

# Employee Technology Survey

Information Technology  
November 2024

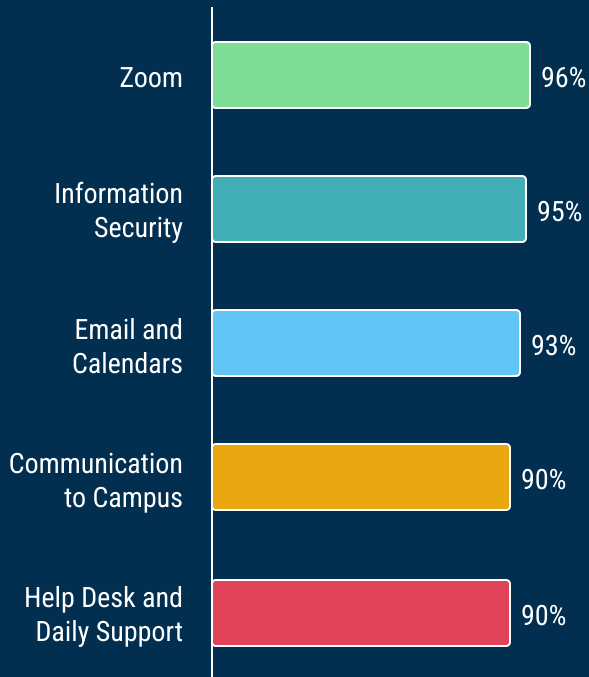
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# Mt. SAC Employee Technology Survey

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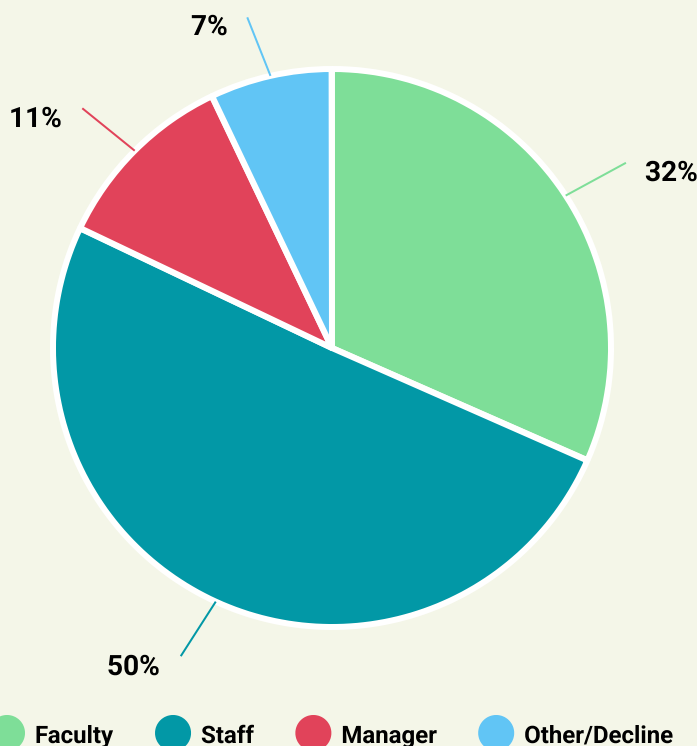
## Satisfaction Highlights



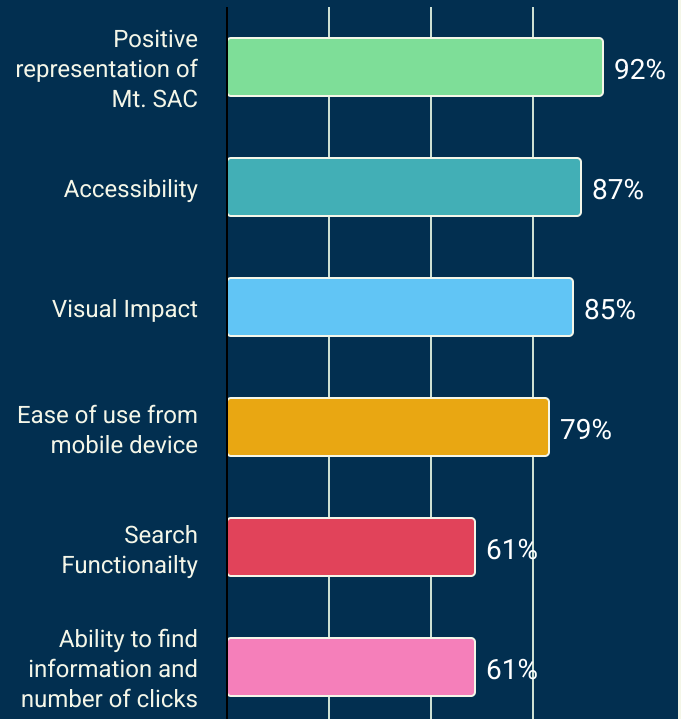
**98%**  
Satisfied or  
Extremely Satisfied with  
the Overall Quality of  
Services from IT



## Survey Takers



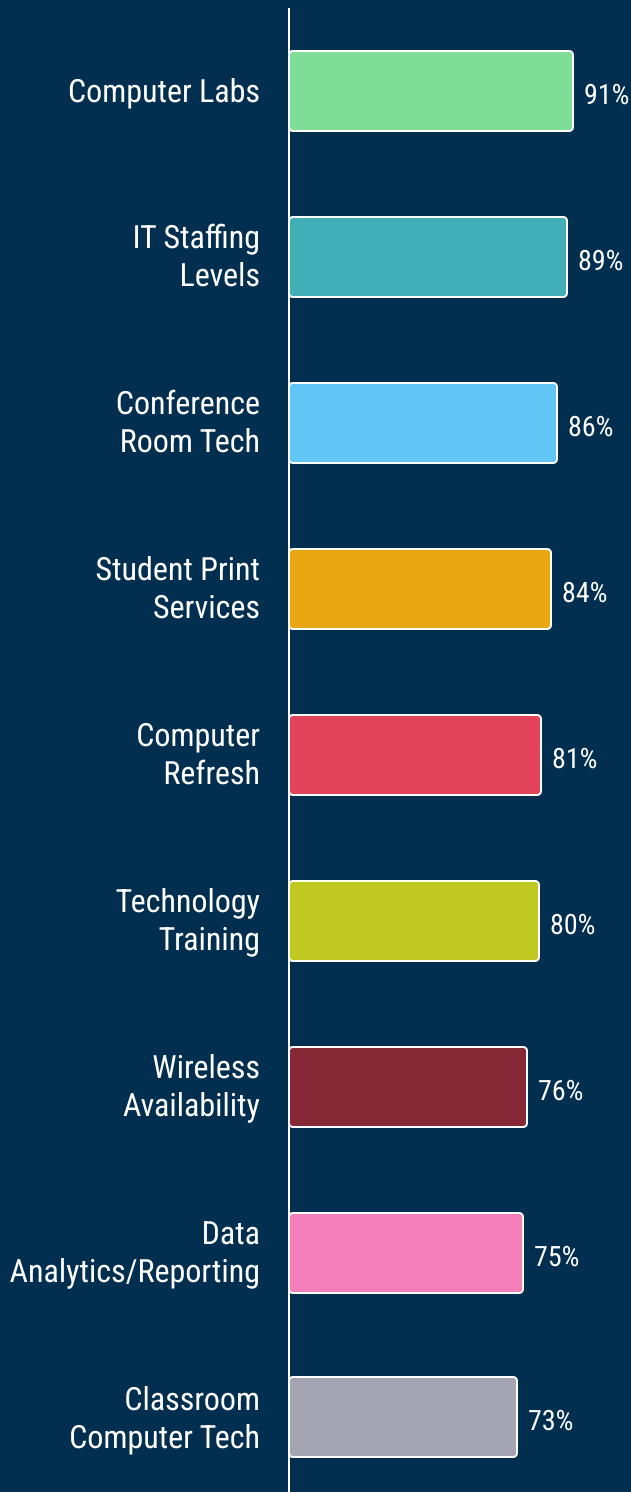
## Website Satisfaction



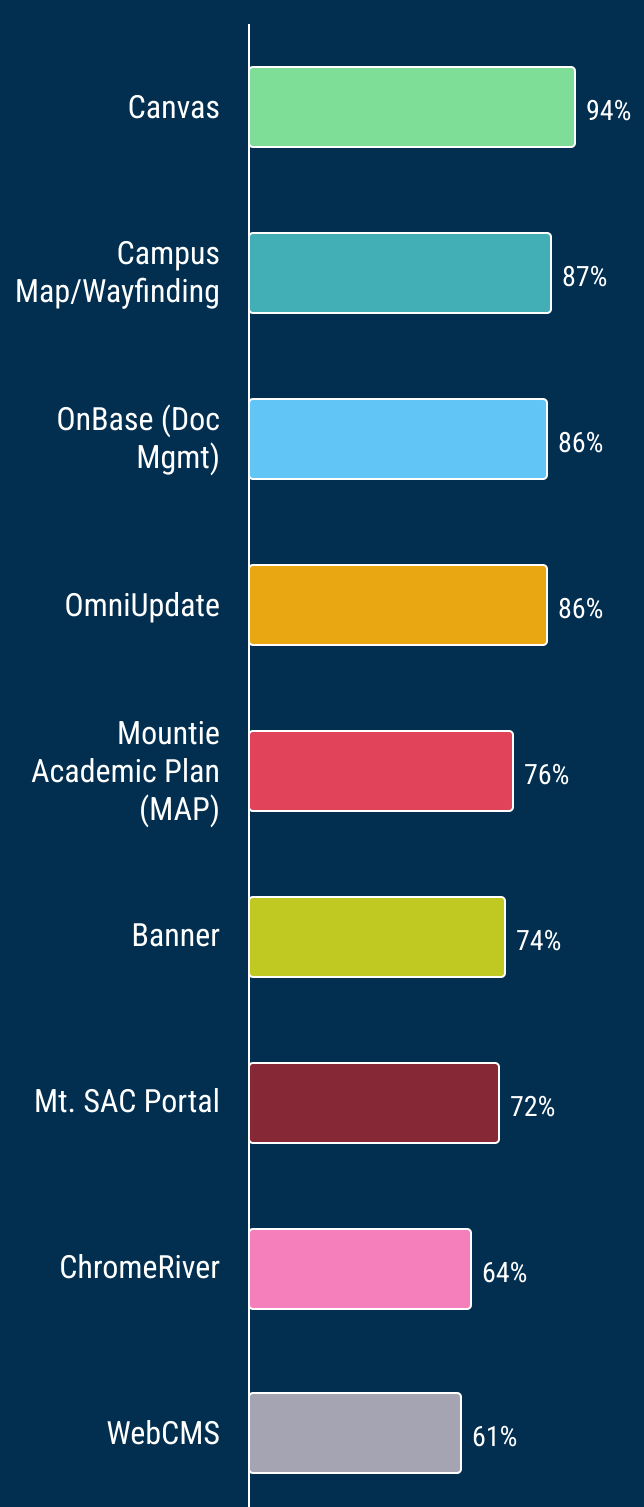
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## Satisfaction with Other IT Services



## Satisfaction with IT Systems



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## How can IT services be improved?

Responses were summarized.



There's a desire for more training opportunities, particularly hands-on and visual sessions, to better equip staff and faculty with the skills to navigate new tools. Additionally, raising awareness of the many IT services already available could enhance their utilization.



Many users noted the need to modernize classroom technology and address specific areas where campus infrastructure, such as WiFi, could be improved. Ensuring access to up-to-date equipment was a common request.



Clearer and more frequent communication about project updates, service interruptions, and IT plans would help users feel informed and connected. Consistent messaging across IT teams would enhance the overall experience.



Feedback highlights the potential to simplify and streamline IT systems and platforms, making them easier to navigate and more user-friendly. This would reduce frustrations and improve efficiency.



Users would appreciate quicker turnaround times for project requests, ticket resolutions, and support during critical periods, such as the start and end of semesters.

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## What technology-related changes would you like to see implemented over the next five years?



**Upgrade of technology devices (laptops).**



**Cloud based solutions, more trainings, and more outreach for student support.**



**Data and output available from one place.**



**Enhance WiFi in the "dead zones" of campus to improve staff's online productivity. Please and thank you!!**



**Any emerging technology! Technology that is future proof and leads to Mt. SAC being at the forefront of new tech insights (what works, what doesn't).**

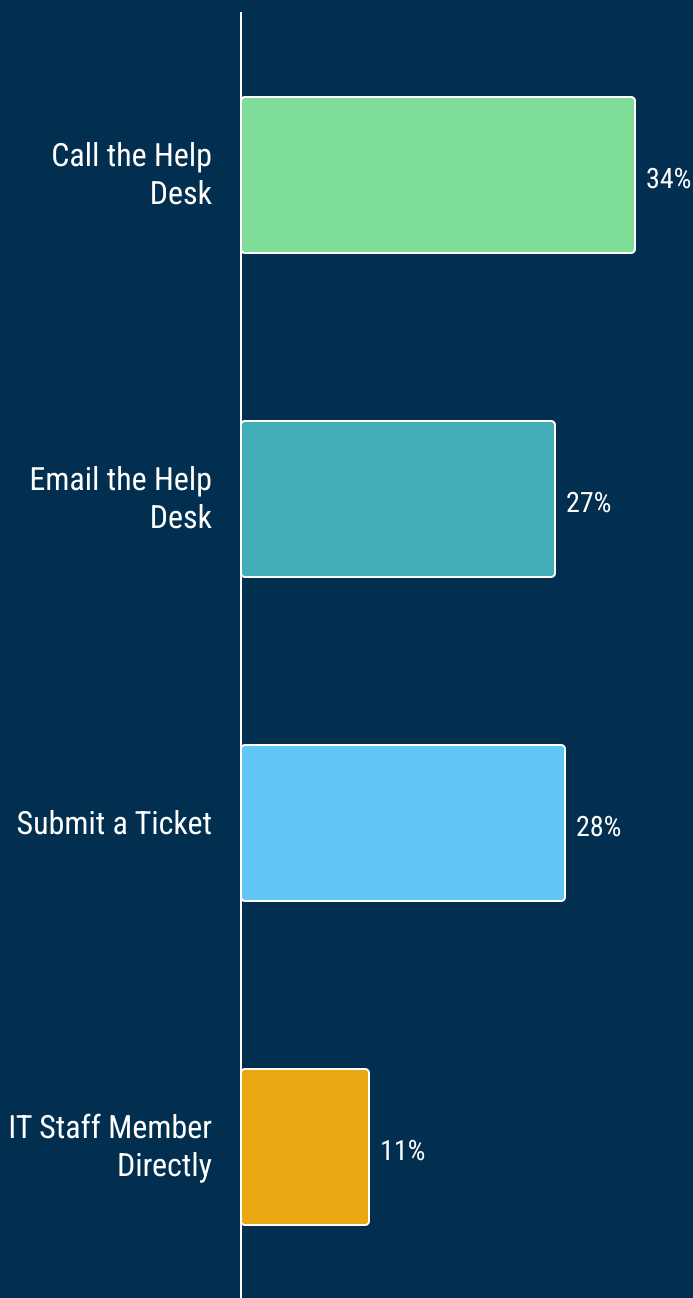


**More artificial intelligence implementation.**

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## What is your primary method for submitting technical issues to IT?



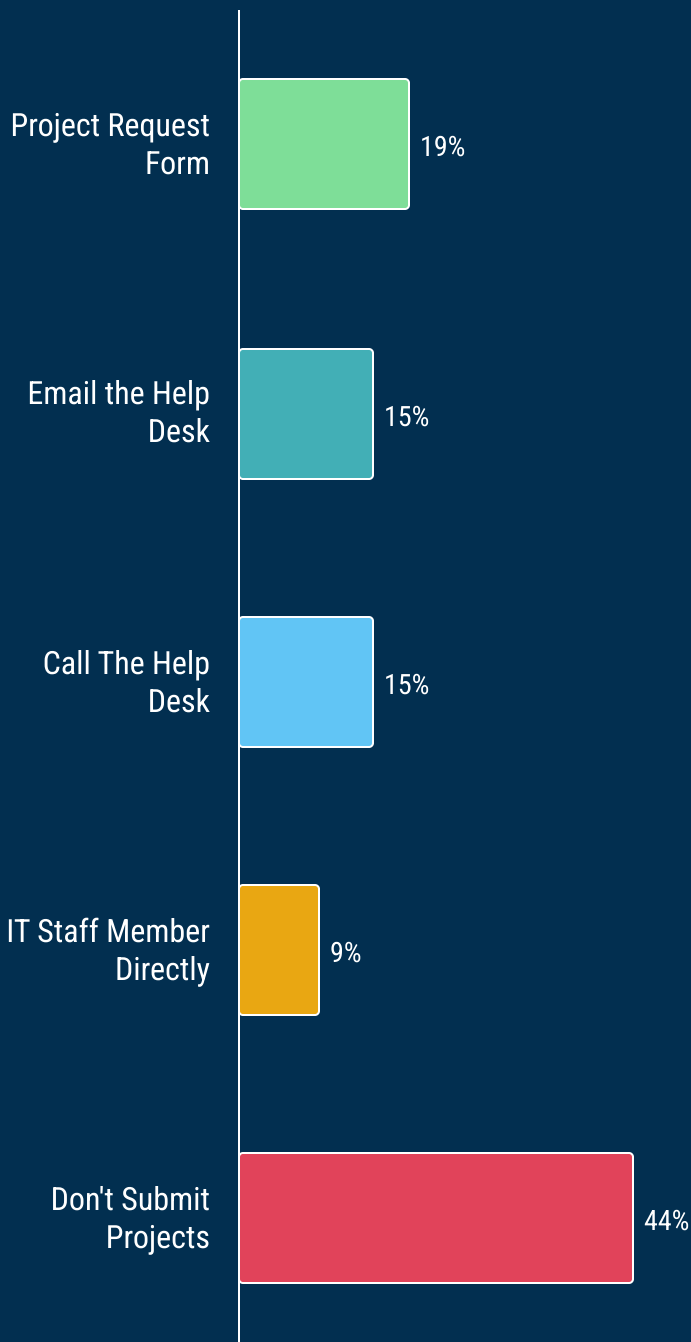
## What other methods do you have for submitting technical issues to IT?

1. Sometimes I have to call if there is not an option online that matches my needs.
2. EMail , teams
3. Call, message on Teams
4. Help desk if urgent; otherwise, submit online ticket.
5. call of email an IT staff directly
6. portal, call help desk, call NS Div computer techs
7. I'm able to call or email my division's IT department. Due to the high volume of ongoing projects and requests, I may or may not get timely service, so following up is key for solutions.
8. I contact my designated IT support persons directly.
9. Primarily the portal, but I also use the other methods if needed.
10. Usually when the option I need is not listed in the portal.

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## What is your primary method for submitting projects to IT?



## What other methods do you have for submitting projects to IT?

1. I usually take care of my own
2. Project requests are submitted by the HR Analyst.
3. I enter project into Fresh Service / formerly used Airtable.
4. Work with our BA.
5. call/email an IT staff member before putting in a ticket so they know it's coming
6. Go through manager.