

Mt. SAC IT Survey Report

Perspectives from Students, Faculty, Staff, and Managers



September 16, 2022

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)		Average	% Maximum Score (5)
Canvas	4.54	66.47%	Mt. SAC website (ease of use)	4.29	56.87%
Availability of tech on campus	4.48	63.57%	Classroom tech	4.26	52.53%
Laptop loan and MiFi access	4.42	65.96%	Wireless availability	4.25	56.84%
Mt. SAC portal	4.41	62.30%	Availability of tech training	4.13	47.54%
Email and calendars	4.41	60.81%	Student print services	4.12	52.63%
Tech in computer/tutoring labs	4.38	60.57%	Communicating IT services	4.11	49.02%
Help desk and daily support	4.34	58.09%	Delivering new IT services	4.10	47.21%

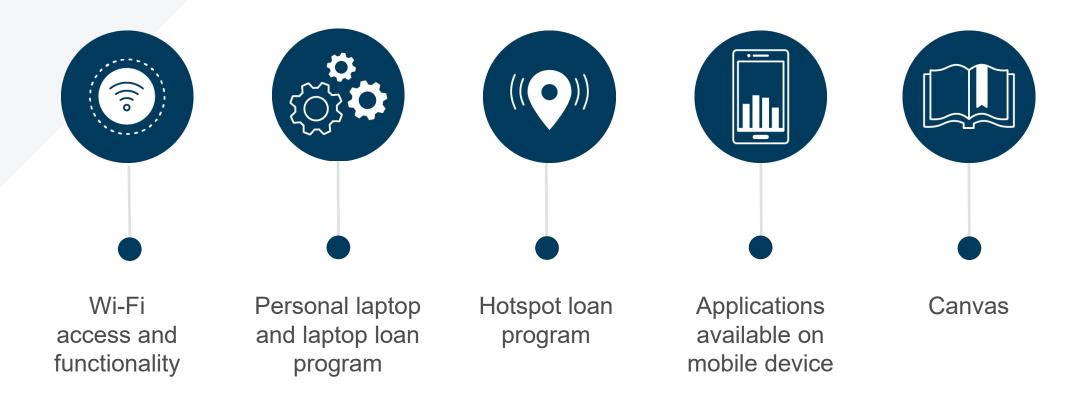
Responses ranged from 1220 – 1727, with an average of 1491 per question.



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?"

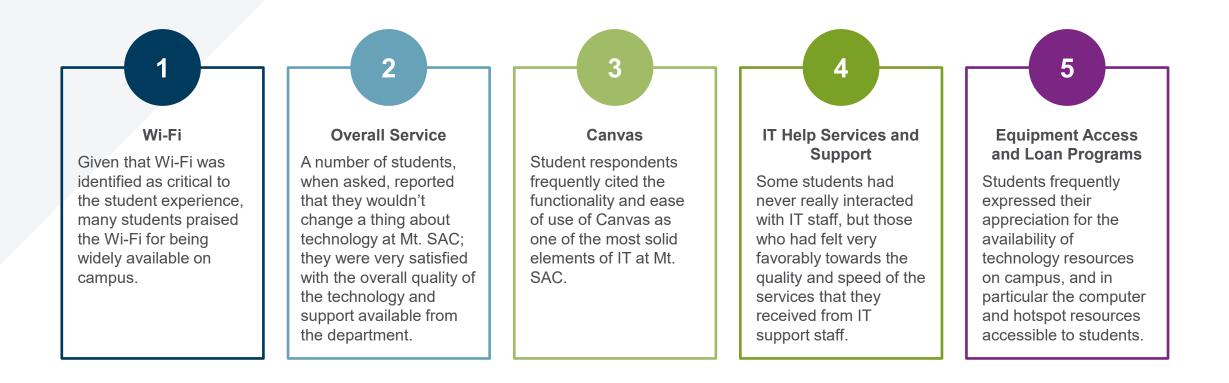




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Strengths Identified by Students

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



Faculty, Staff, and Manager

Faculty, Staff, & Manager Satisfaction: IT Services

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

	Average	Median		Average	Median
Faculty/staff print services	4.50	5	Document management	3.79	4
Canvas	4.22	4	Conference room tech	3.72	4
Conferencing tools	4.22	4	Banner	3.70	4
Help desk and daily support	4.19	5	Delivery of new IT services	3.64	4
Email and calendars	4.14	4.5			
nformation Security	4.04	4	Student print services	3.64	4
Communication between IT and the campus community	4.02	5	IT staffing levels Technology training	3.54 3.53	4
Computer labs	3.93	4	Mobile devices	3.51	4.5
It. SAC portal	3.88	4	Classroom computer tech	3.48	4
Desktop and office tools	3.86	4	Computer refresh/replacement	3.47	4
Remote work equipment	3.83	4	Wireless availability	3.43	4
	0.00	Т	Data analytics/reporting	3.36	4

Chrome River



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Faculty, Staff, and Managers: Mt. SAC Website

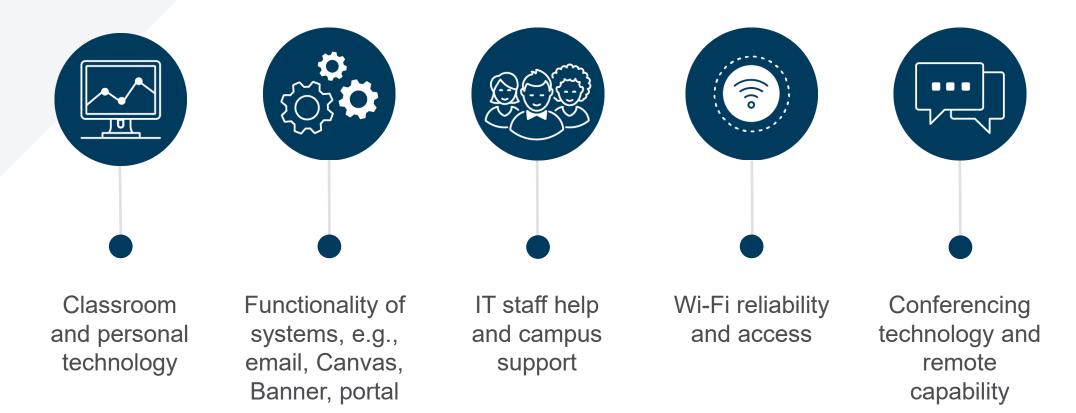
On a scale from 1 to 5, 1 being very dissatisfied and 5 being very satisfied.

	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?"

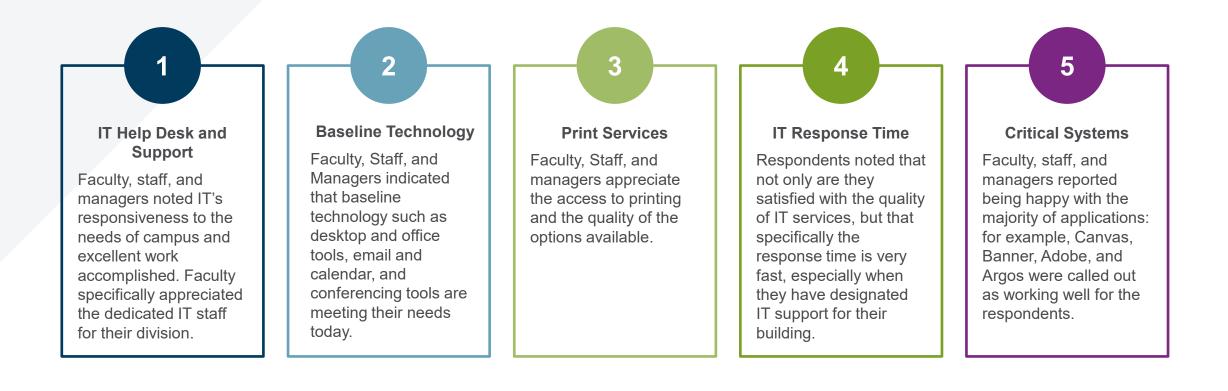




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Strengths Identified by Faculty, Staff, and Managers

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





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