

# Mt. SAC Students

This survey is part of Mt. San Antonio College's information technology (IT) strategic planning process. Your input and perspective will help Mt. SAC gain insight into its current IT environment and help inform technology planning for the future. Participation is voluntary and survey responses will only be seen by the BerryDunn consultants.

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How long have you been a student at Mt. SAC?

- ☐ Less than 6 months (1)
- ☐ 6 months - 1 year (2)
- ☐ 2 years (3)
- ☐ 3 years (4)
- ☐ More than 3 years (5)

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Please rate your satisfaction with the following technology and IT services at Mt. SAC. Please select N/A for any items that you do not use or are unfamiliar with. (Scale of 1 to 5: 1 being not satisfied at all and 5 being completely satisfied)

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)	N/A (6)
Banner (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Canvas (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classroom computer technology (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collaboration tools (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication between IT and the College community (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer labs (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer refresh/replacement (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivery of new IT services and products (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desktop and office computing tools (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email and calendars (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help desk and daily support (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information security (email protection, firewall protection, multifactor authentication, security training and awareness, etc.) (14)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IT department staffing levels (21)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile devices (phones and tablets) (15)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mt. SAC portal (19)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mt. SAC website (ease of use) (18)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student print services (16)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology training (17)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wireless availability (20)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (22)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

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What particular technology and IT services do you see as most critical to your success at Mt. SAC? (For example: WiFi, mobile apps, laptop and hotspot loan program)

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What technology and IT services work well at Mt. SAC today?

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Are there any IT services that you would like to see improved? Please describe.

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Think about your typical day at Mt. SAC. How can technology enhance the College's ability to succeed, innovate, and grow?

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What technology-related changes would you like to see implemented that would support your success?

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Please rate your satisfaction with the overall quality of the services you receive from IT. (Scale of 1 to 5: 1 being not satisfied at all and 5 being completely satisfied)

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

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Comments:

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