



Mt. SAC IT Survey Report

Perspectives from Students, Faculty, Staff, and Managers

Agenda

- ▲ **01** Student Perspective
- ▲ **02** Faculty, Staff, and Manager Perspective





01

Student Perspective

Student Satisfaction: Online Processes

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

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



Student Satisfaction: IT Services

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

Average	% Maximum Score (5)
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Canvas	4.54	66.47%
Availability of tech on campus	4.48	63.57%
Laptop loan and MiFi access	4.42	65.96%
Mt. SAC portal	4.41	62.30%
Email and calendars	4.41	60.81%
Tech in computer/tutoring labs	4.38	60.57%
Help desk and daily support	4.34	58.09%

Average	% Maximum Score (5)
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Mt. SAC website (ease of use)	4.29	56.87%
Classroom tech	4.26	52.53%
Wireless availability	4.25	56.84%
Availability of tech training	4.13	47.54%
Student print services	4.12	52.63%
Communicating IT services	4.11	49.02%
Delivering new IT services	4.10	47.21%

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



Quality of IT Services:
4.56 (50.38%)

Critical Elements for Students

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



Wi-Fi
access and
functionality



Personal laptop
and laptop loan
program



Hotspot loan
program



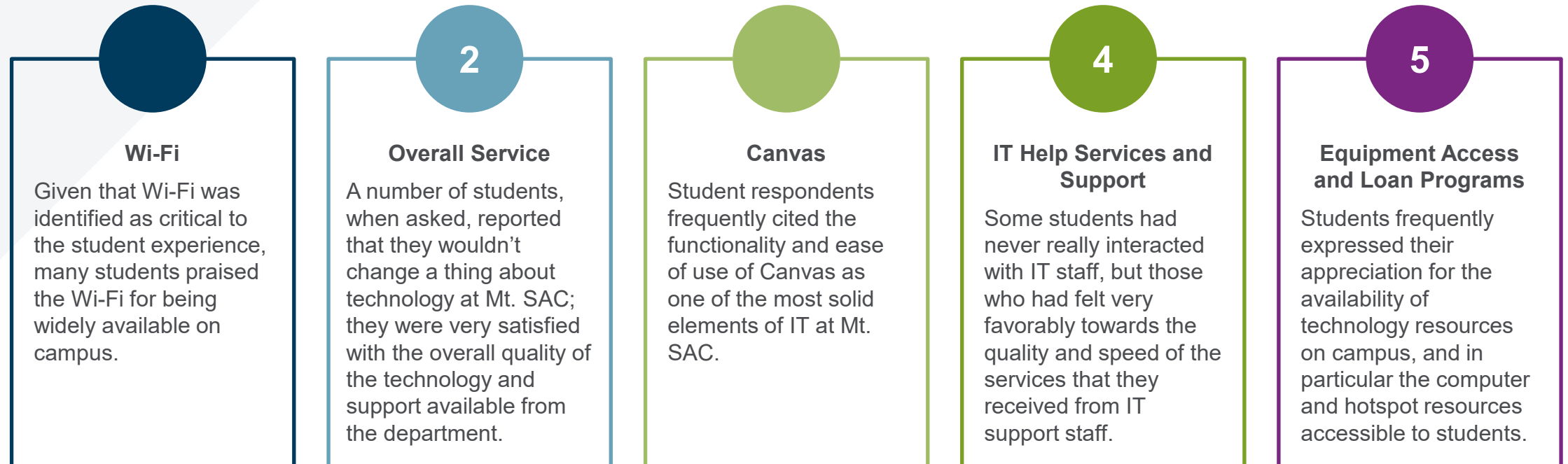
Applications
available on
mobile device



Canvas

Strengths Identified by Students

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



Opportunities Identified by Students

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



Training and communication regarding IT offerings



Improve classroom technology (projectors, computers)



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



Wi-Fi consistency across campus and buildings



Access to and expansion of current services



Financial support (laptops, hotspots, and printing)



Improve ease of use of Mt. SAC website



Increase physical access locations for IT services



02

Faculty, Staff, and Manager
Perspective

Faculty, Staff, & Manager Satisfaction: IT Services

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

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

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



Faculty, Staff, and Managers: Mt. SAC Website

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

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



Critical Elements for Faculty, Staff, and Managers

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



Classroom
and personal
technology



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



IT staff help
and campus
support



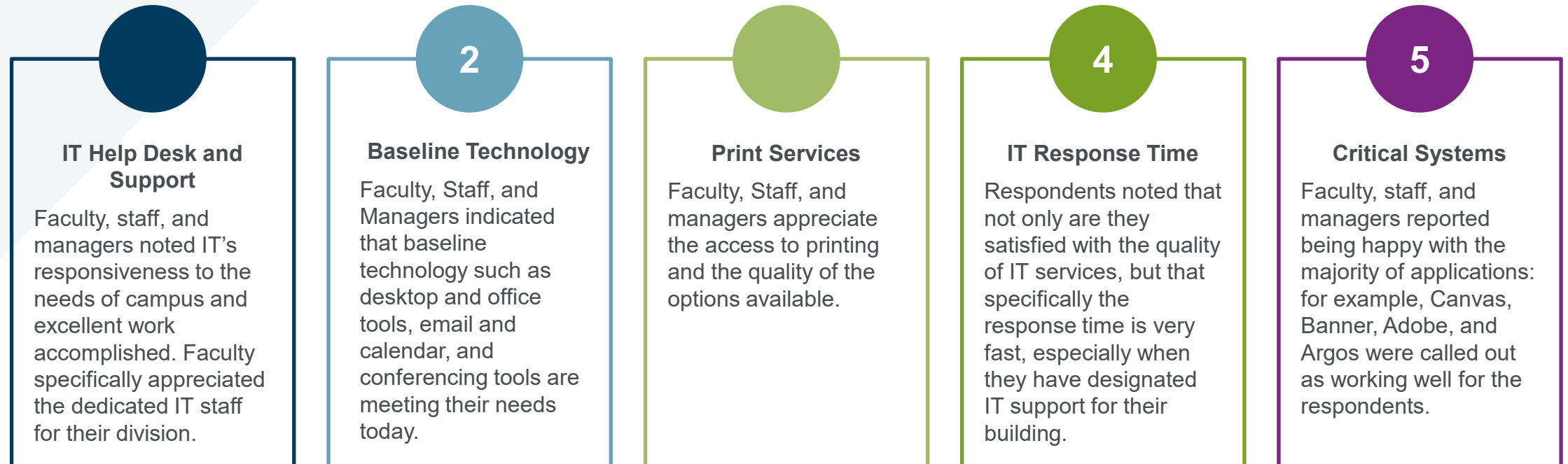
Wi-Fi reliability
and access



Conferencing
technology and
remote
capability

Strengths Identified by Faculty, Staff, and Managers

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



Opportunities Identified by Faculty, Staff, and Managers

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



Updated classroom technology (projectors, pens, presentation cameras)



More IT personnel to support campus/division needs



Expanded Canvas functionality and integrations



Wi-Fi consistency throughout campus



Established equipment refresh cycles



Website and application support/development



Increased IT availability via more hours and physical IT support locations



Training for technology and applications