are really good.
138. You are responsive to problems, friendly, and eager to help fix problems. You have well qualified staff on hand and I find that most software/connectivity issues are relatively quick to solve.
139. Monitoring tools and other management and development tools like TOAD were made available to me to effectively manage the applications ever instances. I also was given access to Metalink which is Oracle’s knowledge base. This knowledge base has helped numerous times with troubleshooting, other documentation and direct communication with Oracle Support Analysts.
140. Help desk response time is great. Other services such as in-office computer help has been good too.
141. The resources and variety of softwares available to staff is great too.
142. I've had good experiences with the HelpDesk, Network Services, Client computing services and the TLC. OIT also maintains an impressive website that, in my opinion, sets a positive professional expectation for services and support. I really feel that OIT does a great job of balancing the needs of the academic community with the requirements of a high-speed, reliable, secure, state-of-the-art and accessible technology infrastructure. Keep up the great work!
143. As a new employee, I was provided with the hardware and software resources that I need to be successful in my position. This was a result of good communication with my supervisor. I am satisfied with the respond I received from Help Desk anytime I have a question regarding my computer. I am also satisfied with the security we have in our computer especially the automated update feature. Having that, I know that my computer is always updated with the
OIT is excellent. It is run well and is fairly on top of the technology curve. The few comments I made are not huge, or critical, just suggestions and observations I have. I would like to see a live look at UNLV's technology, via the web. Where I can check status of email, getting an email after Domino is down really does not help me, if there is a page I can go to that was updated all the time, that I can check on, that would be much nicer. I like how OIT is neutral to what we have on our computer, and does not tell us what we can and can't have or tell us where we can and can't browse too. I like how it is easy to contact OIT if I need help, the help desk is always there and responsive. They are great. If I have a problem with technology, there is always someone who can help me out, no matter how weird the request is or how esoteric the software is. That is just cool.

The OIT Web Site is informative and the technicians (specifically Brandon & Joel) who have visited my office to fix things have been friendly.

The staff is very helpful and knowledgeable.

Researching the problem until an answer is found. The ease of the installations.

I'm not very computer savvy- and I appreciate the help desk. I love that somehow you can take over my computer and fix it. Eat needs to be done. Everyone and everything has been very helpful and I appreciate all that you do - as I would be lost without your help!

my OIT person helps me maintain the security required professionally and helps immediately when I have problem because I cannot do my job without my computer responding to breakdowns.

Overall maintenance/upgrade of the system is the most critical component of the UNLV technology & I think you guys are doing a great job.

Your staff is GREAT, and willing to help anyone on campus.

Dottie
Providing more campus updates on upgrades or work being done. The staff care about the campus.

You keep the network up and connected to the world. When I break something or need help with my desktops you usually send a nice, polite young person to help me. Yvette Aqui is the "Goddess of the Magic Fingers" when it comes to WebCampus support - she is amazing!

Netwrok. Centralized technical support
The best and most valuable asset of UNLV OIT are the leaders and staff. OIT is assistive, enthusiastic, extremely technically capable, available, and professional. Hardware and software do not make a great OIT, human-ware does and you all have the best and brightest - great job.

Any issue I have is quickly resolved and the OIT staff have been instrumental in helping me through a couple of issues.

OIT has initiative and anticipates future needs.

good front-end support, god follow thru, good system maintenance, pleasant and competent people, aggressive and strategic planning, good repair/replace policies, always "there" when we need you.

Several employees at OIT are quite friendly and seem eager to help.

I have a computer, my computer is linked to my lab, I have a web page and interact with students using this.

Help desk is great when encountering any problems. Help desk solves problems over the phone as applicable. When service calls are needed to my office, staff are prompt, courteous, and resolve problems quickly.

Your customer service and response time have really improved.

N/A

N/A

Staff is very responsive and client-oriented

everything

The support that we receive has been awesome. Our IT person, Ryan Doyle and OIT Hector Ibarra have been great resources with any IT questions that I have needed answers to.

It is very easy to get help when I need it from the help desk, this is a huge service that I am very thankful for.

I am involved with creating/setting up the GIS lab at the Public Lands Institute that will eventually be moved to the Science and Engineering Building. OIT has been very helpful with software/hardware recommendations, quotes, and installation. Also at PLI, Hector Ibara was always willing to answer questions and troubleshoot technology problems.

Providing current software that can match what the students have and expect. It is very beneficial that basic software (Microsoft Office) is available for free to faculty.

It appears to me that UNLV tech staff are always engaged in learning about and implementing cutting edge technology here. I appreciate that they let us know about new software/technology and how we might best use it in our current positions.

You do respond to my requests, probably as quickly as you can

Responds to inquiries I have and are very helpful

I've had to call before for an excel question and a word footnotes question an both times Nick Panissidi was a tremendous help!

Quick response in the classroom when problems arise.

The Help Desk is always able to help me in an efficient and speedy way.

I have a UNLV computer, with access to internet resources, and someone to contact if I need to indicate a failed service. This is a difficult question to answer, because when things are running well, I don't have to think about whether or not my technology needs are being met. Since I don't have many problems (computer related) I believe that UNLV is providing me with what I need to do my job effectively.

quick basic task needs

My computer gets the job done for me most of the time.

Again, Steve Ochsner and his team have made it possible for all of Financial Aid &Scholarships to be successful administratively.

OIT provides the hardware and software I need to do my work.
responsiveness of office install staff has been great.

Access to software like Office and SPSS; tech rooms are better than when I arrived and more reliable, webcampus is easier to use than webct.

Very responsive to my infrequent requests for assistance - - I rely on University Libraries' systems dept for almost everything - but I have had good experiences with OIT on my BlackBerry set up.

Hiring the correct competent technicians that are customer service oriented.

I would like to see the WebCampus email feature send me email directly to my personal email address, instead of having to access webcampus to check email.

No suggestions at this time - all is working well for me.

I took a few Microsoft applications training classes from both Diana Schoendienst and Nick Pannissidi and their teaching was great. Nick was also very helpful with answering questions and solving some particular problems. We need someone like Nick here on Shadow Lane too.

Good technology plus training for using it.

However, I need my students to send me audio files through webcampus (for interpreting or conversational Spanish classes) and most of the times webcampus doesn't allow them to do so.

Being the Admin for the office, I am the person others come to when technology issues arise like a computer problem or a possible virus issue. I need to be able to contact IT and get assistance as quickly as possible. I can do this now for which I appreciate very much. It is also important that I can rely on IT to assist us with setting up new computers and such since that is not my expertise and I appreciate knowing that I can trust you to get it done usually in a timely manner.

Supportive, reliable.

Tech support is good-friendly and efficient.

Support, availability of latest technologies.

As a fairly new employee, I haven't been with UNLV long enough to suggest any changes.

The Help Desk is great!

Overall doing well.

Up-to-date computers in Libraries.

Whenever I call with a question or a problem, someone is always able to help me.

Staff are very willing to help. Overall, it provides the tech I need. Sometimes it's just a little rough (webCT, intermittent wireless) or slow (connections in my office).

It's great to know each year we are updating our system. It's good to keep up with the new technology.

Thanks.

I have always received everything I've needed.

Quick response when help is needed.

Knowledgable personnel

Updated computers.

Staff response to requests for assistance on various OIT issues.

Networks are reliable. Adequate storage space. Software available as needed.

My classes are all in TEC rooms and the technology has worked almost 100% - when there is a problem in the day or evening a tech is usually there to fix it straight away.

I absolutely depend upon my computer and all that it entails in order to do my job properly! If it did not work, I would not succeed in my job!

Never had a problem that was not resolved.

They attempt to keep up with the latest software and their personnel are well informed.

Managing the lotus notes.

In the past, I've taken some of your training sessions and found them very beneficial. I always picked up a tip or technique that proved useful. As I said, since you stopped advertising on Lotus, I haven't been to any.

When, I have called 50777, (I miss Maxine) Mike Sy, Bill Lamm, or Rohan Palmer I have generally got an answer and a person who is willing to help or provide the tech support over the phone or willing to get someone over here to help us. We do try to solve it ourselves first.

Very efficient when troubleshooting. Always tries to resolve problem no matter how long it takes.

Very courteous when assisting patrons.

Reliable network.

Site licensed common software.

Clear standards for new hardware purchase.

Good problem support.

Good hardware repair support.

In general being helpful with any technical questions.

Providing computer et. al.

Quick response time to messages left at 50777 as well as friendly service. Always find the answer if you do not know at the time.

You provide a reliable network.

Very responsive help desk. I've always had a good experience with tech's either installing new hardware or software or helping with problems.

You are providing assistance when requested in a very timely manner. Thank you very much for all of your help this semester.

The classroom technology has worked well most of the time, though there are still not enough tech rooms to go around. Also, they've done well with my computing needs in the office, and a recent scanner replacement has gone well too.

Good helpdesk assistance.

OIT provides me the technology hardware, software and training resources as they bare needed in order that I can preform my work with retatile ease and efficiency in a timely manner.
I have everything I need to do my job. And I know help is a phone call away when I need it.

I occasionally need to contact the help desk for software installation (e.g., SPSS), or a
reinstallation of an operating system, or to fix a computer or printer or just to ask a question on
a tech issue. They have always been helpful, prompt and professional. I have nothing to
complain about.

support for staff

OIT provides the software and software training necessary to complete my job.

upgrading hardware and software regularly.

respond promptly to crises.

??? I integrate multimedia resources into my teaching (i.e., videos, graphics, on-line
demonstrations, etc.). I use computers to conduct my research.

Technical support has been timely and capable of helping resolve all the issues which I have
experienced.

desktop support, network services, classroom technology, labs

I am satisfied with the Tech help overall. However, I had a question never responded when I
emailed. Hope someone out there will answer all questions.

My job and communications rely on email access and shared documents. I also have a need for
SPSS in my research. In all aspects of my computer work, OIT has always been helpful and
reliable. No complaints.... The only issue I have is while on travel I am bothered by the Domino
server pop up interfering with my email use.

assistance with problems

Response time and ability to resolve issues has been great the last few times I needed
assistance

Very responsive and competent technical assistance. Good internet access and ability to access
e-mail off site.

computer hardware, software, e-mail and internet services are satisfactory, and usually reliable.

I like the general set-up in the TEC rooms.

I have a wonderful computer in my office. The TEC classroom that I have used has been helpful
in showing videos and DVDs to my students on a large screen.

For the most part, the TEC III rooms supply the appropriate hardware and software. However, the
quality of individual units has been troublesome ... I’ve had consistent issues with the
projectors (too dim or distorted) and computers sometimes freezing. The FDH labs have very
little multi-media platforms, which is of course ironic, considering the classes taught there are
supposedly multi-media based.

UNLV e-mail communication is outstanding. Overall, WebCampus is a wonderful tool for teaching
both on-campus and on-line classes. OIT support is the best I have ever experienced at any
university.

I have found the staff who have come to my office when I have called for help to be competent. I
like being able to send my students to the student help desk in the MSU.

I have observed other colleagues utilize all type of UNLV technology services. They have seemed
more than well-pleased

with the facilities which are available to them.

As noted, reliable system and outstanding IT help employees.

Presently I do not have suggestions for improvement.

You provide the necessary tools to be a successful employee.

Getting th job done in a timely manner.

You keep my computer running safely and efficiently

Excellent customer service.

Providing reliable service and competent help.

Support for moving traditional classes online very good.

Our IT needs are managed by an internal staff member, but I feel that the broad resources are
available by OIT. Also, I believe that OIT provides for the overall campus security and
infrastructure—both areas where I feel confident.

Offering software at a reduced rate is very helpful. Additionally, instruction on software is helpful.

quick response

Efficient and good about getting requests done on time.

I have always been able to get the support I need quickly.

The lotus notes and internet speeds seem to be at a reasonable and comparable level to other
systems I have used.

Management of applications and storage of files as well as accessibility. Control of security and
privacy.

Overall your staff is very helpful and knowledgable. There is an individual that I would not
recommend for computer installation.

Systems overall function well and efficiently. That has to be quite a challenge.

RebelCard may not be a part of IT but it might provide better service for our students if it was a
part of IT.

Seldom have need of OIT. That’s a good thing to me.

OIT has exhibited a wealth of information when I needed it. So nice to have that available.

There’s only been one time that an error message that I get in Lotus Notes that has not been
solved though a minor issue. It seems to not interfere with anything important on my system or
usage of the software or impede the completion of tasks.

Assistance generally good to great. Network uptime seems very high (I used to work as a
netadmin)

Help when I need it
Help desk and repair technicians couldn't be better. The services are professional and timely. Problems are resolved quickly. Some OIT offices are too restrictive but UNLV allows users freedom to use their machines as best suits their needs. Network speed and reliability are excellent. Staff is excellent.

Software available to employees at a discounted rate. Security features available to employees. Courses to educate people about how to maximize performance with certain software packages. Never had problems resolving any concerns. Staff always willing to help and answer questions. Frequent hardware upgrades.

The IT staff are knowledgable, friendly, helpful and professional. Your staff is fantastic. They are really easy to work with and they respond very quickly. Support staff is incredibly helpful, every time I speak with someone in OIT - every person has great customer service skills!

The technician in the COE, Young Kim, is outstanding, professional, and always reliable. Technicians from OIT (in particular, Angel, and Hector) are also outstanding. Phone help has been consistently excellent.

Access by phone to help. The employees are awesome!

Keep up the great work!

UNLV OIT stays on top of what is going on in the world of IT particularly as it relates to ESI and they are very open to helping and educating our office in order to comply with litigation holds that necessitate IT assistance. Training on main programs that we use. Maybe schedule training in Advantage and Financial Date Warehouse.

We take classes for some programs that we are using currently. Like getting to know more of Excel, Word, SIS, Advantage programs.

Service is excellent. Very knowledgeable Always given an explanation on what was done and why it happened. People very nice and accommodating. The computer classrooms and computer labs are very useful for students.

Email is crucial and Lotus Notes service is for the most part reliable.

You seem to have the software and support available when I need it.

Help desk access. Response to the need of tech. for class.

Response time is always quick when I need assistance and employees are always very helpful over the phone. Often times they are able to solve the problem by phone.

keep the system running.

Provides the Microsoft office programs that I need and Lotus Notes which is invaluable to me.

Very responsive, and employees are very knowledgeable about all the various systems I've needed help with.

Your customer service has been very helpful and speedy.

For what we do there is no one on your staff to train us. We find training off campus and that works well. The ability to do that without OIT being in the way or setting up roadblocks can't be overlooked.

Data backups and giving me Microsoft Office.

I have a computer with the necessary software installed. It doesn't always work flawlessly, but it is ok.

I conduct Internet surveys. Kody Kearns and Maxine Franks have been extremely helpful, knowledgeable and accessible.

Responding promptly and adequately.

I use Lotus notes to communicate with the campus deans, chairs to correct fire and life safety code deficiencies.

There is a campus wide e-mail system and a fairly extensive wireless network. I am NOT satisfied with the functionality (or lack thereof) of the webmail version of Lotus Notes - UGH. I get ever so tired of having to enter the login information twice whenever I access webmail.

Reliability in the networks I utilize such as email and file storage.

I have all the econometric software I need to conduct econometric research.

None.

I've no complaints, so you must be doing your job very well.

You have a good system that is fast. You supply the technology and software that is up-to-date and required without a lot of hoops to jump through, e.g. Adobe Acrobat 8.0, SPSS, etc. We can order our own computer equipment that meets our needs. The on-line help desk is really good. I wish they had extended hours, though.

Classes are given all the time here at the T&M and I have attended campus classes

the classes offered on different technology like access, excel.

Lotus Notes, Advantage, and SISIS all appeared to be managed well. My only issue with these is the difficulty in getting security modified. The department work in has their own computer services department. Therefore, I do not get to utilize most OIT services.

I'm perfectly pleased with e-mail services and security, though Lotus notes is a bit cumbersome.

When I have a problem, I do not hesitate to contact the help desk. They are always pleasant and helpful. If they cannot help, they find me someone who can.

Providing network and internet connectivity, security and maintaining university wide software

When someone from IT Desk can fix computer by taking over through internet is very helpful. Most work requests are done in timely manner.
I think you do a nice job providing web based services and I am happy to have tech classrooms to teach in.

Conducting more computer workshops. Although I am a classified employee my job is professional. (A professional position converted into a classified position some time back due to internal issues). Last time I attended a web campus training session the lady asked me so many questions as to if I taught. I don't teach but I train the TAs for all the Microbioholohy labs, do tests etc. Luckily I went with a Prof. and therefore was able to go in and participate. It would be nice to have access for the workshops.

Help Desk has always been responsive to any work requests I've made

Updated software support and resolution of WINDOWS-based problems with office computer.

I believe that everything is going well so far. At this point I have no complaints.

You provide adequate sources for us to get our jobs done, and we have autonomy to do the rest (I.e., purchasing computer-related items via Pcard, etc.).

I wish we had Microsoft Outlook though. Lotus Notes isn't as easy to use and does not seem to have as many features.

The computers and software are of sufficient quality to allow me to be successful.

By providing the proper tools and support in a timely manner to perform our jobs.

Very quick response to recent hardware issues. It's essential to have our own IT representative in my building I can contact when needed - thank you for that! It helps to improve our processes and eliminate delays in work.

Lotus notes is not a user-friendly program for those of us who utilize Macs off-campus or when traveling. It also does not sync as well as Outlook or Gmail with calendars nor include the scheduling options useful for our division. However, I have found it to gain less spam than Outlook.

I think that Lotus Notes is easy to use and the help desk is quick to respond to my inquiries no matter how big or small they are.

My dealings with your office has always been very good

The classrooms are getting better. The computer facilities in public places, like libraries are getting better. Wireless connections are becoming more accessible. Last Fall, I had a person from OIT give a guest lecture in my Networks class.

Simply that the OIT help desk staff are very patient as I explain my situation and then have the ability to fix whatever problem I may be having. It's great.

help desk remote control is useful when stuck trying to use an office software application for project and having difficulty efficient

Always responsive to help request in a timely manner.

Overall I'm satisfied with UNLV technology because I'm able to access my email on a daily basis. I'm able to log on to the Data Warehouse and Advantage systems without difficulty or interruptions.

Anticipate campus needs. Constant process of re-evaluating existing technology and assessing whether or not to modify present offerings, offer new technologies.

UNLV has always been on top of the latest trends and technology improvements. I would suggest that they continue to send out these type surveys and provide their employees with the best possible tools so that we as a institution can be successful

Rspnd early to solve problems and be understanding to somebody who is not computer savvy.

Your team is very responsive and you are constantly asking for feedback and updating as needed. When I need something it is very easy to obtain quick, comprehensive feedback. I never feel like I have to wait for an answer of service.

Lotus notes is reliable and has the features that supports the function of my daily duties. Also, classrooms that have technology allows me to use power point presentations as well as internet searches in class.

The basic software OIT provides is adequate for my needs.

Considering the current budget climate I think your doing a great job with what you have to work with.

Tech support in the COE

I believe your overall commitment to service is a positive for your office...and for this campus.

the library IT department is responsive to my needs; I imagine they cooperate with oit

Stuff works, ELMO in the classroom is excellent. Good support staff.

I have never had a problem contacting support, nor has there been a problem getting the issue resolved.

Always very responsive when I call with issues or questions.

Like technology classrooms and phone help

I think the individuals in OIT are very helpful -- we never have to wait too long for work orders to be processed.

Ensuring that technology is current and working properly.

I wish that my email was not considered "SPAM" by more than half of my own colleagues. That's a bummer, which seems unfivable some of the your truings. But the more I use of them, I do appreciate the idea of WebCampus, I just find that particular program to be disastrously ugly and unwieldy. I appreciate that the university makes a reasonable effort to provide the faculty with good computers, even though we seem to have absolutely no money (seriously, I am not joking to xerox, and I have no trash can). ***It seems to me that one of the things UNLV truly has going for it is that we have so many new buildings equipped for and largely outfitted with new, good technology. I've been to top-tier institutions that lag far behind us on that. Our library puts the University of Michigan to shame, believe it or not. So we're doing some of the right things. But it's not all there yet. My biggest pet peeves are my seemingly un-SPAM-able email account and WebCampus. Other than that, I really
appreciate the strides you’ve made since I got here in 1999

The rebel mail service is helpful and easy to use. The UNLV web-site is very informative and easy to use.

Rob Mader is great. He solves a lot of problems.

I have a computer in my office and a technology room. I am fairly low maintenance in technology.

The software, Lotus notes, classroom IT equipment all works well.

Actually, I hardly use OIT services directly, only through using classroom equipment. Once I had to have an iMac fixed. But it was out of warranty and the cost of a new motherboard was near the cost of a new iMac so we just bought a new iMac. The people who worked on the iMac seemed competent. They were able to give e the hard drive from the old iMac to use to move software and data to the new iMac.

I have everything I need.

Responding to problems quickly, friendly knowledgable staff

Everything is fine.

Great support when I am teaching classes on campus. All of my students complain about the awkwardness of using webcampus. Mostly I teach graduate classes off campus, and students want to access information on-line, but they do not like webcampus. I am currently using a wiki format that I have developed on my own.

Very responsive to specific requests, regardless of help with equipment in TEC rooms, configuring a BlackBerry, or WebCampus help requests. This is my 4th university campus position, including one in the Ivy League, and the tech support at UNLV Las Vegas is far superior to anything I have experienced in the past. Great job.

I believe the OIT support line is very well-manned. I have spoken with support employees and they have gone out of their way to be helpful, especially a lady by the name of Maxine. I was most impressed with the knowledge and skills exhibited, and the helpful attitudes, that have been displayed by your employees!

As I was not in a "smart" classroom I needed to request pp equipment as well as film equipment. Lois has been great!

I can basically achieve what I need to accomplish the necessary tasks on the job.

Basic computing needs are addressed.

When the hard drive of my desktop computer crashed several months ago, an OIT staff came to my office for initial setup of new hard drive. network is reliable — Berry is fast and reliable — speed is good — Lotus notes has sufficient storage - helpdesk is easy to access online or by phone — very responsive with ticketing system...

I am part-time faculty and do not really use these services. I am not a reliable source for this survey.

Everything I need to teach is available in my TEC room. However, Im short and it’s hard for some students to see me over the monitor. Feel blocked by teh large desk in WRI Hall classrooms.

I have all the tools needed to successfully do my job. IF I ever need immediate assistance, there is onsite IT support (through the state) that is very helpful. I have used the UNLV IT hotline a few times and staff was courteous and prompt.

After maneuvering WebCampus, I have found it to be a very easy to use to teach an on-line class. However, I have not used any other platform.

Fast and reliable network speed is necessary to get my job done. That has been a good experience so far. I can also count on the help desk to provide assistance when necessary.

I have had a positive experience with Lotus Notes training and Lotus Notes in general.

WebCampus is easy to use and UNLV provides great tech support to help me improve my class and the outlook of it. In fact, they start the process of improving my class, which I am grateful since I have very little time to worry about presentation at times. They always answer my questions and help me promptly.

Just keeping the network working and security up to date helps me in what I need to do my job. Keep up the good work.

Keeping up with all the changes and supporting those platforms.

UNLV offer a great amount of computer access around its campus. They are literally all over the place.

I think OIT tries its best within budget restrictions

Yvette Aqui and other members of the tech help line can answer my questions.

Meeting my needs.

The most important OIT’s function for me is to be able to get help ASAP whenever I need it. The OIT office has been very responsive lately.

computer repairs at my desk so I do not have a loss of productive time.

Generally have enough to get the job done.

I’ve only needed your help a couple of times, and each time y’all did a great job.

I have been able to teach programming courses in computer labs and depend on the equipment and support. THANKS!

Providing on time delivery of carts to non-TEC rooms, prompt response to aid with cart problems (e.g., broken mouse).

Keeping the system up and easy help line when something goes wrong.

IT support and prompt response to problems

Training, when I have the correct software, it works... If I don’t have the correct software, it is a bear to deal with. Currently, I have a scanner that came with a software and I can’t use the software or scanner. IT was no help at all, so now it just sits there and I use other people’s scanner.
OIT has always been there for me when I have a question or a problem. Providing stable networking and software and keeping desktop computers running.

1. I Purchase all Licenses for the Campus and the OIT Staff keeps me abreast of all items that I have to buy and educates me on everything that I have questions on.

2. I have the office hardware and software to do my job with online resources. I have gone "paperless" in the classroom by creating Word files, with pasted pictures and hyperlinks, brought these files to the classroom on my thumb-drive, then projected for students to take notes. The HELP line is great.

3. I did not get my computer this year (I was at the top of the list for replacement) because OIT said I was not allowed to have the preferred software package. The same problem arose with my Dean so she did not accept her new computer either. We believe it is a very poor practice that we are forced to accept something we do not want or settle for nothing at all.

4. Fast and reliable network speed is necessary to get my job done. That has been a good help when I need it.

5. I have great computers and software, could always use more but what I have gets the current job done.

6. Keeping your heads above water while managing INTEGRATE, and doing a good job with that.

7. I have always found the IT department to be receptive to needs and they are willing to go out of there way in most instances to resolve my workplace issues.

8. At times there might be problems related to speed of response, but when a response is finally made it's almost always thorough, with courtesy, and attentiveness.

9. Answering questions I might have, dealing with the issues I have had problems with, Nick has been the main person I have had dealings with and I think he is doing a great job, ability to assist others in timely manners.

10. Computers are reasonably up-to-date and configured to handle typical computer chores.

11. Dependable computer equipment, effective and knowledgeable OIT assistance.

12. I have always had quick responses to any need that I have when I call the help desk.

13. The IT Help desk is excellent.

14. You provide us with the most update equipment so we can do our jobs.

15. You seem to have the knowledge and are prompt with assistance.

16. I think usually everyone is willing to work on whatever the issue may be in a collaborative manner.

17. Lotus Notes is awesome. It rarely goes down. I really like the calendar. I like the communication that OIT has with the campus. When something will be down or if it unexpectedly goes down, OIT seems to always communicate with the campus about such issues. I greatly appreciate this.

18. Computer training courses available for employee such as Vista version for Word, Excel, Powerpoint, etc have been useful.

19. UNLV provides hardware and software for both on and off campus use for faculty satisfactorily. Off campus access and use are very important for research and writing, and for WebCampus teaching. Webcampus needs improvements in its file manager (for example synchronizing with a home computer), the system of archiving and uploading course materials (the current archiving system does not allow access to individual files in the archive for editing and upgrading), the grade book (more flexibility), the discussions and assignments (ability to grade assignments individually on a scale. The system of revising and upgrading course materials is somewhat cumbersome and needs improvement. Generally I am satisfied with the support that I have received from IT and the Distance Ed department.

20. Your phone tech support is fast to pick up and quick to provide the specific answer. When I’ve brought my note pad in, the techs always do what I need and the extra clean-up if also needed. I like the developing wi-fi availability and the smart classrooms on which I have come to rely. I like the fact that I could get the download of software that I couldn’t figure out how to complete. Folks are always friendly and even have chocolate sometimes to smooth the frustrations of technology glitches.

21. UNLV provides reliable access to the internet. This is a major part of my technology needs and its consistency is important.

22. Always been very helpful when I have needed assistance.

23. The high tech classrooms are very nice. In one course I used websites extensively for lectures. I think the biggest improvement for me would be to be able to bypass the College of Engineering system, which is a bottleneck for email.

24. Supporting faculty and students.

25. Staff are efficient and helpful. I have seen great improvements in systems over the years. I know folks are working hard to provide a good experience and the systems that we need with less and less funding. Keep up the good work.

26. The offering of task-specific courses in WebCampus have been indispensable, particularly during transitions to newer editions.

27. Speedy Response time, and helpful when needed.

28. PLEASE can we have Outlook for our email?? I hate Lotus.

29. The staff at the Help Desk is always helpful and knowledgable.

30. My needs are less that many staff members. I use Lotus Notes, Word, and of course the Internet. You do all of these functions very well!!

31. I have access to a computer, to databases, phones and a library all are tools I need to help successfully perform my job.

32. Problems are always resolved in an excellent timely manner and emails are sent accordingly.

33. Great Job!

34. Technical support is very good.

35. Install appropriate software on new computers and assist with questions about software; handle drop-ins to the OIT office for help professionally and efficiently; staff are cordial and helpful.
110. Taking care of all the technicalities that I know nothing about, but need to use every day!!
111. The applications and access I need were available to me on my very first day. If I have any
112. additional tech needs I am confident that I will be able to get them from OIT. I haven't had a
113. problem so far.
114. Positive response, favorable customer service, satisfactory documentation of work
115. Quick response and solutions to WebCampus problems or requests. Not as quick with office
116. computer fixes - but I don't usually call unless I cannot fix (so is unusual or complex problem). New
117. tech classrooms are great
118. provides training and updates when necessary
119. Assistance with existing programs. But the loss of Paul Nakanyu was very damaging. He should be
120. replaced.
121. Phone tech help.
122. allowing for the brightest and biggest technology upgrades when requested
123. I believe the TLC seminars are great. Lots of good ideas are shared among faculty and they
124. provide a chance to learn how to incorporate webcampus components.
125. Internet and Email work well
126. I have the technology needed to be effective
127. We have an outstanding OIT support person and student staff in our building!
128. The computers are fast and reliable.
129. While it is awkward to utilize from time to time, material is available 24-7 for students and other
130. faculty. The tools are there, once you know the quirks of utilization, and you invest the time to
131. post, or access it.
132. UNLV is constantly upgrading technology in order to stay at the cutting edge.
133. The help line is almost always great, very helpful.
134. Support techs such as Hector are very helpful and responsive.
135. Excellent Help Desk staff with quick response to issues/problems.
136. Very receptive to the requests.
137. usually takes into consideration that the person on the other end of the phone is not real
138. knowledgable about computers/software.
139. I particularly like that as an employee I have access to purchase software at a discount, that OIT
140. has software available specific to various majors and research interests and lists that info on its
141. website.
142. Again, extremely efficient and best technology than other universities in Colorado, New York,
143. Hawaii - I wish they were all like UNLV - you should tell them all how to do it! The remote thing,
144. when I can call and a tech got on my computer to fix it - great! Help is expedient - but I think
145. more help with the students are needed. WebCampus students "say" that they do not get
146. immediate help. I wonder if you can make them more responsible for making sure their
147. computers are sufficient when signing up for a WebCampus class. Maybe if it is their first time
148. using WebCampus require them to take a short class or test to commit them to ensuring they
149. will be responsible for their internet access. I love the fact that the WebCampus tracks their
150. activity, it would be great if they could track a little more detail and when they have problems or
151. when they call IT so that the professor can verify to allow them to make up classes.
152. RESPONSING WHEN NEEDED
153. Teh speed to access to the internet is fast. I would like to see more instrunctions on how to
154. delete the cookes on lotus notes, I received a lot of email taht I will prefer do not have in my
155. emails.
156. Quick and reliable internet access on campus. Knowledgeable and friendly staff.
157. OIT help/support personnel are helpful; Webcampus is effective tool and well supported.
158. Service.
159. When I get to the point of 'really needing help', I contact OIT. In almost all circumstances OIT has
160. been able to answer my questions and/or address computer issues. OIT employees are always very
161. helpful and friendly; which makes computer glitches uneventful - and that's a good thing.
162. Each time I have called and requested assistance, your office has been very helpful and quick!
163. [No Answer Entered]
164. giving me a computer to use so i can write articles and store what i need to do research and
165. teach my classes.
166. Mary Albrecht is wonderful, she held my hand and helped me to be successful. She was always
167. available and patient!
168. Mostly I don't notice technology, which means it is a seamless part of my work. This is the ideal,
169. and best possible situation. If OIT is doing their job well, I don't even notice the technology!
170. Updating the server and answering simple questions.
171. You have really helped me manage my work for UNLV remotely from home in Florida. I haven't
172. had to ask for support often, but when I have, you've been incredibly helpful. The tools you have
173. provided have been well suited for remote work.
174. All staff are ensured that they have working technology equipment as needed to do their job
175. well.
176. Usually prompt response to requests. Listens to the consumer about the problem issues.
177. availability of technology in classrooms and training via teaching & learning center
178. UNLV is now fully engulfed in utilizing email instead of verbal communications. The web is the
179. library for information. OIT keeps these systems working.
180. teaching employees new software.
181. System shared files are easily accessed
182. The library is doing a good job at providing electronic journal articles.
Earlier, you said that UNLV does not provide the technology you need to be a successful employee. Can you tell us what we should improve?

1. I strongly dislike Lotus Notes
   - The web server is not always available. Repair services are not always satisfactory. We need a campus computer store and repair shop.
   - Need my computer, printer, scanner, and hub really, really badly.
   - My email doesn't sink properly, and makes me have to move back and forth from desktop to laptop to find emails sent from home. (the email is a HUGE problem I've identified for you folks which still hasn't been fixed).
   - When requesting extra items for teaching they were either not delivered, or did not work

2. A broader range of support systems.
   - I have requested specific hardware and software when I was receiving a computer update and received a Mac instead of a PC and didn't receive the software that I requested (I have waited for a CS2 installation for several years -now we are on CS4!)
   - Lack of advanced knowledge of software programs. Not enough network storage to perform an adequate backup. Network storage is unreliable and woefully inadequate in size. Lotus notes mail storage is inadequate. Spam filtering is awful. Unable to archive files in Lotus Notes and no one seems to be able to help me.
   - Lotus Notes access at home for mac users absolutely sucks!! Pioneer will become mac users primary unfortunately because of lack of support for mac users re Lotus Notes.
   - Upgrade office computers MUCH more often.
   - Control of websites for our unit.
   - Use of more up to date e-mail client.
   - Use of Google search on our own website.
   - Use of open source software to cut down on costs.

   - More flexible and robust campus email infrastructure.
   - Help Desk responsiveness. Tips maybe via email to keep my computer safe. It would be nice to be assigned our own IT person so we can just call one person who is aware of our specific challenges. I have found that your students IT workers generally havent had enough training or experience to handle our IT issues.

4. Response time and statistical software support.
   - I accepted this position a little over a year ago because I was told that I would have available both Oracle and SQL Server. Neither are "available". I have also witnessed an OIT manager make promises to other high administrators to deliver such things as SQL Server stack (IIS) for creating ASP applications, and SharePoint by July 08. Nothing Delivered. In other presentations by OIT personnel, I've heard that OIT only serves campus. As such, the numerous soft-money contracts I work under for the Federal Government are unnecessarily delayed as another computer group on campus (the computer center...I cannot call them super) is supposed to be the umbrella under which I work. Hogs that they would develop database applications on the Web OUTSIDE a firewall. That practice hasn't been done for years. And, the computing center's absurd reliance on Unix/Linux is a huge business mistake for this University.
   - While not an OIT problem alone, the two computing entities should be merged saving UNLV a ton of money and resources. Business takes precedence and business is more efficiently conducted through Microsoft products.

5. We need many more TEC classrooms and VERY CLEAR instructions as to how each one operates.

6. I find the whole idea of submitting a ticket to get help from OIT to be a worthless and frustrating.
   - By the time someone responds to my request for assistance, it is too late to fix it.
   - The students staffing the phone are too often rude and unhelpful. I consistently wait well past the specified time to pick up computers delivered to non-TECs, up to two hours babysitting a projector and computer while the staff continually promised pick-up was on the way. The TEC's are booked almost back to back, when all I might need is a simple computer to demonstrate project work. However, I've heard them say in meetings that they do not support database applications on the Web OUTSIDE a firewall. That practice hasn't been done for years. And, the computing center's absurd reliance on Unix/Linux is a huge business mistake for this University.
   - While not an OIT problem alone, the two computing entities should be merged saving UNLV a ton of money and resources. Business takes precedence and business is more efficiently conducted through Microsoft products.

7. unix/linux support. I can't use the software I need to teach my classes (e.g. OIT would not install parallels desktop on my Mac, or unix based software I need). I go to public labs, but this is a HUGE amount of time which I don't have. I can't always figure out how to install certain software that would greatly increase my productivity (and if I can, it also often takes me an inordinate amount of time).


9. I have not been given the proper training to be successful on Webcampus. I have been unable to get help because of scheduling conflicts with my studio classes and inflexibility by the OIT in getting individual instruction.
   - My office PC is too old and slow to run essential statistical software I use for research. Your replacement policy is not based at all on need but instead simplistically replaces PCs based on age. Theres needs to be another way to also take into account the variation in use from one employee to another. Put differently, why have people who only use an office PC for surfing and playing games received upgrades while myself who needs high RAM and processing speed for research has to wait over 5 years?

10. Software training. We are not an IT department but are required on our own to maintain our own website. We are not allowed to attend the Dreamweaver training since we are not faculty. I think if we are required to maintain our own webpage we should have access to training for the software. Also I feel that we are limited to our creativity because we cannot utilize our IT department to help write programs for Advantage and other software. There should be a priority
21. OIT has always been there for me when I have a question or a problem. (A Que so to speak) This would benefit the campus since IT has the ability and knowledge to apply each individual ideas that help this university expand. I just think it would benefit the university if the software training tools were made available for more than just faculty (with our managements approval of course.) Since our departments are required to do things on their own with no prior training or experience (for the most part) it would be nice to be allowed to attend courses where we can learn the capability of the software. ::-

22. SIS, but I am aware of the ERP. Problem is it’s been sold to be more capable than what will actually be provided based on what we could afford.

23. The University simply does not support a wide enough range of software necessary to carryout research. Right now if I want software I am on my own to obtain it and support it. Often this si cost prohibitive and difficult since I do not specialize in technology and have little knowledge about what types of compatibility issues may arise. On at least one occasion I have purchased software that was necessary for my research but was incompatible with other software preinstalled by the OIT on my machine. I am now forced to only use this work related software on my home machine.

24. Lotus Notes is cumbersomene and not conducive to good business.

25. tech in every classroom

26. more tech (pc upgrades, printer upgrades, software for research) for faculty

27. It would be helpful if OIT could help with report writing activities that are needed within programs such as advantage and MUNIS

28. The courses I teach require a personal computer equipped with specialized software that is not available for school computers and requires internet access and access to through VPN to secure databases. In our schools environment I can not connect my laptop to the network so I am am handicapped in teaching my subjects.

29. I may be confused, but I perceive that some departments provide themselves with wonderful technological support while others have very little available.

30. the Art Department NEEDS a computer lab to teach Graphic Design and Photography in

31. See earlier comments,

32. Backup plans for pc's. Availability of server hosting. Support of Open Office. A more realistic plan to have software on my "home" computers on which I do a considerable amount of UNLV work at home. Advantage training. Better networked printers/copiers. Better email tools.


34. Get better clicker technology for the classrooms. The range on the remote student response system is presently poor.

35. There should be more individual training sessions with written instructions available both for preview and review. I have found group sessions to be useless as problems arise after the session is over and I am then entirely on my own.

36. Better, more consistent access to university servers from remote locations, getting rid of VISTA on new computers, maybe some online tutorials? We were suddenly switched to MS Word 07 with no notice, training and no help, and staff and faculty have been blundering along since. I just started using WP again because the cost of time in blundering around the kludgy MS Word 07 interferes greatly with my productivity.

37. In the film department we have two rooms that are dedicated to show films in, but they are a constant source of trouble. We have personnel that are capable of sustaining and creating a good film environment in these rooms, but other elements seems to find the need to re-wire and, in general, disrespect the work of people who establish the optimum viewing environment — as in our field, the text is the film... and yet we are constantly confronted with projectors not working, sound that is completely out of whack, etc...as one student pointed out one day, it's embarrassing for a film department to have to roam campus looking for a place to study film...

38. Improve service response! Make sure technology works in each TEC room!

39. We need more tech rooms. I use powerpoint and films in all my classes and often cannot get a tech room. I have two classes this semester with no tech room. I have always requested it. I have a hard time with those ancient computer carts. I cannot even bend enough to get flash drives in there. It takes up so much class time to plug in, get set up in the right place. I give up powerpoint if I don't have a tech room.

40. Engineering is a computer intensive area. There are lot of servers and computers, possibly many times more than any other college. But there is no systems administration. The Associate Dean is supposed to be running it with his graduate student. People have resigned to the fact that "nothing works" here and they have stopped complaining.

41. Every classroom should have adequate technology to model the use of it, to have the opportunity to video stream, show DVDs easily, see full screen presentations, use powerpoint, call up appropriate websites, and have the use of a document camera. Several classrooms in CEH are so dated that they actually still have chalkboards and only overheads available.

42. Improve response time and number of available staff (although I understand the tough situation we are currently in with our looming budget cuts). I appreciate everything your helpful staff do for me, even though I do not call on them often.

43. remote operating systems, accessibility, programs/software

44. (skipped this question)

Total Respondents 40
Employee_Network_2008

Survey Title: OIT Employee Survey 2008

Survey Properties:
Total Respondents: 930

Responses By Question Analysis:

1. Please describe EXAMPLES of why you rated UNLV’s network services the way you did.

1. Things always work when I use my computer/ network.
2. I should be able to access wireless internet everywhere on campus, including when I leave one building to enter another, or eating lunch outside.
3. I have worked at UNLV for over twenty years and find that we are catching up in the technology area. The systems I employ on a daily basis are always available, help me do my job and have eased a great deal of the paperwork I usually have to do.
4. Many buildings/offices does not have WiFi service... WiFi infrastructure is too limited. I know it requires a substantial investment in money and time, however, this should be a priority. When external people comes into our offices or meeting rooms, it doe snot look good to say “Sorry, we do not have WiFi here!”...
5. Often feel oit staff are not consistent with their support. I don’t know if it is because of rapid staff turnover, or lack of training.
6. I have limited experience with these networks (geographically), but the experience has been smooth and free of problems.
7. HOWEVER, creating a wireless account was not smooth and required a call to the computing help line (which handled the problem quickly).
8. The whole campus should be wireless.
9. EGR building does not have a Wi-Fi support at all points (esp. in the EE wing)
10. I am able to obtain and/or access the information or resources in a timely and reliable manner most universities are 100% wireless..we need to move to this as students pretty much expect it coming in
11. My building has very limited Wi-Fi availability (BHS)
   I have used the internet connection to search for information from professional organizations and have had no trouble getting to their website. Also, we use the internet connection for accessing a software program that is central to our operations. There have only been a few occasions when the system was down. 
   Well the computer is so out dated, about 4 years old. I don't have the updates to update my safari or firefox, so it does quit on my quite often, which I know is not the fault of the OIT department. I don't have any issues with the network.
12. Generally works well.
13. I havent used it and they've spelt my name wrong. Just got my email address this week with the password. Havent had time to call to have my NAME SPELLED CORRECTLY.
14. Usually the connections are fast and the system don't go down very often.
15. My wired connection in my office is great. Fast speed when I’m on web pages and playing different types of media. With wireless connections, there are still some dead spots that I can't get wi-fi connections.
16. Lotus e-mail sometimes losses connection (and subsequently takes a long time to re-connect) when Novell network locks workstation and goes onto “sleep” mode.
17. I work on my webcampus accounts at school and the connection works much faster than what I have at home (cox cable modem)
18. No wifi service on various parts of campus
19. I tend to only use wireless when I am in meetings in the Student Union, and at those times, it seems fine. But my guess is that more wifi locations on campus would be a good thing for all.
20. I work at an off campus location
21. I am in a new building and the service is spotty since construction is still going on. Hopefully this will calm down eventually.
22. Wired LAN uptime is great and speed is good for my needs. Wondering if it could support voice or video communications like web conferences, ip phones, etc without issue. Not nearly enough WiFi across campus to rely on it for work, then of course there would likely be bandwidth restrictions. Ideally I’d like to use a WiFi enabled smartphone for data and voice when on campus.
23. I cannot get internet in the FDH nor in the CBC
No problems in my wired office. The wireless is great in short session but clunky to log in again if the laptop disconnects to save power. Other locations with similar security concerns allow known and authenticated users to register MAC addresses of wireless devices which, then registered, do not thereafter require reauthentication each time the device is used.

I don’t use wireless often. I don’t use wireless often, but when did signal strength varied depending on location on campus. The internet speed works fine for me, as I don’t spend an inordinate amount of time on the internet, the speed is fine. Its the speed of Lotus Notes that bothers me, but I don’t know what it is that makes that so slow.

I haven’t really been negatively impacted by the wired internet connection, so that is fine for me as well. I use wireless from time to time and it serves my purpose as it is. Our department is always in need of more accessible wireless connectivity. Unfortunately, we can’t pay the price required to put it in place because of the asbestos in FDH. This means we need to have regular computers in every office and at 12 doctoral candidate workstations. This also becomes cost prohibitive because the building only has so many data outlets and we’re told we cannot have any more for several reasons.

There is no wired nor wireless internet connection in some non-TEC classrooms. It’s very inconvenient when I need to display internet information to the students. The wired internet connection in my office is good.

wireless password redirect should be changed to a certificate. It times out too fast.

I do not use the network supported by OIT.

Speed is always fast!!!! Especially in the classrooms.

Although I don’t download large files, I’ve never seen a file take more than one minute to transfer from another locale to my desktop. Internal network speeds are off-the-charts and internal reliability is beyond my experiences elsewhere.

Network Services meet my needs, however there are problems using the MUNIS purchasing system. Not sure if it is software or hardware related.

It is great, fast most of the time, and works well each time.

I don’t typically have the opportunity, however, when I did, I found it too difficult to connect - which led to why I never used it.

I kept having problems to send PDF file.

I rarely have a problem internet connections in my office. There have been a few occasions but this does not happen often. I do not use Wi-Fi and really don’t believe I will need that service on campus.

The wireless network login should be constructed in such a way that the user should not have to log in every time they turn on the computer. The University system should be set so a single password allows the user more direct access. The number of passwords required to remember reduces efficiency.

The Internet speed has gotten slower.

Office computer handles WebCampus well, but there have been a few cases when I cannot open another file or move between files quickly when logged into WebCampus.

I do not need the WiFi on campus to do my work. I do access the UNLV web directories from my iPhone occasionally and have been able to give directions from same, but use AT&T 3G resources for that.

I have repeatedly tried to register for the UNLV wifi and it tells me that I am not eligible to do so... I don’t get much out of the wifi networks on campus because of that.

WebCampus staff are always willing to collaborate with others on finding innovative solutions. In particular my work has been with Wonda and Yvette -- UNLV should be proud to have these two on board. My other experience is with support faculty help desk. The best of any institution I’ve attended or worked for! Thank you all!

Many classroom are not internet friendly or do not have technology centers to teach from.

Although there are places where UNLV students can use Wi-Fi, it would be nice for any student to pull out their laptop, and connect ANYWHERE on campus. I mention this because students do not necessarily go to the library or student union to study. They study on lawns, benches, under a tree, etc. To support them in this, Wi-Fi should be more readily available.

When the there are system problems, it takes a long time to resolve. It is critical to have rapid valid response when we are using the system to teach our students.

The wireless connection is weak in my building. Otherwise everything works great and is very reliable.

Once we had a conference in the student union for literacy specialists who work in Nevada. A request was submitted to provide a wireless account for the conference participants who brought their own laptops. The request either never made it through or someone did not create/enable the account on time.

Customer service reps are always very helpful.

We need more Wi-Fi locations.

If I have trouble I can call and get good services

I have no problems.

I frequently have to use the internet to get to Graduate College forms etc. and the access speed is very good. I set up the department lab top for presentations in our conference room and we use Wi-Fi, so it is very convenient and fast.

Always available when I need it.

Because I work in the Library and we have our own systems department and system, I am probably one step removed from OIT except through email. My first go to point is within the library. But my experiences with OIT with LotusNotes problems and taking classes has been very
positive. We are wireless here, but I am not familiar with the rest of the campus regarding wireless.
I would like support for Mac systems - I phone, etc. to access my work on the road. Lotus notes is very difficult to work with - outdated system.

61. SSC is without wireless access. Employers can not use laptops. We have to pay for our own update and it is taking forever to complete installation

62. New technologies being used by EMS Controls/Fac Maint could use wireless technologies in mechanical spaces

63. We are over at the Paradise campus, and the network can be very slow over here. We also don't have Wi-Fi.

64. IT has always been most helpful with hardware questions and very helpful with software questions.

65. College of Fine Arts has a designated IT person which has proven beneficial. The university IT personnel are well qualified and show their stuff when called upon to do so. Thank you!

66. As a rule I have no difficulties, but I hear occasional complaints mostly about older areas.

67. I never faced any problems with UNLV-OIT wired/wireless connections. They are the best. On the other hand, as a person who worked with other wired connections (engineering), I know how worst things can be due to lack of proper guidance and or administration. I am very happy to I trust OIT for my research and administrative needs.

#1 I agree for using the computer everyday if it was like my phone conection speed at home I would never get anything done or at least it would take me allot longer ... ;)

#4 Students talk about this all the time, wishing there were more connections in administrative offices. Our students are in our office allot and work on homework etc. with their lab tops and always trying to hook up.

68. Cannot get consistent wireless internet access in SSC.

69. Our database actions are never slow as a result of network connectivity speeds or reliability

70. Wireless connection would cut in and out while in use.

71. I have used my personal laptop here at UNLV with minimal problems getting into the internet.

72. I have had little problems with the network connections I have had while on campus.

73. As far as my PC connection is concerned it's great. I have continual problems with Lotus Notes.

Whenever I call the Help Desk, the technicians have been very helpful and patient as I log in when I need my security access reset or working through a problem with a program. At this time, my computer needs have been met so I can complete jobs I have to do.

74. Wireless authentication is cumbersome and lacks persistent connectivity options.

75. Just based on my use of my computer at my desk. I use the Internet and the Lotus Notes. Both work very well...speedwise.

76. Reliable

77. I work for CCB&PD (child care asst) the e-mails I get do not pertain to my job 90% of the time. I don't use.

78. They do a great job. If I need help someone is there.

79. Wired ethernet service on campus is ubiquitous and quite fast. The Wi-Fi network is getting better, but there are still a number of places on campus that seem to be dead zones. That may be more a product of where I teach than anything else, however.

80. They meet my needs.

81. I am always on a wired computer so have had no experience with wireless networks on campus.

82. Network is sloooow, Wifi is not always working reliably. My home wifi is about 4 times as fast as the one in BMC

83. The majority of the times I have used UNLV wireless (which is rare) I have not encountered any problems using it.

84. Cold spots within the campus grounds.

85. No wireless on middle floors of FDB. No university wireless in HFA and JBT without charging CFA for installation. What other colleges had to pay for wireless access in their primary buildings?

86. For the most part, the network is available and is fast enough. I realize it is impossible for any network to be 100% available. I think OIT does an excellent job.

87. I'd prefer to have wireless in my building and around campus. Easier to perform work if we had it.

88. I work in a building without wi-fi, & I have heard people (both students & staff) complain about not having wi-fi access.

At times Wireless disconnects; therefore I find it unreliable and generally don't use Wireless. In my work, it is sometimes necessary to access 2 websites simultaneously and requested activation of the 2nd internet line connection. OIT was quick to respond to my request.

89. The Pioneer Webmail system is outdated, runs slow, and is unpredictable as to when it will or will not work.

90. Unless the network goes down, I have no trouble using the internet or wireless services for any daily work needs.

91. The T1s are lightening fast, also when I have to ssh remotely to do work via my aircard the Network is very responsive.

My connection in my office is excellent, so I strongly agree with the top two items. I have not used Wi-Fi in quite a few years here at UNLV, so I can't rate that service, and therefore don't know if they need more locations either.

92. WIFI is effectively distributed and reliable. Wired network is fast and reliable.

93. Wi-fi speed is more than adequate in some locations, but seems a bit slow in others such as HWB.

94. I hardly have had issues with wired internet here on campus, and when I do, it is resolved very quickly and professionally. Wireless Internet is flaky, but I don't blame that on UNLV, wireless in general is not as robust as a wired connection. It is nice that we have it, and it would be nicer if there was more of it, a blanket over campus, with access everywhere.

95. I believe there should be a wireless hot spot at the Paradise Campus.
I cannot use my wireless in my office (SRWC) so I have completely disabled it.

my system at home connects much faster than here

when I have a breakdown, I have always had service within three hours—often sooner. The staff are efficient, friendly, and very helpful. I appreciate so much their assistance.

THE CONNECTIONS IN HBW SOMETIMES BECOME DISCONNECTED FOR NO APPARENT REASON

Wi-Fi speed could be improved.

I'm a very impatient person & really enjoy the fast connection speed in which I can connect. I do not use the Wi-Fi system yet but hope to do so in the future.

don't use

My MAC laptop immediately sees the network and connects with a hiccup! Rarely have problems with file downloads on my desktop MAC.

I have utilize the networks, shared drives, hosted software everyday, and internet every working day for over two years and only one brief afternoon was any service interrupted without previous notice. I have also utilized the wifi at meetings from SU, although it’s seems to be a little slow and times out often, it always meets my needs.

Over the past two weeks, my outgoing email was blocked for total of 4 days, and my incoming email was blocked for 4 other days. This is unacceptable.

I have not had any issues

I am a APPLE user and in other universities that can spell disaster. UNLV is supportive and very flexible and thus it is easier to be a little odd.

My primary office is off-campus, therefore I cannot accurately assess those areas.

Always reliable and fast.

Network outages are frequent. Slow connection/intermittent response.

The folks are always helpful and happy

Using the wireless is extremely slow. Doing a test, I only get about 400 kbs, but wired, I get 10-13 mbs.

My operations require faster turn around times than UNLV support usually offers. Stations being down for multiple hours or days causes my department to lose money at an enormous rate, comparable to a business. This forces to be self reliant, and limits our options for expansion. Our server is off the network because security is too lax and too slow to respond, and it’s in our office because we cannot wait for hours or days if it’s down or tolerate poor connection speeds.

OIT staff do not adequately support or understand applications that are mission critical to us (SAS, SPSS). These are not unique programs, a large potion of the staff use these and I am not the only one who’s needs are not being met.

I like the wire b/c of faster throughput. Wireless seems to be tied to buildings which is a huge mismatch. If the city of Boston can cover 20 square miles with 7 access points, then why is UNLV wasting money on access points per building?

I cannot always get a wireless signal in the student union.

My wired connection in my office is fast and reliable. Service for our division’s laptop is fine in the areas where wireless is available, but those areas are limited.

The few times I have used wifi on campus, the speed was acceptable and I never lost a connection. Wired connections were reliable and fast, no complaints there.

I am able to complete my work tasks on the computer in a timely manner.

I haven't used campus wireless for a year or so, but the last time I used it I thought it was efficient and easy until I had some type of log-in error that was difficult to correct.

the wireless network should cover the whole campus

Occasionally delayed connections to the internet.

I generally have no problems with networks on campus. If there are going to be down times, the OIT offices usually let the campus know in advance. On-campus connections are often faster than my high-speed cable connection at home.

Computers in CBC teaching facilities on both 1st floor, and 3rd floor, lose internet connections from time to time. There are many locations around campus with only 100Mb connections. These slow connection speeds neither keep up with the hardware capabilities of University computers, nor with high demands of CAD and Map Data Downloads. I tend not to use wireless, as it has slow download speed in comparison to wired.

Lilly Fong

I think, therefore I am.

The majority of the time the network works fine.

wired connection is great but UNLV should expand wifi with wimax

I have a difficult time accessing the wireless network on my laptop in my office

I have never had any problems or issues with wired or wireless access on campus

Have not had issues when using my laptop on campus.

Never had any problems

My system is a slow - possibly need a an upgraded computer

I can check info in different websites without the computer being frozen. I can listen to sound files too very fast.

Using the Internet from my computer is almost never an issue. If for some reason, the Internet is down, OIT has informed us as quickly as possible as well as telling us when it is back up. I use the Internet for my work as an Admin everyday whether it be for scheduling travel or meetings or other such duties. I have also used our Laptop when my computer was being fixed and the Internet has worked just as well.

I use the internal physics building network, which appears to run smoothly.

OIT Support calls, meet promptly, courteously, and problems resolved in timely manner, follow-up calls rec'd to ensure satisfaction
Wireless doesn't work well when trying to do a WebEx session with an off campus vendor for training.

Although I don't use the wireless, it has been a problem when we have meetings in my office and others who need access to wireless, cannot get it. Also, we have third parties (i.e. our payment plan vendor) who need wireless capabilities and cannot get it even though it is available only in parts of our building.

The speed is actually VERY good, but there are minor hiccups in the network from time to time that are frustrating. Wi-Fi should be EVERYWHERE on campus!

Often my computer is very slow. I also hear a buzzing sound everyday while my computer is on. I had someone come out, but he said he could not stop the buzzing sound.

I never had a problem.

Frequently I notice that the speed with which I can access various websites is extremely slow, slower than my DSL at home.

Wired web is reliable and works well, but I don't even have wireless access in my building and the access in my old building was unreliable.

Because it responds a whole lot quicker at UNLV than my home computer on cable modem! It rarely goes down anymore on campus like it used to!!

I have never been able to log in to our WiFi system, despite two calls to IT.

Every time I've had a problem and call they are very helpful and fast.

I am always able to access the internet both inside my office as well as on my laptop at most locations on campus.

When the network is up and going, I have had no frequent problems. But, on occasion, I have had to wait for a response. I do not do a lot of wireless networking. I get the students up and that is all.

Because it's most efficient.

Wireless exists where I go, so my needs are already met. I wish I didn't have to authenticate all the time. I don't need expansion but others might.

I seldom have issues with the speed or reliability of the wired network.

THE HELPDESK STAFF ARE ALWAYS VERY PLEASANT AND HELPFUL.

Only use my office computer on campus.

Availability of IT resources is horribly inadequate outside of certain classrooms. Staff is often rude, unskilled and unreliable. WebCampus is a poor and limited interface - and the Lotus email system will not run on my computers.

It would be great to have wireless access we could offer to our event clients in the student union.

Wireless would not work in CBC-C building.

My needs are sufficiently met.

I don't use wireless connections so have no experience to rate this. Re more wireless locations if wireless access was widespread it would be nice to upgrade next time our office computers are replaced.

The few times I've used the Wi-Fi it's been fine. I have no complaints but mine is general usage.

I do not have an office on-campus.

Both wired and wireless connection speed were satisfactory.

During peak hours in mid-morning, the system is sometimes slow to respond, especially with email.

I never have any problems connecting to the internet from my office.

I generally have no difficulty accessing the campus network regardless of the type of connection, both wired and wireless.

No system is perfect, but ours is pretty close.

At times we use laptops and wireless to access our server. We've found this reliable and with a reasonable speed.

na

When I teach in my building, I cannot always connect to the internet.

I am actually relating more to the frequency it seems to be down.

I get wireless from my office only intermittently. In order to accomplish normal amounts of work I have to have an ethernet cable.

Only on rare occasions do I experience slow transmission speeds.

Everything is wireless these days and you probably cannot have to many access points.

Can never remember my log-on info for wireless; have trouble logging one; one of those things that I don't use sufficiently frequently to remember the access process but need sometimes. Probably my problem, not yours.

I don't use wireless because I don't have a laptop. The speed of my connection is fine. My problem is that I have an old, slow computer.

Overall, wireless speed is good. Every now and then, the OIT classroom computers access WebCampus quite slowly—nort often, though. Our faculty OIT support is outstanding. In addition, any time I need help in the classroom, OIT promptly answers all of my questions.

Often it seems slow in the Lied Library. Why is the Library on a different system?

wireless disconnects often happen to me throughout different campus locations. I give up already! I also have a very new computer, so that's not the issue.

As a part-time instructor, my use of the internet is shared with a full-time instructor; thus I rarely utilize the facility.

The network connection and the equipment provided is slow. Wireless connections are slow and difficult to access.
I think everything is fine as to regarding my role at UNLV

It is reliable day in and day out with very few interruptions or glitches. Thanks.

I have few problems doing what I need to do as a new tool for me.

Anytime I've needed help from OIT, the staff & employees give me their full attention to my needs

Too difficult to connect with wireless at library with personal PC.

The IT Department has been most helpful to me when I arrived. Gems!

I am highly satisfied that I have the tools to do my job which requires constant connection to the Internet. Though I do not use wireless at work, just in general the use is expanding and OIT should meet the need.

I use an iphone to track my calendaring, and access email when at work away from my computer. So far it works very well for me.

No problems for me. Very consistent.

In my job, I often transmit or receive large files. I seldom have issues with the time it takes to receive and/or open files.

My wired connection needs have been met....It would be great if UNLV offered more wireless locations....

Reliable wireless service is not available in our section of the building; there have been occasions when having that service would have been useful.

It works pretty well. I use the wireless quite often as well, and never run into any problems.

Overall the speed and reliability of my Internet connections works well for access to Data Warehouse, Knet, Banking and UNLV sites. Being the Internet their are times when access is down or slow so I can not "Strongly Agree".

While fast, the system has its moments...

Everything has been fine until about one month ago. Now Lotus Notes shuts down suddenly causing loss of work and freezes intermittently causing loss of work time.

I can find out answers to any of my questions or at least be directed to someone or some website to get my answers to questions I have.

Wireless seems spotty, particularly in FDM- haven't used it very much however.

The TMC IT staff has been great

The connections are speedy and reliable. I have never experienced a problem working on-line.

I have never had a problem with UNLV's network connections, so all of my answers are positive.

I think there should be more WI-Fi locations because many people bring their laptops to school and this would help meet the student demand.

I am not on campus; therefore I can not rate these questions.

It is difficult to meet my daily demands working with students when I have to wait 2-3 minutes for page to refresh. Yes, part of this could be the age of my current computer (I3); but, I won't be able to determine that until my system is updated.

OIT provides good customer service and support.

I think the staff is very helpful and competent. There are a few buildings without wireless connections, but other than that OIT is great.

I often work in my office using my laptop and I have an airport that allows me immediate access.

Since moving into SSC-B building, I have had numerous problems with my laptop and internet.

Steve Oschner fixed most of the problems, but the internet is still sometimes a problem depending on the day.

My job, like most, requires the ability to be able to competantly handle several matters at once...this for me, at time, means being able to access the internet to find a case quickly or access the internet to view or communicate with colleagues at other universities. I appreciate that no matter how many windows I have open to the internet that the response time is quick.

It is fast and reliable

Speed is good. In rare occasions I had problems with the Internet connections.

If I need to search vendors information through the Explorer it takes time.

The wired connection speed has not been an issue. However, working in the Libraries, I have seen a number of cases where it was difficult for people to connect to UNLV Wireless. A troubleshooting guide on the UNLV Wireless page would be helpful as many times, it might be the laptop which is the problem.

There are some really bad spots on campus. ...for example most of the CBC building has almost no wireless connection. This has created an issue when trying to work with students on some classroom exercises where it would have been helpful to use the internet.

I have not had any problems with UNLV network services in the past 11 years.

The staff has responded in a very timely manner and notices were given when there was a problem.

Based on the responses to my requests.

I rarely have to wait for a connection.

Haven't had any wireless problems, but I've only used the wireless network a few times.

Seemed adequate. If it doesn't cover the whole campus, it should (but I assume it does).

Wireless often doesn't work in my office. It's more likely to work out in the hall outside my office.

I have never had a problem logging into the network

Allowing the Thomas and Mack to run a separate system is not helpful.

Overall I think everyone tries to be helpful and the programs on campus are helpful, just too many of them for different processing. I also don't think the email system is too efficient. I also think the technicians are pleasant to deal with over the phone and in person. The streamlining system is great. Sometimes, as in a lot of areas on campus, administrative paperwork and procedure isn't as efficient as it could be.
I don't have any problems that are worth noting. When I have had in the past, the problems have caused minimal inconvenience and are resolved quickly. I do not have Wi-Fi.

I utilize wireless fairly often and have several times been unable to access the wireless network.

I have never had problems with either wired or wireless service here on campus for the internet.

I never had problems with my PC. Wireless services do not increase my efficiency.

I do not use Wi-Fi on main campus.

Work at Shadow Lane.

wired connection has always been good for my needs classrooms and buildings have WiFi if I need it.

My wired connection gets me where I need to go.

It's fast, and problems are few, and solved quickly when they occur.

I rarely use my laptop/wireless on campus.

I never have a problem with OIT. They are always responsive to my requests, be it software questions, or hardware questions.

Daily use of the network with only occasional disruption.

I have no problems with the services - they work fine in my office and in the classrooms that I use.

FDH cannot get wi-fi.

Access to internet is sufficient and provides rapid response for my research needs.

I have never used wireless on this campus before.

UNLV network systems are good, but I am not sure we need more than what we already have.

I believe that UNLV's network has a reliable connection. Have not had any problems with connection, except on Webcampus for short periods of time.

I noticed sporadic to no wireless services in certain buildings, in particular the residence halls common areas, when attempting to conduct presentations and programs. I would strongly recommend increasing the wireless access on campus, especially in these areas to encourage more programming closer to "home".

Eager to help, but cannot always provide what I need.

Cannot connect certain portable devices to the WiFi.

Lack of Single Mode fiber available.

My Internet is speedy for the most part. I have never had the opportunity to use Wi-Fi on campus.

I have not needed service very often because my system works well.

I don't have any specific or unique examples. I am sorry.

I only use wired connections for my daily computer use and the speed is very good.

Uptime, and speed.

I'm basically satisfied.

Our building seems to experience internet/email downtown in the afternoons around 3pm.

The network is very dependable and the employees are friendly and very helpful.

Sometimes I need to access databases in Spain or other Hispanic countries and then is not as fast as I would like it to be.

The more wireless locations the better, as long as we can support their usage and provide consistent service.

There has not been a time where I felt inadequately supported in my attempts to do my job functions that require the use of technology.

I cannot use my laptop in my office because there is no wireless service on that floor. I've got to go into the library to get wireless, and sometimes even that wireless is unavailable.

There are currently locations on campus where I can not get a wireless connection.

I don't have any specific comments.

The wifi login scheme does not work well with my iphone! Also, we have to tell students using it in the library to type in https://login.wireless.unlv.edu to get to the login page because they aren't taken there automatically.

So far, things have worked well.

My only experience is in a classroom or in a computer lab.

It's quick and does not implode very often and is available everywhere on campus.

It almost always works. When the system goes down, it comes back up quickly (usually within 1 hour).

At this time, I believe that we do not use OIT services in the College of Engineering.

never seem to have a problem with access.

I cannot access wireless in my own office, which seems ridiculous to me. I teach on the 6th floor of FDH; only the 7th floor is wireless. I go and sit on the couches of the Student Center (nice couches, but still) to get anything I need done on my laptop. I can't use my own computer in my classroom for the same reason. It's getting better, and perhaps I myself need to be more educated about the "smart classroom," but it's still more often a hindrance than a help to me to use my laptop at school. Since my laptop is my life, it's inconvenient as of now. I also don't see why I need to log in to use wireless. Even the airport (McCarran) makes it about 10 times easier for anyone to use wireless there. I perpetually forget my login info, then have to call someone, by which point I usually give up.

always met my needs.

positive experience.
Ham Fine Arts is not wireless, and we don't have any smart classrooms in the building. We are in 
the stone age.

The connection is fast enough that I don't sit around waiting for info to com on line, The 
connection tends to never go down. I can walk around campus and get WiFi and there are more 
places that I would like to get WiFi.

It usually takes me half an hour to get my lotus account going and my internet explorer going.

Speed easy to connect in new buildings

I've never had a problem. If I have questions I can always get help.

Easy to login to wireless

WebCampus is dreadful but the support is good.

fast and reliable - never problem

I turn on the computer and it works and if I have a problem people fix it

I would like to be able to use my laptop (for internet services) at my work location, but I do not, 
otherwise I would be charged a fee.

Have had a few problems with "dead zones"

I havnt had any problems with the Internet connection since I joined it in Fall 2007.

I teach in the art department, drawing and painting. It would be nice to have wireless access in 
HFA, upstairs so that I could present to students on my laptop.

I do not use the computer labs often enough to comment.

Can't get wireless access in my building in all plaCES ALL THE TIME.

Sometimes I cannot send emails through UNLV network

I work off-campus, so these do not apply to me.

My Cox Cable connection at home is much faster than the campus network.

I'm easily able to get on a computer and grade my essays and quizzes quickly. Web Campus works well.

The speed of the wired UNLV network is great for what I use it for. I have never had a major 
problem with the network. At this time I have no need for the WI-FI.

There are times during the day the network seems taxed and clogged.

Since I'm in WebCampus all day, and it is a secure LMS. It is nice to have access that is quick and 
reliable. Also, since I am on a DELL, and some of the faculty that I support use Mac as their 
primary computer. It is nice to have a good wireless connection so they can use my personal 
laptop which is a Mac, if necessary.

Need more Wi-Fi points in many buildings. Coverage is spotty.

... 

I have always found OIT is one step ahead with problems that occur.

I use the internet for ordering purposes and research

Never have had problems connecting wirelessly to the web or with my hard connection

It is instant from the moment I turn on........

I am on the shadow lane campus. The speed here is suffice for the need but the classified staff 
should be able to use WiFi if needed.

Students have trouble logging into wireless network from time to time in the library.

I deal with the Staff in Network Services almost on a daily basis on the new buildings being 
added to the University and the services that I have endeared have been very reliable in all 
cases.

My office computer has been fixed when needed. Issues with a classroom computer have been 
remedied in a prompt, effective manner.

I believe the dept. does the best it can do. With the exception of the computer replacement 
program I think they do a fine job.

Quick service when problem arises.

I mostly use the wired connection which I find fast and stable. I've only used the wireless once 
or twice. I the Lied Library, where I work, students often have problems connecting to the 
service and there are "black holes" in this building.

Many issues connecting to wireless networks. The wired connections are fast in the areas I use.

Wireless log in is a pain.....

There have been numerous occasions when the network has been down, although the outages 
tend not to last very long.

For my needs I only frequent specific areas and the Wi-Fi service has been adequate in those 
centers (i.e. Law School, Lied Library), but the strength of signal is a bit dodgy (weak and 
questionable) when I'm not near some of those computer and public centers where you expect 
strong connection.

I had to use an ethernet cord for wireless access. The wi-fi was not accessible in the law library 
at that time.

Everytime I have had a question or an issue, my questions were answered promptly, most of my 
dealings have been with Nick who was very helpful in everyway. Some mornings I have had 
some slowness on my computer which I understand due to the number of people using it at the 
same time, but over all I will have to say everything has worked out fine.

Wireless service not available in the law school clinic.

I don't have any special downloading requirements and haven't used the WiFi because I don't 
have a laptop.

They crash frequently. remote access to various drives often not possible. Sometimes slow.
When I call for information or help or service to my equipment, if I have a problem, they are always quick to take care of me and always friendly and helpful.

I would like to use Wireless internet services to meet the needs of students with Blackboard system I am currently unable. I am not sure why.

Occasional problems, usually fixed quickly

In terms of the OIT staffs' eagerness to help, I don't find that they really want to help someone unless they have a special relationship with a person. I have to ask someone else in my office to call who has a good relationship with a certain OIT staff member hoping that my computer needs will get taken care of in a timely manner. Even so, most of the time there is not a follow up from this person. I am not sure if there are too many projects for OIT staff - meaning not enough OIT staff or if he does not want to finish up the job.

I can access the network easily and rapidly.

During the day the network becomes very slow and at times unreliable. I guess this must be due to heavy traffic. It becomes much slower than my home cable internet connection. For this reason I prefer to do Webcampus related work from home.

I can always connect. I find the connection about as fast as my at-home hi-speed cable connection. It would be great to have wi-fi everywhere.

Sometimes the network has problems and there are problems with Lotus notes. I've had many people tell me they've emailed me, and I haven't gotten them-- it's usually when there's some sort of problem with the Domino server. It happens more often then it should. Also, one evening, I was trying to send grades to students via webcampus, and the system was slow, then it went down, then slow-- it was a nightmare. I ended up staying here until 10pm to get it done.

UNLV's wired network works well. Obviously transfer rates could be higher but I'm satisfied with where they are.

The internet can be very slow when trying to access the univ web site while on the phone with a student. If I can't get to the site I need to show them then it makes the university look bad. Need faster internet!!!

My email has to go through the server in the College of Engineering, and it is horrible. Not only have I had email failures and lost email, but it takes up to 15 to 20 seconds for an email I am sending to be copied to sent mail, and I lose significant amounts of time this way when trying to wade through a long list of messages to which I must respond.

need expanded and better e-mail and calendar system

Network services has installed software applications on my desktop computer in he past. On each occasion, their staff was courteous, knowledgeable and completed their tasks in a timely fashion. I look forward to interacting with them again.

The abundance of Wi-Fi connections afford students more opportunities for working and researching. Moreover, the speed of the connections is more than adequate for streaming media.

The internet speed is good on the UNLV campus. But there is no filter or protection for junk mails or spams.

I have never had a problem with the system

Distance instructor in NC.

FDH

There is rarely a time when connection is not available. often we receive notices that it went down and I didn't even notice. I do notice it is slower at certain times during the day when I assume more people are using it.

I am on my computer all the time and the performance is fantastic! When I have a problem, I call for assistance and it's given with a smile and great efficiency.

There are days where the network works fine as far as speed. There are other days where the network is very slow but it is manageable. If the network is not working at all, emails are always sent accordingly and it is very much appreciated.

my internet at home seems faster. but the internet here is adequate. the wired internet is usually reliable but sometimes there are problems. I have not used the wireless internet here but I see a need for it. especially for the students.

When I had to call Technical Support for classroom support, employees are sometimes rude and oftentimes unhelpful. Their attitude appears to be that I am bothering them, not that they are there to provide a service. I try to be kind and not too demanding, so please do not conclude that I have unreasonable requests.

Wi-Fi should be campus-wide.

I instruct online only.

I honestly have never been able to use the wireless internet services. I apparently have an account set up, but my user ID and password do not work. It is my fault, though, that I have not contacted tech services for help.

We have had a great experience with the tech's of IT - their service is excellent and quick!

I have never had an issue with the speed or connection of my internet. If there is an outage or maintenance, I have either not been affected or it happened when the office was closed, or I was notified in advance of maintenance and therefore made accommodation.

My office computer works well - no problems with access or downloads of any size. Wireless in our building and other places on campus is spotty and not reliable. Often get bumped off or low signal

The few times I've used my wireless laptop - no problems with connection or speed.

Each time I have had a problem, the staff have been extremely helpful and prompt.

I haven't tried to use wireless lately, but the last time I did, the signal was very weak in the building where I work (CBC-B).

Wireless can not connect at times.

I do not use the internet on campus. My office is located at an off campus location.

I always am able to work efficiently with the network service provided

Sometimes the wireless network is REALLY slow to respond and weak in certain classrooms/auditoriums

The computer classrooms I teach in all work well.
My office doesn't have wireless. Difficult to access material in areas where teaching. System crashes more than I expect, sometimes at "critical teaching" times. Trials of new technology is awkward, and hard to work out.

I am unable to log onto the wireless network because the name on my Rebelcard does not match my "official" name. The error message tells me I need to go to HR to fix this, but does not offer more specific information. As my position requires me to be off campus, and I am only very rarely on campus, I am annoyed that when I am on campus I am not able to connect wirelessly. I usually get around this by finding a computer in the library if necessary, but I wish there was a way to fix this problem online.

The computer that I use at the Front Desk of HR is used by numerous 'other' employees and student workers; therefore, I have numerous issues with speed, access, etc.

No complaints

My network needs don't extend beyond my office, therefore, I do not have a need for wireless services. Nevertheless, I think that the university should provide as many hotspots as we can afford. This would allow students to conduct research easier, to work together in groups outside of the library and Student Union, and may allow those without laptop wireless capability continued access to computer labs.

I have never come across problems and they are much more efficient than at other universities.

The internet is adequate but not extremely fast. The wifi shouldn't require a log on, I don't know how to log on as a staff member, or if I can. It should be easier, we should be able to go to a link online and set up our own username and password as a student or employee specifically for the wifi so we don't have to ask another person or dept to find out the information, or search for it online. My part of campus also has no wifi.

Internet do not always respond correctly

The Wi-Fi takes too long to get hooked up to and if I don't have an ethernet cable then I have to wait for as long as it takes to get to the server.

I am in Engineering that has its own network and servers but no one administering! Can you believe it?

Example: I'm getting a JAVA script error on every page of this survey

I save a lot of time because of the services we have. In any location on campus the speed of the wired connection top teh internet is fast.

Have rarely, if ever had problems with my Internet connection on campus.

wired connection speeds are quite variable, can be quite slow at times and has infrequent (but highly inconvenient) outages at Shadow Lane campus

I have had very good success with the network services that I currently use.

Continual update of technology is the overall goal.

The wireless connection in the Bennett Professional Development Bldg. is often spotty at best.

We use a non-campus network connection.

I do not use the internet except to access UNLV website, or the coursecompass website for my class. I have no complaints

Sometimes the internet does not work with my wired connection. However, I am not sure if it is due to problems with UNLV itself or just with the building. Wireless connections could be better around the campus. It is weak in areas.

I always have good experiences both at my desk and with my laptop around campus. Wireless is slower that wired when I do demos/presentations.

Computer is slow in opening programs, can lose connections from time to time, sometimes have trouble opening Lotus Notes in the morning every day. Some of this may be my computer but our department is checking on that.

My office computer connection runs smoothly - but I experience problems at other campus locations (when there are not problems, it usually runs significantly slower)

Too many parts of campus still do not have Wi-Fi. In addition, Wi-Fi does not work well with smart phone devices such as the iPhone. Every time the phone stops being used, the user must login again to the Wi-Fi network. Access should be continual for some type of limited duration (e.g., 2 hours or more).

My previous employment was at a major institution where the technology was supported by the infrastructure and everything was on the cutting edge. We are very behind the times here and it shows.

I work from a location in Florida

Lotus notes delay or down time

Internet access is available as needed.

Lotus Notes and WebCampus (from home) are the most unreliable, slowest programs I use.

The network provides me fast connection between servers, as well as internet. Although there are brief outages in our building router, for the most part I find my wired connection very good. The wireless connection is unpredictable and usually slow, however, therefore I do not rely on it for presentations either in our outside of the office.

Could use wi-fi very effectively in classes

Total Respondents 380
Employee_OneWord2008

Survey Title: OIT Employee Survey 2008

Survey Properties:

Total Respondents: 930

Responses By Question Analysis:

1. The first WORD that comes to mind when you think of the Office of Information Technology is:

1. smart
2. Lotus Notes
3. Competent
4. turnover
5. Customer Service
6. Great
7. Help
8. Unreliable. Also not up-to-date.
9. Computers
10. computer
11. Lotus Notes
12. slow
13. computer
14. helpful
15. geeks that are good
16. Necessary
17. Awesome Resource!
18. This survey is quite long and tedious to complete.
19. help
20. help
21. Michael
22. no help
23. computers
24. NONE
25. who?
26. Computers
27. Nice
28. Helpful
29. Computers
30. help!
31. pretty good job
32. Dependable
33. OIT
34. computer
35. good
36. useless idiots
<table>
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<tr>
<td>37.</td>
<td>TEC</td>
</tr>
<tr>
<td>38.</td>
<td>computers baby! oh, that's two words</td>
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<td>39.</td>
<td>Smart</td>
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<td>40.</td>
<td>A place to help staff and student</td>
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<td>41.</td>
<td>Sue</td>
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<td>42.</td>
<td>reliable</td>
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<td>43.</td>
<td>good</td>
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<td>52.</td>
<td>Helpful!!</td>
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<td>53.</td>
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<tr>
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<td>Support</td>
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<td>56.</td>
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<td>58.</td>
<td>kafka-esque</td>
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<td>Geek (Squad).</td>
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<td>63.</td>
<td>tech-support</td>
</tr>
<tr>
<td>64.</td>
<td>ready to assist</td>
</tr>
<tr>
<td>65.</td>
<td>computers and technology</td>
</tr>
<tr>
<td>66.</td>
<td>inefficient</td>
</tr>
<tr>
<td>67.</td>
<td>helpful</td>
</tr>
<tr>
<td>68.</td>
<td>Help</td>
</tr>
<tr>
<td>69.</td>
<td>service</td>
</tr>
<tr>
<td>70.</td>
<td>Helpful</td>
</tr>
<tr>
<td>71.</td>
<td>WebCampus</td>
</tr>
<tr>
<td>72.</td>
<td>behind the technology curve</td>
</tr>
<tr>
<td>73.</td>
<td>Frustrating</td>
</tr>
<tr>
<td>74.</td>
<td>computer</td>
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<tr>
<td>75.</td>
<td>Support</td>
</tr>
<tr>
<td>76.</td>
<td>Great</td>
</tr>
<tr>
<td>77.</td>
<td>computer</td>
</tr>
<tr>
<td>78.</td>
<td>Campus internet,phone gurus</td>
</tr>
<tr>
<td>79.</td>
<td>available</td>
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<tr>
<td>80.</td>
<td>HELP!</td>
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<tr>
<td>81.</td>
<td>Help</td>
</tr>
<tr>
<td>82.</td>
<td>Help.</td>
</tr>
<tr>
<td>83.</td>
<td>computer</td>
</tr>
<tr>
<td>84.</td>
<td>Mac unfriendly</td>
</tr>
<tr>
<td>85.</td>
<td>success</td>
</tr>
<tr>
<td>86.</td>
<td>great</td>
</tr>
<tr>
<td>87.</td>
<td>Helpful</td>
</tr>
<tr>
<td>88.</td>
<td>Supportive</td>
</tr>
<tr>
<td>89.</td>
<td>IT</td>
</tr>
<tr>
<td>90.</td>
<td>phone</td>
</tr>
</tbody>
</table>
The first WORD that comes to mind when you think of the Office of Information Technology is:

Antiquated

Long wait

Excellent

Help

computers

broccoli

help

Assist

Friendly

OIT

computers

I'm sure they mean well

OIT

helpful

Communication

Handy

HELP !!!

panic

Smart

HELP!!!!!!

computer

HELP

competent

Happy

help desk

Joe (Joseph Sly, our "go-to" IT person)

Great people to work with!!!!

Reliable technology

Outstanding service.

desktop

help

technology and computers

Behind

Assistance and support

competent

Helpfulness

helpful

help!

Helpful

HELP

HELP

Computors

service

Computers

not familiar

Friendly

Efficient

great

Tech Support

helpful
Responsive.

computers

efficient

Service oriented

Call when the computer doesn't work.

mainframe

Learning new skills

survey

Knowledgeable

Help

Helpful

HELPFUL

help

HELP

help

computers

updated

wait

friendly

time

do not understand

help

Help

Cool

hate Lotus Notes

help

Knowledge

Computers

computer

helpful

support

Manpower

overworked

lori temple

help

Computers

Support

help desk

rutabaga

competent & helpful

Service

?

THANKS FOR ALL YOUR HELP

computer

Exciting!

ok

Competent

computers

system security

lori

who?

Kind of slow.

Trying

professional
OIT Employee Survey 2008

- Software
  - Excellent customer service and very friendly/knowledgeable staff

- 930 23-4('!567%(8

- OIT Employee Survey 2008

- 665. help

- 661. Nerdy

- 660. Technology support

- 654. HELP!

- 651. help

- 650. Dated (not cutting edge in terms of technology)

- 649. help

- 647. Understaffed

- 646. Frustration

- 645. Campus support

- 635. support

- 633. computers

- 629. help desk

- 627. techs

- 624. Computers

- 621. Space Age life_saver

- 619. computers

- 615. support

- 614. Projector Problems BHS 135

- 600. help!!

- 599. helpful

- 597. Unfriendly

- 594. computers

- 592. help

- 590. projector resource

- 588. Smart

- 587. Did you restart technology Geeks hassle

- 586. tech support

- 585. service

- 584. AWESOME

- 583. support

- 582. call when somethings wrong

- 581. technology

- 580. Geeks

- 579. hassle

- 578. Network

- 577. Hard work

- 576. helpful

- 575. inefficient technology

- 574. Efficient

- 573. Helpful

- 572. Technology SERVICE

- 571. helpful

- 570. Computer Doctor

- 569. Accessible

- 568. tech-support

- 567. Support

- 566. balloons

- 565. computers

- 564. helpdesk

- 563. Undersupported

- 562. support

- 561. efficient

- 560. understaffed

- 559. nothing helpful

- 558. Hector Ibarras

- 557. THANKS for your support

- 556. Slow

- 555. oye

- 554. Leave a message!!!!!!!

- 553. services

- 552. Tech support

- 551. committed effective

- 550. GREAT

- 549. Try hard to be helpful

- 548. help

- 547. computer

- 546. helpful

- 545. relief

- 544. telephone (this is how I reach them)

- 543. Improving

- 542. Friendly

- 541. WebCampus

- 540. Big Unit!

- 539. necessary

- 538. Solutions Help

- 537. security passwords for the UNLV accounting systems

- 536. OK computing

- 535. An excellent organization.

- 534. Help

- 533. computing

- 532. Cool

- 531. Help

- 528. THANKS for your support

- 527. help desk

- 526. overworked

- 525. Manpower

- 524. Knowledge help

- 523. hate Lotus Notes

- 522. Help
desk

- 521. Leave a message!!!!!!!

- 516. services

- 515. Tech support

- 514. committed effective

- 513. Help

- 512. Help

- 511. help

- 510. help

- 509. This survey is quite long and tedious to complete.

- 508. Awesome Resource!

- 507. Necessary helpful

- 506. help

- 505. help desk

- 504. service

- 503. Helpful

- 502. BEHIND help desk

- 501. Happy

- 500. HELP!!!!!!

- 499. Smart Handy

- 498. I'm sure they mean well

- 497. computers

- 496. OIT Friendly help

- 495. computers

- 494. Excellent 5777 phone

- 493. IT

- 492. help

- 491. help

- 490. Computers

- 489. service

- 488. helpful

- 487. relief

- 486. computer

- 485. helpful

- 484. relief

- 483. telephone (this is how I reach them)

- 482. Improving

- 481. Friendly

- 480. WebCampus

- 479. Big Unit!

- 478. necessary

- 477. Solutions Help

- 476. security passwords for the UNLV accounting systems

- 475. OK computing

- 474. Awesome

- 473. Help

- 472. help desk

- 471. Leave a message!!!!!!!

- 470. services

- 469. Tech support

- 468. committed effective

- 467. Help

- 466. Help

- 465. help

- 464. help

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- 460. help

- 459. help

- 458. help desk

- 457. Happy

- 456. HELP!!!!!!

- 455. Smart Handy

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- 453. computers

- 452. OIT Friendly help

- 451. computers

- 450. Excellent 5777 phone

- 449. IT

- 448. help

- 447. help

- 446. Computers

- 445. service

- 444. helpful

- 443. relief

- 442. computer

- 441. helpful

- 440. relief

- 439. telephone (this is how I reach them)

- 438. Improving

- 437. Friendly

- 436. WebCampus

- 435. Big Unit!

- 434. necessary

- 433. Solutions Help

- 432. security passwords for the UNLV accounting systems

- 431. OK computing

- 430. Awesome

- 429. Help

- 428. help desk

- 427. Leave a message!!!!!!!

- 426. services

- 425. Tech support

- 424. committed effective

- 423. Help

- 422. Help

- 421. help

- 420. help

- 419. This survey is quite long and tedious to complete.

- 418. Awesome Resource!

- 417. Necessary helpful

- 416. help

- 415. help

- 414. computers

- 413. service

- 412. Helpful

- 411. competence

- 410. help

- 409. frustration

- 408. Helpful

- 407. competence

- 406. help

- 405. computers

- 404. support

- 403. solution

- 402. Lori Temple

- 401. administratblotivation

- 400. computers

- 399. Understaffed

- 398. huh

- 397. helpful

- 396. support

- 395. helpful

- 394. helpful

- 393. IT

- 392. WONDERFUL!

- 391. competent

- 390. Helpfull

- 389. computers

- 388. unknown

- 387. Emergency Help!

- 386. computers

- 385. burearucracy

- 384. great service, but awful WebCampus classes

- 383. Helpfull

- 382. Computer

- 381. internet

- 380. mystery

- 379. Laurie

- 378. Steve
253. competent
254. computer
255. Accessible
256. sigh
257. help
258. Computer Doctor
259. helpful
260. Helpful
261. helpdesk
262. assistance
263. HELP!!
264. training
265. projector
266. computers
267. Responsive.
268. Helpful
269. Efficient
270. helpful
271. technology
272. inefficient
273. Help
274. helpful
275. confusing
276. Lori Temple (she is great)
277. Hard work
278. Responsive
279. COMPLICATED
280. helpful
281. Help
desk
282. knowledgable
283. Service
284. What?
285. Helpdesk
286. CAPABLE
287. Rapid response (sorry - that's 2 words!)
288. NOT user friendly
289. help
290. Computer Problems
291. knowledgable
292. helpful
293. Computers
294. computer
295. Distant
296. computing
297. Efficient
298. Good
299. COMPUTERS
300. what's the phone number
301. moneypit
302. Busy
303. frustrating
304. Network
305. computer
306. Helpful
Beef up software technology education that's not covered.
I'll pass on answering that

Anything that has to do with computer hardware, software, various computing systems, etc. and solving technology problems.

TECH

where are they

Computers- Big responsibility to Campus

Lori

reliable

Computers

help

Helpful

Software

support

helpful

excellent

smart

AWESOME

helpful

Helpful

Helpful

Knowledgeable

Service

intelligent

computer

Relief

Pervasive

service

ok

help

tech support

Helpful

computer

necessary

Assistance

helpful

customer service

understaffed

Smart

???

computer assistance

efficiency

under staffed

okay

mediocre
good
do not communicate well with the library staff about systems problems -- we are often the first place students come
Great help for problems
innovative
datasystems
is this survey over?
Invisible
Rescue
Cutting-edge
Helpful
Access
helpful
Lori Temple (I'm an old timer!)
computers
help
Background
Efficient
bureaucracy
help desk
smartcart
academics
help
support
HELPFUL
Computers
Useful
"Please wait on hold for the next available technician".
call when somethings wrong
Lori Temple :-)
Help
They get all the technology money from the state and the individual schools and colleges don't get any
HELP
help
An excellent organization.
Service
computing
OK
smart
HELPERS!
Tech help
security passwords for the UNLV accounting systems
Responsiveness
FANTASTIC
Help
Solutions
Who are they
necessary
nothing comes to mind
Big Unit!
support
Partner
efficient
competent
camputers
WebCampus
Friendly
camputers
Friendly
Efficient
Camputers
Improving
helpful
important
telephone (this is how I reach them)
relief
Moving forward as fast as they can—but the start line was far behind!
IT Info center
helpful
Why are computer called information technology...give me a break.
computer
Thanks
Lori
understaffed
I like computers.
help
help
Try hard to be helpful
GREAT
boring
helpful
Help!
Chaos
effective
generally competent
committed
Help desk.
No support for outlook express which is the most popular email software. That is insane.
responsive
computers
lifesaver!
could be more helpful
Resource
Help
slow
help
helpful
Tech support
Helpful/Friendly
Smart
services
Helpful
help
Yvette Aqui
Lori
Leave a message!!!!!!!
Information
excellent customer service and very friendly/knowledgeable staff
Helpful, customer service
Computers
nothing comes to mind
Best
techs
COMPUTER TECHNOLOGY
help desk
Helpful
The first WORD that comes to mind when you think of the Office of Information Technology is:

Novell servers
support
computers
Help
support
helpful
Help
HELP
technicians on call
Lori
Computer Problems
If all else fails
glad you're there when i need you.
helpful
Campus support
Frustration
Understaffed
Help
help
Dated (not cutting edge in terms of technology)
help
helpful
tech support
HELP!
computers
exists
Computer help
computers
Waste
Technology support
Nerdy
Slow
Computers
Young
help
Rigid
Computer
good

Total Respondents 668

262
Employee_Services_FirstWord_LearnMore

Survey Title: OIT Employee Survey 2008

Survey Properties:

Total Respondents: 930

Responses By Question Analysis:

1. Please provide comments or examples that would help us better understand some of your responses above.

1. Support staff to Student Life are excellent!!!
I have used the help desk numerous times this fiscal year. I am satisfied with the service. The service is always fast and friendly. I appreciate this. I can only find fault with the computer delivery and set up. I don’t believe this is a problem with the people but rather with not having enough people to service the campus adequately.

2. We don’t have these services.
I had problems with my computer transferring data from a focus report to excel spreadsheet and Angel from IT help desk assisted me and helped me find the appropriate program to be able to obtain the data. Angel assistance was greatly appreciated.
Personal hardware and software should be supported.

3. Why don’t we have a computer shop on campus?
My supervisor has been waiting almost 2 months for a computer repair. It was working fine, then we moved offices and it would not start up. It took 4 weeks just for IT to tell him that he needed a new computer as his current one was irreparable. He is in the midst of a 6 week wait for a replacement. Seems like there has to be a more efficient way to take care of things like this.

4. Not enough network storage for faculty to back up hard drives and difficult to access with Mac.
I find the SIS very cumbersome. Unlike desktop systems the help information feature is very limited and you need to know the codes to understand the screens.

5. My only concern is with the File Maker Pro we have in the office, when we need help we have to outsource, which can take anywhere up to a couple weeks for a response. Again not the fault of the OIT department. Actually I would like for the OIT department to have the knowledge, since OIT seems to be on top of things and always helpful!

6. still waiting for my new computer (started August). Still don’t have a printer either...
NEVER USED THE SITE.

7. COULDN'T GET ON ANYWAY, BACUSE WHOEVER SET UP MY ACCOUNT SPELT MY NAME WRONG. SO FAR..BRILLIANT

8. Library has its own IT staff that handles computer repair, setup, etc.
With a recent move to a new office it took many calls to the OIT office to get network printers set up, connection to shair drives and work out any repairs that might have been needed. There have also been a number of times that data could not be saved on our shair drive because of "limited space" to store files and documents. With an office that works primarily off the shair drive I would hope there would be more storage space. SIS is an old and combersom system. I am sure there is better technology out there to more more efficient for the needs of our office and for keeping student information.

9. The university should invest more in site licensing of software - the MS Office is fine but things like AutoCAD or GIS would be useful, we are not just teachers who write letters or make powerpoint lectures.

10. I work at an off campus location with our own IT support
I need more storage on the server for the three research programs that I run. We repeatedly have been told that we cannot have more space. Why not!

11. New computers take too long to reach office once ordered
Website software info needs better organization and searching/sorting capabilities. Info about educational discounts or organizational/system volume licensing would be helpful in cases where software needs to be purchased. For example it would be nice to get credit as an institution when collectively we buy enough of some software individually, or as units to qualify for a volume discount. I’m not saying we need to establish site licenses, but if for example a price break occurs at 50 licenses and several departments bought below that but together met it, it would be a shame to continue to buy at the higher price. The process of requesting a new LAN port to be installed, through its activation isn’t as easy as it should be. I’d suggest one department
taking ownership of the request and shepherding it through the entire process as it goes from department to department in the development process, and returns an activated port to the requestor. Unifying network file storage trees would be appreciated to eliminate the perpetual issue of logging in and logging out of each. OIT needs more paperless/automated ways of doing business, especially through the web, supporting Mac & PC access. Some of Facilities applications are a very good example for OIT to look at.

I asked for a computer to be repaired in my classroom three times before it was fixed or even looked at.

We have a staff member designated to handle technology for our department and I'm not her.

All staff are doing their best.

Help desk is good for helping users.

Accessing file storage via novell has been very good, but when I used to try to access file storage as a student going through the web, the access was not reliable. I very often could not upload or download files.

the network file storage and servers are sometimes a bit slow.

Purchasing software is always a hassle. For those of us in the field who are not computer literate it becomes even more so. We don't even know the terminology to use to get the software our departments need. Perhaps a course for "software dummies" might help!

Help desk has always been superb and professional.

I like the people I work with. Perhaps the social aspects of these relationships lead to more responsiveness between the employees. But I don't have anything but praise and respect for the attention to detail and integrity of my colleagues.

I have to call TMC first and get referred to the IT Help Desk. Software training is basic only. No advanced users. File storage is woefully inadequate. No training is available for SIS that I am aware of.

Software costs departments too much. I just took a course on using Flash, the upshot was that I have to convince my cash-strapped dept to pay $500 to get me a copy of it to use. Sigh. However, when I want training on other things that I do have software for [HTML programming, CSS (I signed up for this class once and it was cancelled without notice), Audacity, EndNotes, etc.] it is either overcrowded, cancelled, or non-existent.

Our IT staff for our college is excellent; however, nobody seems to keep track of things like warranties, etc for repairs if needed.

In addition, IT help desk seems to do a good job. They are always polite and try to direct me where I need to go for support.

I am really pleased with the WebCampus support, but the server upon which it sits is a joke. The whole thing takes entirely TOO LONG for anything to process. I put all of my audio and video files on the faculty server because the students cannot download them through WebCampus without being logged out or timed out due to the time it takes to get it done. I dread even checking my WebCampus email or calendar functions as it takes so long.

Finally, the SIS does not have a user-friendly search function. It is only available through certain users (who are only sometimes available if I need them).

It's all excellent. Some things I am unable to assess.

Have not had occasion to use computer repair services

The most difficult portion of software acquisition has to be the interface with state purchasing regulations.

SIS is antiquated and not available in real time.

I use Young Kim and he is very responsive and helpful. I also call Yvette and she is always helpful and prompt.

The remote access to files is not ideal in any way. Half of the functions don't work. I would also like for my network drive to auto sync files that I may have worked on when I wasn't logged onto the network.

For non-tech rooms, having computer carts with working up-to-date systems is a crap shoot. Sometimes its there on time and working and sometimes its not. Wires are frayed. The mount for the projector do not have adjustment screws and so the machine wobbles.

SIS is difficult to use. I am looking forward to its replacement.

More than once I have emailed the help desk with a problem and never received a response. However, the times I have called them, they have been great.

More training would be nice. I know that the TLC offers training sessions however majority of those training sessions seem to be restricted to faculty and/or graduate students.

We have in-house support

I work all day on SIS and very rarely have any downtime

I am a frequent user of SIS and wish there was a better manual to describe the terms and fields in the system.

I use the SIS to verify enrollment for GIA reporting on a semester basis, but since I'm not using SIS on a daily basis, I'm still not too familiar with it.

User Training classes would be helpful also.

SIS not user-friendly.

Not enough storage on servers

SIS is very problematic, but we are working on new system

I requested to have a computer wiped clean and reset for a new student, if took a month for it to happen.

Systems operate as they should; repairs are made promptly with notification; questions are answered when posed with only an occasional necessity for a call back.

SIS is difficult to use and if you don't use it constantly your password does not work.

Computer deliver & set up takes forever .... I know you have procedures the equipment has to go through so I suppose you just have to wait.
Everything is fine and SIS I know they are looking to update it in the future.

49. They all work normally.

50. SIS needs easier maneuverability around screens, i.e., back button.

I have a printer in my office that has not worked for 2 months now. The work order for repair was submitted for 4 weeks before I had to follow up and get someone to even come look at it. When the technicians discovered that he was unable to repair it with what he had available. It had been at least 2 weeks since he came to look at it, it still doesn’t work and I have never been notified about ANYTHING that is or is not taking place with regard to completing the repair.

51. I have worked at UNLV for a year now and the SIS training I received when I started was completely useless. I am not sure if SIS is what I have figured out for myself or learned from other users. I suspect that there are a LOT of screens and information I have permission for that I don’t know about and never use because I don’t know what they are. PLEASE revamp your SIS training, or provide advanced training sessions for current users. Every person I’ve talked to about SIS has had the same experience I have had.

Software instructional classes fill up so quickly I’ve never been able to take advantage of this service. On web site, self-training on software programs would be useful; have not seen that.

52. Had problems with A/V delivery on a Saturday and IT Help Desk was useless even though A/V deliveries are part of OIT.

53. SIS isn’t very user friendly.

54. I work at the Thomas & Mack Center and our computer services department installs, sets-up, etc. We use Mac’s and find most programs that UNLV purchases will not work with our system there needs to be this discussion with the mac users before a program goes system wide that will not work for us.

55. SIS is not user friendly and seems to be a very old system and should be upgraded.

56. The most negative of the above items deals with SIS, which, as we all know, is a dinosaur on its last legs. I wish that the software information on OIT’s website was more complete, but that deficiency is balanced with an extremely helpful Help Desk, so I really have no major complaints.

57. IT has always been there when needed.

58. Computer repair (Mac) takes too long, Software acquisition for Mac takes so much effort to keep to a current standard.

59. I believe computer delivery and set up for the campus is slow due to limited manpower in computer deployment.

60. SIS sucks.

61. SIS is pretty outdated. I know it’s being replaced though.

I love the help desk. They’re great and solve all my computer issues quickly. I really wish that OIT would take over all university systems and we didn’t have to work with SCS anymore. You do such a good job with hardware and software that I know you would do a great job with the big mainframe applications.

62. The Help Desk has always been very helpful over the phone. I know that computer repair, delivery, & set up is done as quickly as the department is able. Sometimes is quicker than I expected.

Maxine, in particular, is very helpful and knowledgeable (please give her a raise!). However, OIT staff is generally very competent (e.g., they walked me through setup of Instant Messaging over the phone). Certain very specific applications, such as DARWIN are unfamiliar to them and we had to contact UNR/DARS for assistance in setups.

63. When ordering computers, the tagging & delivery process is way too long. I will have computers for weeks that are sitting waiting to be tagged & delivered. This is not efficient or expedient when faculty are waiting for these machines. Certain software (Adobe professional) should be standard on all faculty/employee machines for use in creating work-related documents. We should not have to hunt down old licenses or pay for these types of necessary software.

64. The computer delivery & set up seems to take a bit longer than faculty and staff would like. I’m not sure if the hold up is with the inventory control or OIT, but waiting for a computer to be delivered to your office 2 weeks after it’s been delivered to UNLV seems a bit long

65. The software search page is a bit cumbersome and often simply leads me to a vendor’s web site. Had trouble identifying software covered under any site or state license, had to call for information.

As far as new computers, I never know the status of an order, I order it and a few weeks or even months later it is here, but there is no way to track the order and see when it is coming. I wish I had more help with what to buy, and what not to buy. Perhaps there is, but I have never seen it or heard about a way to do that. The last time I ordered a computer (about a year ago, in a different department) I was lost on what I should get, what software I should purchase from the vendor, and not sure what kind of support I should get from the vendor, if any. So I would hope that employee computer purchase and software purchase for that computer would be more transparent and easier for me to see and understand. Computer repair is excellent. Once a technician comes out, they usually fix the issue straight away, or if it is something they can do remotely, it is usually fixed right the first time. As far as file storage, I am not sure why there is so much restriction of the storage, and it is difficult to access from outside the campus. And if I needed a server, I am not sure if there is a way I could use one, or even how to ask about it. I am sure there is someone out there that I could borrow the services I need until I determine if I need to get a full system for myself. Network port activation takes a few days, and I am not sure why it takes that long, or why some ports are not active. I have never used SIS.

66. There is a lack of adequate training for SIS.

67. More training would be helpful for the Advantage system.

68. SIS needs an update.

Neutral = don’t use

69. Only time I got really upset was when I needed a copy of Windows XP so I could set up Parallels on my MAC - and you guys wanted to take my MAC desktop away for a while to do the installation rather than just bringing me - or loaning me - the XP disks. I just made a copy of my entire Windows system and used that instead, using Parallels Transporter.

70. Increase the storage amount for faculty significantly, especially for science and engineering faculty. One size fits all is not good idea.

71. It was probably no fault of OIT, lack of ANY planning on my own department, but my first day of
work, I had to find, put together, and set-up and connect all my own PC equipment.

I also don't like the fact that when my department has to order, receive, and upgrade software, we have to call OIT for activation keys...if its subverting piracy UNLV is worried about, no departments should order or upgrade any software, all software should be budgeted and controlled through OIT.

My printer went hay wire and it was fixed in a nano second [less than week], bill

Some of the software licensing/installation issues are difficult to work with. There have been a few occasions which we needed software installed (off campus) and it ended up taking a really long time. It would have been more efficient to provide us with a serial number, but we had to schedule a tech to come out, complete the installation (basically key in the s/n), and it took quite some time to get that accomplished.

IT Help desk is ALWAYS helpful and polite. Computer delivery and setup could be better.

Software training was not good in the past, so have gone off course. Would like to see coordination with 1-2 day intense training (Excel, Word, Powerpoint) for UNLV staff. Maybe through Cont. Ed./Ed. Outreach.

Network port activation is fine, but do not need this service often.

Network file storage and servers could see improvement in their records regarding who (office and contact) is responsible for what servers. Also, should have a system to remove access from all servers/files when an UNLV employee terminates employment.

The acquisition process for some software seems needlessly cumbersome.

i never use any of the services listed

The sis system is outdated and money should be spent to upgrade this system.

See previous.

Neutral responses mean that I have no experience with OIT on that issue. My only dis with software information on the Web is that the various navigation avenues provides different answers, and different people access such info in different ways making for some interesting discussions. In other words, the navigation scheme of OIT's web-site should be re-evaluated using the in labs, many of the dropdown choices are repeats meaning that the database is not designed efficiently. This only serves to confuse users of the web.

I think SIS needs an upgrade to a more user friendly system.

I'm at the Shadow Lane campus and rely on SDM IT.

Our building (HRC) has our own computer technician, so I've had no direct involvement with OIT. Therefore I am unable to address many questions in this survey.

I primarily work off campus, so I don't have a lot of experience with OIT. I did attend an Access training course which I thought was very well put together and great for people with limited or no knowledge of databases. Any time I have needed computer assistance on campus, I've had quick and helpful responses

Computers maintained in Engineering

I really don't know that much about the IT Help Desk and don't use their services very much.

We use the law school IT staff for most of our needs.

Quick response for delivery and set up. I do not use the OIT server as I use the HRC server and their IT person for problems and repair.

I use SIS infrequently, and when I do, I am not as familiar with the system as those who use it on a daily basis. Hence, I find the system clunky and not user friendly.

The IT Help Desk staff have poor customer service manners when answering phones.. Usually I get "Hello?", or a clumsy sounding initial introduction. The staff also seem poorly trained, as they tend to not be able to answer my questions, esp. regarding lotus notes capabilities. They are helpful with password changes at least. :-)

The computer people in the law school help quite a bit. Most of what you ask about I don't even know much.

I climb because it is there. Go Obama.

Steve Ochsner and his team of student workers are a God Sent. Without their quick and knowledgeable service the administrative duties within Financial Aid would constantly grind to a halt.

software information is confusing

Basically if it is not a Dell or Gateway and it breaks they cant do anything so you must spend your own time. It would be fine to say we all have to have Dells or Gateway but the contract pricing is higher than I pay at the same website as a personal purchase- even when I configure the same specs and frankly computer hardware is modular so one could probably build from scratch and have a perfectly reliable machine for less.

Currently use services through TMC, however, when using services with campus, staff was VERY WILLING to help and VERY COMPETENT!

As a faculty member who uses a statistical software package other than SPSS (STATA), I would like to see other software available for research purposes. Many other universities support additional research software and make it available to faculty at reduced costs. UNLV does not appear to do this.

I have no complaints and have found the OIT staff to be very helpful

Things are different on Shadow Lane campus and main campus. I wish we had a software support on Shadow Lane campus.

I would love to hear from training courses on basic stuff, such as excell or access.

For the most part, I am very pleased with IT and the Help Desk. Delivery set up and repair have been done expediently with full explanations if issues have arose. As to software, I cannot speak from a lot of experience with this but I know that IT has helped me if I had a software issue and that has been most appreciated. I see the information on your website in terms of software access and training so know that you can get it if needed.

see previous answer

Working in Student Affairs, it's confusing sometimes on who to call for what issue. Also, it takes a long time for computers to get setup & delivered or rolled down to new users.
1. I am particularly dissatisfied with the antiquated system of SIS. No way to go back and correct mistakes, the sign off at 8pm and on weekends, the use of old codes which no one seems to know or have access to. Extremely frustrating and time wasting.

2. The UNLV Libraries Systems Dept. provides most of the above services that I need.

3. WebGrading is not user-friendly. Difficult to easily locate student information, including RebelMail addresses in one central location.

4. SIS is cumbersome especially if you don’t have the correct codes for the information you are looking for!

5. Because training opportunities are not published through Lotus Notes, I’m no longer aware of them. I know the information’s on your Web site, but I don’t go there.

6. I know about what I deal with. I am for the most part satisfied or know how to find the help I need.

7. IT Help Desk always resolves my problem.

8. I think we could do better getting software updates distributed to the user community. Maybe I am just poorly informed or have been poorly informed, but it would be nice to advertise new license agreements and updates beyond just posting info on the OIT web site.

9. My previous computer set-up was very poorly done- and have been told there is no fix.

10. There is no computer repair (or assistance) for linux/unix systems.

11. Software support takes weeks to install for classes needing it immediately. Port activation apparently takes several weeks, though this could possibly be a departmental issue.

12. I hardly use the service part

13. Re set up; sometimes everything doesn’t work the same and it’s not noticed until after the tech has left; network printers not set up or login’s don’t work or there is an extra step to login (we are such creatures of habit). I would love some training for admin staff on website maintenance. As departments are responsible for the upkeep of their own pages this would be invaluable. I don’t use SIS so can’t rate that.

14. So much of the software has its own tutorials that there isn’t much or OIT to train. What [training] is available is Tech Advantage, so that’s the only one I’ve found lacking. They used to nag at us for storing too much but I think they added more storage space.

15. Most things have worked pretty well.

16. Over the past 20 years I personally have had almost no need for the services listed above with the exception of having my work station upgraded upon my supervisor’s request to do so. Once exchanged my new work stations for the most part are always setup and ready to go with almost no problems for me to ever contend with, I just continue doing my job as if nothing has even changed, seamlessly.

17. So many things about SIS that are just SIS - like I can’t search for a student unless I have their SIS, last name, or ID for. So if I look for Bill Smith and there are 40 in there, I can’t look for them by program, or by phone #. But OIT can’t change this - hopefully the InIntegrate project will.

18. More static software and training. SIS is old. I also don’t like changing passwords all the time.

19. We mostly go through the Supercomputing center for some of the needs above, but anytime we have needed OIT assistance they’ve been great. Though everyone at the help desk has been wonderful, I especially like Maxine.

20. na

21. Neutral = didn’t use.

22. I may be confusing network storage and Lotus storage. It’s the latter I think should be higher.

23. The help desk people are often incompetent. They sometimes drop the ball on calls (i.e. don’t let anyone know about your problem until you’ve called several times). Other times they provide blatantly false information. For example, one day I went in to the help desk office to find out whether any of the computers in the CBC B have Dreamweaver. The person checked and informed me that no computers in CBC B have Dreamweaver. This turned out to be dead wrong. All of the computers in the lab have Dreamweaver. But I was derailed for a few days because of this wrong information.

24. I realize a new SIS is coming which is none to soon.

25. What bothers me about the system is no one routinely comes by to make sure that my computer is well maintained and operating at top capacity. Sure, I can ask someone to come by, but I am very busy and would only get around to it every five years. The staff seemed very helpful when I needed to get my statistical software updated, and for other needs that I have had in the past.

26. My office computer is so old and slow I hardly use it for anything other than email. Yet for some reason colleagues of mine whose computers are only a few days (yes they were bought in the same month) have gotten new machines, yet some of them do not use it for anything other than email and surfing the web. I would work in my office more if I were able to run programs I need for research on my PC. When I asked about at least getting more RAM (my PC only has 512K) I was told this would “re-set” the clock for replacing my PC. Instead of only using the age of the machine, your office really needs to also find a way to rank-order replacement based on usage.

27. I think staff need more workshops on things like Excel. I also don’t know where to send my students to get help with Excel.

28. It took forever to get my printer. Also, transferring my email account to the very old fashion Lotus notes was impossible.

29. Same remarks as the preceding comments.

30. There is not much interface between IT and staff. Some kind of checklist list for whether or not staff receive appropriate indoctrination about systems and software would help IT ensure that people are able to utilize equipment, software and services better.

31. Software training. We are not an IT department but are required on our own to maintain our own website. We are not allowed to attend the Dreamweaver training since we are not faculty. I think if we are required to maintain our own webpage we should have access to training for the software. Also I feel that we are limited to our creativity because we cannot utilize our IT department to help write programs for Advantage and other software. There should be a priority list that all campus departments can request from IT so that they can make their department grow. (A Que so to speak) This would benefit the campus since IT has the ability and knowledge to apply each individual ideas that help this university expand.

32. Software training - training covers only the most basic features of the software;
Ever time I've called IT Help Desk, the people have been OUTSTANDING!! And always help and/or follow up as the case is needed.

I hope Integrate improves SIS, which is not user-friendly.

The expertise is commendable.

Everytime I have contacted the Help Desk (probably about 2x per year) the problem has been resolved. I have downloaded the AntiVirus software and read the information on the other software. NetStorage has been valuable in giving me remote access to files.

I'm new at the dental school and haven't had occasion to use these services.

The IT help desk folks offer invaluable service. The employees are always friendly, patient, and knowledgeable. I have never experienced problems with computer delivery and set up or repair, but have heard of other folks having difficulties...

SIS is not very user friendly, and I also don't like to keep having to change my password. Some of the commands don't work right.

SIS is not user friendly and very outdated. In trying to do my job I have little or no recourse as changes cannot or will not be made at this point due to the Integrate project coming on line.

1. The folks in charge of the media carts NEED TO DELIVER CARTS FOR A SATURDAY CLASS. I taught a Saturday class in MPE last year and was told twice that (essentially) "We don't deliver [on Sat]." Unacceptable! However, the gradual spread of technology classrooms has made a need for the carts null and void.

2. Webcampus support is generally very good over the phone and excellent via email. Kudos!

I have worked at several Universities and the hardware and software availability here in non-existent. In all my other positions the university bookstore had education software and computers available at deep discounts. The selection and how you obtain computers and software here is deplorable. I don't understand why these options are unavailable to faculty and students.

Our office utilizes the Carson City IT contact (IT via the Welfare Division). The experience I've had with IT staff at this location has been wonderful. They are helpful, friendly, and professional.

Trying to use 2003 software while others on campus are using Vista is very difficult. I can't open all attachments sent to me and my computer is so slow that my appointments take longer because I am waiting for my computer to catch up with me. FRUSTRATING.....there needs to be a campus wide rotation of computer purchases so that no one has a computer that is 2-3 software programs behind.

SIS is an antiquated program obviously...non user-friendly, etc.

SIS is outdated, but I know PeopleSoft is on board.

Technician's from OIT have been terrific. SIS is an awful and outdated system.

We have an inhouse IT department that takes care of our needs and they seem to be efficient.

I have had one or two computer gliches and/or printer issues and OIT is always very quick to both respond and to fix the problem.

When I start working here, one year ago, I ask several people about Advantage because there is so much information there that I don't how to access, nobody could give me a Manual and OIT didn't have any training for the system, I learned slowly, asking and I still think that I don't know a lot of things.

Regarding the Financial Data Warehouse Training, we need smaller training classes to be able to ask specific questions.

There is significant issues with the Libraries ability to activate library barcodes for patrons based on information uploaded from SIS.

There is almost no research related software provided through the University. Often university wide site licensing can create a substantial cost savings for purchasing research related software. Instead faculty are literally on our own to figure out if software is will work with our current system, researching software purchasing, and obtaining licenses for everything other than a few basic programs which are more related to teaching than research.

For example, buying even an extension to SPSS which the University supports is not supported through OIT. It isn't even a different vendor. . . .but it still isn't supported. We cannot become a research university if we do not have support for software necessary to conduct research sophisticated enough to get published in leading journals. Right now that is almost cost prohibitive due to the lack of agreements between the university and software producers.

In general, I have no problem of getting relevant services.

My last experience with the help desk wasn't very helpful...the tech who answered was unable to help with my issue; he promised someone would follow up but that never happened. I called back myself later...

I'm in the library, so I rarely use campus IT - but when I do, they are helpful. Occasionally, though, they haven't been fully aware of where campus and library computer services differ.

OIT website lists their site licenses for software. The information is not accurate or up to date. They appear not to have any Mac software on the list of site licenses.

SIS has too many different codes

Knowledge of how the Mac network server is less than it should be. We have to use workarounds rather than have our system working the way it is designed.

I think the SIS could be a little more modern looking, but so far no problems with it.

Most of these I've never used because of in house technical help.

again my responses in general apply to Shadow Lane IT department

We had our own IT guy until the budget cuts.

Very difficult to sign up a new employee

I would like the IT help desk to be 24 hours or at least 7 days a week. Most of the time when I have a problem with webcampus, the techs on the webcampus hotline cannot fix my problem and it has to be referred to the UNLV OIT. I then have to wait if it happens to be evening or the weekend.

I do not utilize most OIT services. The most frustrating thing I deal with is security access to SIS and Advantage.
I rarely or never use the services I’ve marked as neutral. SIS is clearly an outmoded system.

SIS is antiquated and needs to be able to work with other systems such as advantage.

Our unit has its own onsite IT staff so we don’t use/see campus OIT that frequently.

I have had a difficult time finding software that the university supports, but eventually I was able to find what I need.

classroom tech carts are late, poor, with no wifi and bad projectors

The support system is sufficient for my needs with regards to accessing student information and data.

I have called the IT desk for help when I can’t get figure out things and they have been helpful. SIS is a difficult program and what you enter into a patrons record it is difficult to go back. I never received any response to some IT Helpdesk inquiries. I even followed up with the technicians assigned and still no word. For some trouble tickets, I did receive a notice they’d been closed - however, the notices just listed a ticket number with no description of the item itself. Not very helpful.

For those in newer buildings with plenty of drops already wired, the service is great. For those stuck in older building, the department must pay for wiring to be installed. That is not really fair to those that are stuck in old buildings. The university should provide the network port AND the wire infrastructure.

SIS is a difficult system to use as everything is essentially based on memorization and is not intuitive. I am happy we are getting a new system even if it is just an eventuality.

Will be very happy when we get a new SIS system

The Help Desk needs to be monitored better. I had a very bad experience last summer.

I call the IT Help Desk on occasion, and the staff are always very helpful and friendly.

Work at libraries -- our internal systems dept. takes care of most of this.

More training sessions

The help classes that I have attended are very well taught and easily explained. This has helped me become a better professional employee and for that I am thankful.

The on line request system has at times been confusing. Also, my request for the addition of a room to my Marlock card was done on line and weeks later I was told that my paper work was lost.

I’ve had two occasions to use the IT help desk and the service was quite satisfactory.

The software info on OIT’s web site needs to be up to date for availability at campus labs. I don’t understand this database http://faculty.unlv.edu/cgiwrap/oitproj/index.php?

mode=p1&section=software that sends you to some site where you can supposedly buy it at a discount - that site requires a password and does not seem to be connected with unlv in any way.

Had a computer delivery delayed because the loading dock accidentally crushed the computer -- hard to believe they managed to do this. I had a problem with spyware and the guys who cleaned it up were great. Excellent young men, who were very competent. The allocation of computers by the College of Business is an absolute joke. It is based on the age of the computer, not need. For example, our administrative assistant received a new computer, while the department chair was left with a computer that could barely open a pdf file. The people allocating computers are more worried about whether someone will complain than allocating resources in a way that best serves the university. This type of malfeasance hurts students and decreases research output; it is ironic that so-called decision makers choose to not make decisions.

To my knowledge, I do not use OIT services.

Information online re: faculty web pages says that you can password protect the so that only certain people can access them, so I signed up for one, but it turned out not to be the case -- it can’t be done. I also found the novell file storage not user friendly.

In physics there is someone who is supported by the department who takes care of all the technology issues in the other department I interact with there is no one. Its confusing.

we have our system person

The people at OIT are great. They are always super friendly and helpful

A paper system would be better SIS

People could work faster.

We have a number of computers in our department. They are serviced and running in a timely manner.

Slow to update SIS

Managing file permissions for Network file storage is awkward and lacks flexibility. The amount of storage available is too small. Accessing network file storage off campus is a pain.

There appears to be no plan for supporting backups of individual pc’s or even providing good guidance.

Studio art instructor

Once a vendor sent a computer to me, it took almost a month to deliver to my office. I heard the computer had been hold up at OIT more than three weeks. Why so long?

The Libraries has its own systems so most support is not from OIT - those services that are delivered from the helpdesk have been very responsive and helpful

Service times are long. It took me eons to get SPSS installed.

When teaching at UNLV, I mainly use my own computer at home.

The only section that I downgraded was the website about the applications. I’ve seen better websites that have the same purpose. One that comes to mind has simulated examples so that I could “play” a little bit to determine whether this was the software I needed.

... Once the OIT people get to the office and we can better explain a situation, there no just what to do.
The IT help here on the shadow lane campus isn't that knowledgeable or helpful when it comes to problems. It's a drag to attempt to contact them so I usually go with the problem until I find out there is one person to solve. For example, I had an Adobe Acrobat error for about 6 months until I found out a co-worker had the same problem. One of the IT employees was able to solve her problem so I asked him and he solved it. If it weren't for this, I wouldn't have asked because I had attempted to solve it twice previously.

When reporting problems that can potentially affect many people, the service provided at the staff IT desk (50777) has been inconsistent; sometimes they understand the problem, sometimes they do not. However, the service at the student computing help desk (50761) has thus far been quite satisfactory.

In all cases where I have had communication with the OIT Department, either it be the Help Desk or Staff I have been very satisfied.

I would like to see OIT offer training for the new version of Office ASAP.

And SIS is a classic example of how *NOT* to design a program. It's got a crappy interface, menus that are hard to navigate, and the help function on it is USELESS. Also having it go down every night at 8pm cripples the University Libraries ability to verify enrollment and activate University patrons.

Neutral answers are because I am not a consumer of these services. I have a hard time finding what I want on the OIT website.

IT Help Desk has been absolutely wonderful on several occasions in helping me with individual problems with my office equipment.

It would be helpful if written instructions on using various technologies were available both for preview and review.

Help Desk has very long queue times that makes it difficult when you want to physically talk to someone and not via e-mail.

Computer Repair is hit and miss. Via phone and through the program that allows them to remotely see your screen was excellent, but on occasions where a technician has come in to the office it's more shoddy.

One example saw a tech begin work on a computer to setup a user account then leave without finishing and having to phone the Help Desk for inquiry, only then getting someone to finish the job two days later.

I was dissatisfied with IT support for UNLV Dial up software. I was given the software to us on my home computer for work related tasks. The software does not allow me to connect to the Internet as it should. The connection does not recognize my username and password although your IT help staff could see that I established a username ad password. Additionally, I am unable to uninstall the software because it is embedded on my computer somehow. Surprisingly, I was denied IT help uninstalling the software because my computer is my personal property and not UNLV property which they will only work on.

It would be more prudent for the IT Dept. to either not distribute faulty software or to provide adequate support to UNL staff which includes uninstalling UNLV faulty software.

I don't get into port activation, file servers or storage or SIS. Software aquisition has been useful in finding DVD software. Computer/printer repair was accurate.

I am looking forward to the new systems

We have our SDM IT team that we use a lot.

Network port activation and Network file storage and servers I have not had to deal with, but the Help Desk, computer delivery and set up and computer repair I have dealt with and am satisfied that the department does a good job.

Ports on the Network should be activated with in the same day.

I use our IT personnel

It seems to have taken a very long time to get a network port activated in our office recently. I am no expert in this area. I am only reporting what I experienced.

SIS is what it is. I will be very happy when we have our new system.

Computer delivery and setup takes too long. This is based on my experience about an year ago. However I cannot comment on the present status. Last time I had to track through Apple to find that my computer had been delivered to UNLV over a month before when I inquired. Then I had to track it down, plead with the staff and take delivery personally. That was very unacceptable.

The UNLV help desk has always answered my basic questions about log-in information. Yvette has always given quick and outstanding support on odd WebCampus issues on those sites I use for my face-to-face classes. The Instructional Design support is outstanding--although I realize that service falls under DE.

The couple of times that I ended up with the off-campus support, I was sorely disappointed. I don't remember the issue, but we ended up having to go to Yvette for the answer. It was very time consuming to go through that off-campus support so I've learned to select the UNLV on-site support and "hold" if necessary to be certain to get our IT Desk support staff.

I'm really glad I have a lap-top because I can bring it in myself at my convenience. If I had a desktop, the servicing appointment process would be combersome.

Although, I have to say, the couple of times I needed immediate help in a "smart classroom" in Wright building, the support staff responded within 5 minutes.

In CBC-C building, I had to order a cart for everyone of my class meetings because the room is not a smart classroom. My use of the World Literature website and other online resources make having the internet available really essential to my being able to bring the World Lit curriculum alive.

UNLV needs to acquire more statistical software packages. The software we have is really basic. We need HLM and more advanced SPSS packages-- like the missing data analysis package for SPS.

The information provided on accessing certain accounts such as DataWarehouse is hard to dig out. It seems that this division of the university (e.g. accounts payable) assumes one is fluent with systems that are managed by another division of the university (e.g. OIT), when this is not the case. When I have inquiries of departments, I am referred to online systems about which I have little knowledge.

SIS is antiquated

I called the help desk last week. They solved my password problem quickly. When my hard drive went down a few months ago, it was replaced the next morning. When I needed software for a special printing application, it was done immediately. I am a happy camper.
I have not used the campus's IT services because our office is off-campus. I do have access to SIS but never really use it.

IT help desk helpful and very knowledgeable. Delivery and set up is a bit slow. I have never used computer repair. Software acquisition was good. I got what I needed and fairly quickly. Software training is ok, hard to attend with my schedule. File and storage services were good. I have never exceeded my drive space.

Help desk does not always answer, the answering party is sometimes rude, problems are often not solved after calling.

SIS is archaic!

My computer was already set up when I arrived and any time I have had to call the help desk, I am assisted in a timely and sufficient manner. I have taken advantage of the courses offered by OIT on applications and they are extremely helpful.

As I was previously responsible for many of these areas, it would be disingenuous of me to suggest they were inadequate.

It takes WAY too long to get a computer or other device out of OIT over to my office. I can set it up in minutes - why does it take them weeks and weeks. Instead I order directly or buy from outlets to avoid their required UNLV processing.

SIS - you've got to be kidding. This is the most outdated system on the planet. And don't kid yourself better - just ask yourself how they like it after 5+ years.

I've not had very many contacts with Campus IT services. We (Thomas & Mack Center) have there own exceptional IT support crew.

Again, when I needed assistance the OIT staff was able to help

My new laptop sat for over a month before It was delivered to me.

I have seldom encountered problems, but I have able to access assistance any time I have needed it.

Some of use are clinging to the Pioneer accounts (@unlv.nevada.edu) because of the excellent consistency and ease of "web-portal" Internet access during frequent travel - please consider options for upgrading those for faculty use.

sis is horribly outdated...and i'm looking forward to the new upgrade

It can take days to repair equipment which is often critical to the function of the class. I understand budget issues, but repair should be less expensive than replacement or purchasing.

Again, as my position is off campus, I rarely use the services described above.

SIS is unnecessarily difficult to use. What is the deal with the logon I have to do occasionally to preserve my access to Data Warehouse - does not make sense.

Delivery and installation of my last computer was problematic. There is a problem with the interface between OIT and College of Engineering.

Initial set up was clumsy and I couldn't get logged on after turning off the computer. It would be fixed and the problem would reoccur after turning off the computer. Hector came over then and got everything running smoothly and followed up to ensure the problems did not continue. I cannot say enough about Hector. He was so professional and patient.

The Help Desk has outstanding employees. Always professional, courteous and helpful to me!

The Howard R. Hughes, College of Engineering has their own server. With that said we are to use the College's Technician which he/she is not very reliable.

Sometimes when I call the IT Help Desk they attempt to assist but there is always that fine line that Engineering has a separate server as such. Majority of the time the technicians in your office go out of their way to assist within their limitations.

In the College of Business, our IT professional is our point of contact for computer set-up. He seems to serve as our liaison to OIT. As for software acquisition, we have the software we need, however, I am not satisfied with Lotus Notes. SIS is extremely limited and not always accurate. Neutral answers I have never used the service.

IT help at unlv is the best I have encountered in the 4 universities I have utilized IT services. It has always been helpful. SIS is outdated, looks like software from the 90's. I think it would be in the campuses best interest to invest some serious money into a new system and training, because SIS is NOT user friendly, the wrong key stroke can mean disaster, it's hard to use, harder to understand. It's almost 2009 and the software we use here is prehistoric.

OIT may have good equipment and staff. But, it does not help us in Engineering.

The staff at the ITY Help desk are wonderful with me. I always have problems with my computers and they made my work easy adn productive.

Help is generally good; no problems to report

I have not used all of the services listed.

Several of these areas do not apply to me.

My computer needed fixing (it wouldn't boot up), so IT personnel came when called, took the computer, but left no receipt or phone number where I could reach them for updates. I had to scrounge around to find the number I had originally called to locate the employee who took the computer.

We have a technical support team that supports these issues.

I don't know much about the network storage.

When we call with a computer or printer problem, we are not always given an estimate of when someone will be here. It can take up to a week for someone to show up and we don't know if they are even aware of the problem because there is no communication once we call with the request.

Whether I have a good or bad experience is related to who answers the phone or shows up to assist me. You have some excellent people working in your department, but there are others who have been less helpful. My biggest problem with computer repair is the length of time it takes to get a technician out to assist.

Computer delivery is often slow. This is especially problematic with laptops, where faculty could easily pick up the computers themselves.

There should be software sold on campus. Major universities have computer stores on campus with hardware and software easily available to faculty and staff.
2. Describe a topic that you would like OIT to provide more information about:

1. Training on Access.
2. When I want information, I almost always go to people who conduct the same type of work I do, rather than people with technology jobs.
3. Directions for setting up email forwarding or accessing it from a non-blackberry phone so that I can do it myself and not have to bug you guys about it.
4. an online introduction to dreamweaver and setting up your own website (e.g., what is FTP?) would be great
5. Use of Keynote presentation abilities in teaching through webcampus. I Tunes U
6. They cover training on topics I use/need
7. Upgrades for personal use and within departments. Ex: I still have Lotus Notes 6.5, my 10.3.9 MAC needs to be upgraded for Lotus Notes 7.0
8. Clickers
9. N/A
10. Setting preferences in Lotus Notes.
11. Web page creation
12. clicker technology
13. Getting more out of Lotus Notes
14. Please, no e-news, listservs, msgs, etc! My mailbox is clogged enough!!
15. Self help for install/config software; accessing/resetting access to services; How To’s on features of office apps, shared templates etc.
16. the pros and cons (mainly cons) of keeping important data on desktop workstations
17. wireless
18. webcampus, podcasts
19. I’d like to know more about keeping my computer running at peak performance - so do I defrag, use adaware, do i need more memory? or faster processor
20. Some software
21. VMWare (uses, installation, etc.). I would like to install VMWare on my desktop in order to load different operating systems.
22. The types of software that you have available to faculty and staff. I’m sure you do, but I seem to miss it and don’t know why.
23. Purchasing software
24. Creating fillable PDF files
25. Integrate
26. Alternative and emerging operating systems. Specifically the choices countries such as India and China are making that may affect future operations.
27. Can Lotus notes accessed through the Internet be consistent with access on-campus?
28. Wireless locations on campus
29. Creating Pod Casts
30. Word 2007
31. more software training
32. How to add reduce the size of powerpoints that contain narration - currently am using audacity for narration
33. activating WebCampus at the beginning of a semester, it is not easy online.
34. privacy and webcampus
35. Can’t think of anything at the moment.
36. Advanced Software topics for power users
37. Increased computer security/privacy.
38. Learning more about Lotus Notes and navigating UNLV system
39. Updates on all windows programs, Learn more computer skills.
40. I covered this in my previous responses.
41. None that I can think of. I know more than the average bear (so I’m fairly self-reliant), but I don’t know enough to achieve geekdom.
42. Oracle data base tools and data warehousing
43. Free available software for staff and students.
44. accessing files remotely
45. developing web pages. Improving web campus, especially when you have multiple sessions of
the same class
46. how to get rid of spam
47. Building and managing my own web site.
48. How to get my email and notes calendar on my iPhone; how to access files on server remotely.
49. Dreamweaver
50. I would like to see staff members provide a better welcome program for incoming employees so
that they know what technology is available.
51. adobe acrobat pro
52. networking
53. Provide more publicity for classes, seminars and trainings offered by OIT.
54. Mainframe training
55. I turn them on do what I have to do and that all I understand about them!! :0\n56. Can't think of one right now.
57. Running FOCUS reports and SIS training classes.
58. OIT Website - how do you access?
59. you guys are usually ahead of me for that!
60. How RSS feeds work and how to use.
61. Networking 101
62. smart phones! I am always having issues with mine!
63. none at this time
64. New Microsoft word program ... I know all computers will have it soon and need to know more
about the program.
65. Any new updates to our system
66. In depth use of lotus notes-calendar interface/with other users
67. It would be nice for average employees to have an overall picture of how our network is set up
and where the physical resources are located.
68. Open source software
69. How to clean up all kinds files on the computer to have it run with the best efficiency.
70. nothing, all is well
71. SIS
72. E-mail & contacts
73. How to clean up computer and or files to make it run more efficient. (such as deleting cookies or
clearing temp files, scanning for trojans and such)
74. We use SPSS to get frequency reports, can Excel or Access do the same thing?
75. Internet2 and how it is/is not being utilized here and elsewhere
76. Windows applications.
77. multimedia, podcasting, blogging
78. Software that the campus has a site license for and software that departments have to
individually purchase.
79. data sources in other departments
80. Lotus Notes
81. security
82. Security issues on wireless internet
83. Can't think of one
84. OIT's future direction with regard to Identity Management. Right now we have quite a few
credentials to access different systems.
85. Site and/or NSHE/State software licensing
86. web software, that is software that is run from the web alone, not installed on a computer,
gMail, Photo editing...etc.
87. Virus Security
88. Using Publisher
89. Instructional Technology group - helping administrators figure out the toolkit called the desktop.
90. Software purchase program
91. Whether they think new version of software is/worthy of installation. I was recommended by
OIT to use Office 2007. It sucks!
92. No time to continue training.
assistive technologies for persons with disabilities. e.g., accessibility of UNLV Web sites re: section 508
94. Web 2.0 applications, wiki pages, facebook and other social media
95. License Agreements UNLV has in place with various software vendors.
96. WORD 2007; getting the most out of Lotus Notes; how to have your desktop at home
97. I have no idea
98. Services available to faculty, which will empower us to help students. So we don't have to go through Admin Assistants who probably don't know anything
99. streaming video
100. integrated calendar etc.
101. MS Access intermediate level
102. create websites but with a clear simple language!!! plus podcasts!
103. Technology enhanced classrooms.
104. can't think of any at time
105. Unknown
106. Easier info. on WebCampus
107. none at this time.
108. SIS, Web Grading, Rosters, EDOC's
109. Viruses
110. unix/linux systems administration if they are unwilling to provide
111. Website maintenance
112. managing high volume email
113. None I can think of
114. some things here, I don't even know about it.
115. na
116. [No Answer Entered]
117. Infrastructure planning; multiple datacenters; authentication/authorization; software licensing and distribution
118. I need to save old emails for an indefinite period of time... what is the best way to do that?
119. powerpoint and other software training for faculty (and provide instructional manuals for use)
120. I cannot think of any -- they do a brilliant job right now.
121. What are the new things faculty are using? Why aren't all the UNLV classrooms technology enhanced? What are the recommended products or software we's
122. use a different email provider other than Lotus Notes
123. I am not well-versed enough to make this type of comment.
124. Some basic information about computers, email, and all the stuff you asked about above, that I don't know about.
125. online tutorials or software training.
126. Is there classes to learn to transfer VHS tapes to DVD to save shows before new TV's requirement become effective.
127. MS Access
128. Can't think of one right now.
129. Specific training for new faculty at the dental school, because we have very specific i.t. considerations.
130. Web conferencing
131. Ways to help students work with webcampus and network storage
132. What to do when a particular dll file is missing and what does it accomplish..
133. Creating macros in Excel
134. Continued education on various software that would assist with improving our process and allowing us to be effective and efficient.
135. A new email system. Lotus Notes is awful!
136. Malware
137. NA
138. How to access to financial information since I work on the Athletic Business Services.
139. Screencasting, Podcasting. Creating online tutorials (learning objects).
140. How to replace Lotus Notes with Gmail.
141. podcasts
142. SIS
143. I'd read something named: LOTUS NOTES... how to make it disappear!
144. Can't think of anything beyond what is being provided now.
Alternative and emerging operating systems. Specifically the choices countries such as India and
2.
141. Setting up a wireless network.
142. podcasts
133. Creating macros in Excel
131. Ways to help students work with webcampus and network storage
3. We don't use these services.
68. Open source software
49. Dreamweaver
166. Nothing comes to mind.
165. i do not have a need for more information at this time
163. Can't think now
106. see previous answer
105. 
229. Access to work documents from home
19. I'd like to know more about keeping my computer running at peak performance - so do I defrag,
213. Neutral answers are because I am not a consumer of these services. I have a hard time finding
38. More training would be nice. I know that the TLC offers training sessions however majority of
126. 
58. IT has always been there when needed.
259. I don't know much about the network storage.
250. neutral answers I have never used the service.
188. I've had two occasions to use the IT help desk and the service was quite satisfactory.
186. The help classes that I have attended are very well taught and easily explained. This has
183. I call the IT Help Desk on occasion, and the staff are always very helpful and friendly.
190. 

Please provide comments or examples that would help us better understand some of your responses above.
SO FAR..BRILLIANT
the OIT department. Actually I would like for the OIT department to have the knowledge, since
259. I don't know much about the network storage.
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Please provide comments or examples that would help us better understand some of your responses above.
SO FAR..BRILLIANT
the OIT department. Actually I would like for the OIT department to have the knowledge, since
197. The instructions for webcampus grading/assessments are really bad on-line. In person training would be good. Something quick.

198. Knowing what the College of Engineering is responsible for, and what OIT is responsible for would be helpful. It is confusing for service problems.

199. hosting your own - faculty - server

200. Remote desktop

201. Perhaps grade calculation techniques for various situations (i.e., extra credit, determining grades during the semester, etc.)

202. WebCampus, IF A HUMAN WOULD HELP ONE DO IT.

203. not sure

204. remote desktop operation

205. protecting computers from viruses and updating virus protection software

206. remote access and vpn

207. web campus

208. any info for mac users

209. nothing comes to mind right now, sorry

210. student files

211. clickers used off site from the main campus, MP3 delivery of data

212. none

213. How to make the Lotus notes thing work better? Let me know if there is a better way than what I am doing now.

214. wifi

215. PURCHASING EQUIPMENT FOR PERSONAL USE

216. microsoft access

217. Word and Access 2007

218. WebCampus grade book

219. n/a

220. web grading

221. Live Text

222. Access to office computer from home or on the road

223. don't really know of any.

224. More training on Access, I always miss those classes and they fill up.

225. Security, WebCampus, software tutorials

226. OIT should take more advantage of online tutorials. If information all relevant info can't be conveyed by OIT in that manner, how can we teach studen

227. Wireless Networks and Video Conferencing

228. None

229. Access to work documents from home

230. none

231. n/a

Total Respondents 231

(skipped this question)
Please tell us a bit about your decision to not use WebCampus:

1. It is not necessary.
2. Do not provide simple templates for courses
3. I use an online homework system (MasteringPhysics) as well as the UNLV ereserves.
4. Don't know how and haven't been able to attend training in times scheduled.
5. I want to, I just haven't had time to learn how to set it up and use it. I need to go to one of the workshops I guess, although I really would prefer someone just help me set it up for my courses and then I will learn how to do it that way!
6. I'd rather manage my own course web pages and materials.
7. It is awkward to use.
8. To difficult to work out how to use, did not have the time
9. Was not teaching fall 2008
10. It has not been considered in the past, and I am beginning to explore the possibilities — with a number of reservations about its overall effectiveness.
11. Would love to use it but got the class to late to use.
12. My classes are very small.
13. encourages kids not to come to class
14. Want open access to web pages
15. It doesn't simplify things for me
16. HAve not taught since it was available.
17. Too many of the students could not use it; I cannot require use if ALL the students are not able to use WebCampus.
18. I am only teaching graduate courses and it was unneccessary
19. Don't have the staff resources to create content for WebCampus
20. I was unable to attend a training session and do not have the skills.
21. Do not teach.
22. have not properly explored the benefits to use for my classes
23. Have not figured out the value of it to my teaching.
24. i use webcampus but just didn't teach in spring or fall 2008....had reassignment.
25. I have designed and used my own websites using HTML. While there are some aspects of WebCampus that I would consider adding (especially the grade aspects for individual students, and perhaps bulletin board/chat), I actually prefer my overall website design. I used WebCampus once previously, but did not end up using it much during the semester; I mainly updated my own pages.
26. don't need it
27. WebCampus is out of date and complex.
28. I went on a training session to learn how to use WebCT when I started in 2005. Within one year the system was changed - I wasted so much time. The new version is very different to WebCT. I am reluctant to spend more time on something that may not be around for a significant period. I fail to understand why training for the new version wasn't available when I started.
29. clunky
doesn't allow easy integration of cutting-edge interaction tools
and mostly, it is not under my complete control
30. Since I do not teach Academic courses but Adult Continuing Education courses, there is no need for me to use WebCampus.
I have developed a teaching web page instead.

I use the stuff thy supply at the law school. West supplies TWEN, which is a computer-based teaching system, an I like it.

I prefer to simply access my power point files, my own website materials, and the Internet. I don't need another layer of technology to navigate/learn.

I believe I used it (or some original version of it) several years ago, I was not impressed with its capabilities.

I need to find a convenient time to sit down with it and get to know the ins and outs of working with WebCampus. I'm really unfamiliar with it, and help doesn't always seem easy to find.

Instruction is not really geared to first time users. Seems to be hurried and incomplete.

Too restricting -- I construct my own HTML pages in Dreamweaver. I would like to be able to insert modules into my own HTML code - like schedules and gradebooks.

I have taken some of the training courses written some of the documents, but I have just have not taken the time to implement it. I have had other fires that I needed to keep under control.

Still trying to figure it out. I started to use is but failed terribly.

I find it difficult to keep updated as quickly as I can relay information as it arises in class (based on class feedback), so have found it creates a less dynamic environment. However, I am interested in using it for instructor/student chat rooms for homework, and want to look into this option.

I tried to use WebCampus when I was first hired in Fall Semester 2006. It was a complete disaster—clunky, difficult to use, and the students found that they could not successfully download the files that I uploaded for them much of the time. I finally did an emergency building of my own campus web page to deliver content in less than a week, and this solved the problem. WebCampus needs to be replaced with a more user-friendly and intuitive software like Blackboard, which I used at the university I taught at before I came here.

WebCampus is cumbersome (at least to me). I prefer using my personal teaching website.

I also use Carnegie Mellon's OLIO.

As a part time instructor I am not teaching at this time. I love web campus and have used it since it was born on campus. Hopefully I will have the opportunity to use it again soon.

I just did not get to it yet. I also noticed through email announcements that it often goes down.

I attended one training session on WebCampus but have not taken the time to integrate it into my teaching. While it could be helpful in some ways, I do not feel it is that integral to my mission as a successful, committed teacher. I do engage my students in regular e-mail communication each week.

When I first tried using it years ago, it was cumbersome and hard to navigate. I've heard that it has since been upgraded, but in the meantime, I've grown accustomed to using the UNLV server for most of my online class needs.

It is simpler for me as a part-time instructor with little access to my own space to work at the university; therefore, I work at home.

I don't know what it is.

I use Westlaw's TWEN system.

Didn't teach those semesters; have used previously and found it satisfactoy and easy to use.

Not useful for current course. We have our own website for class materials.

Not that familiar with it yet. Primarily use email to communicate with students.

I am using my own webpage on faculty.unlv.edu

No time to learn a new procedure

Nobody ever taught me how to use it. However, a colleague of mine has promised to show me soon how to use it.

switching costs; quality

I teach only one or two classes per semester, and find that my habitual systems work just fine for me.

I have a pretty good web server, written and maintained by me, my ex-students, and current students. I like to have things set up in my way. Moreover, there are plenty of open source teaching tools available.

My course is a First Year Experience course so we cover a lot of in class discussion and reflective writing. Most of the reading assignments are from the text. I did not see the need to use Webcampus.

I have no need to use WebCampus.

It does not facilitate with the type of courses being taught.

My 65 yr old father gets to use Blackboard and loves it. Why can't we have that? It seems SO much better than WebCampus! WebCampus: It's a PC, I'm a Mac, to put it as simply as possible: I find it ugly and counterintuitive. I've had many people tell me it "takes two minutes" to figure out, yet I can't for the life of me figure it out. It's so un-GUI that I find it impossible. I don't want to go to a seminar to have to learn how to do something related to my job, to take my own time to learn it. I don't see why it can't be more user-friendly. I don't see why there is NO ACTIVE OUTREACH teaching faculty how to use it. It's bizarre to me. I want graphics, attractive layout, photo/media options, so I use iWeb. I do wish I had a better way of managing class lists and grade sheets, though. Would there be some way such tools could be made available?

Not needed this semester--will use in spring.

Did not teach in the semester specified. Will use in Spring 2009

I have more control over creating my web pages w/o WebCampus.

It has too many software problems.

I just haven't got around to it. I teach one class a semester.
I instruct my dept, and sometimes the campus community--it would not be valuable to me to use WebCampus at this time.

I use another application through my department web site.

Too much work in addition to preparation of class

never needed so far

I use The West Education Network (TWEN), a free tool offered by a popular academic publisher of legal casebooks.

I use an electronic course package provided by legal research services that are available to law students free of charge during law school.

Just use my own website.

Takes too much time to set up. Students never used it in the past.

I have not heard good things about it from most of my peers and am too busy to learn to use it myself.

I have my own a complex Excel spreadsheet that calculates grades and report directly to students in class

I don't know how -- and instruction sessions are not scheduled in ways convenient to my on-campus hours. In the English Department, we agreed in a departmental meeting that we would use this technology is someone would come to us and design instruction specifically for the needs of an English teacher.

I have heard many reports that it is difficult to use. I do not have the time to spend on learning to use difficult technologies for which there is no clear purpose. I make extensive use of Electronic Reserves through the library instead. The people there have been very helpful this semester.

Too complicated to use on an infrequent basis and I don't teach every semester.

Was on leave and just don't know how to use it/get to trainings. Also the law school has West's TWEN system for internal teaching.

I use e-reserve for readings for students.

Don't need it.

My text provides similar features.

I only recently started WebCampus. My graduate program is a workshop/conservatory based program. It is not enhanced by WebCampus that I can tell. It is all about the writing and response. I do not teach lower division undergrad classes. My intent is to move my upper division undergrad courses onto WebCampus as of Summer 2009 (I'm on leave Spring 09).

Starting WebCampus is very confusing and given you have to communicate via internet and no humans will talk you through anything, it is too time-consuming to pursue. I assume I will be able to get it all going for the courses in summer, then I will post syllabus and grades on it -- to save paper. There has been no tutorial or general reach out to help anyone do it -- or any real reason shown to me how it will make my task of teaching that much easier, outside of syllabus distribution. It's just more time and work on me doing administrative things in a system that was working (I now have to record grades twice, for example). But, I'll do it because it makes everyone else happier --

I prefer to administer my own webpage, because WebCampus does not add value to this alternative and is more cumbersome.

Too many bells and whistles I do not need; too much time to learn the bells and whistles I do not need. I accomplish what I need with group email lists and by disseminating material as email attachments.

Had not taken TLC class

I use TWEN.

Though our Chair tried to organize an introductory TLC seminar on WebCampus, it never materialized. TLC should be more willing to take their seminars on WebCampus to Departments.

I have previously used it and probably will again within the next year.

No real need.

Because I am part-time and get class assignments at the last minute, I don't have the time to get comfortable with getting on-line and setting everything up.

I have heard it's got too many problems to make it worthwhile so I created my own website.

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>I teach completely online</td>
<td>52</td>
<td>29%</td>
</tr>
<tr>
<td>To supplement face-to-face courses</td>
<td>127</td>
<td>71%</td>
</tr>
<tr>
<td>Students have requested WebCampus</td>
<td>17</td>
<td>10%</td>
</tr>
<tr>
<td>To decrease printing</td>
<td>108</td>
<td>61%</td>
</tr>
<tr>
<td>Department recommendation</td>
<td>49</td>
<td>28%</td>
</tr>
<tr>
<td>To increase access to course materials</td>
<td>125</td>
<td>70%</td>
</tr>
<tr>
<td>To post meeting information</td>
<td>34</td>
<td>19%</td>
</tr>
<tr>
<td>As an alternative to maintaining my own website</td>
<td>42</td>
<td>24%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>19</td>
<td>11%</td>
</tr>
<tr>
<td>Total Respondents</td>
<td>178</td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>-----</td>
<td></td>
</tr>
<tr>
<td>(skipped this question)</td>
<td>752</td>
<td></td>
</tr>
</tbody>
</table>