



Introduction

Mt. SAC Faculty, Staff, and Managers

Thank you for taking the time to participate in Mt. San Antonio College's Information Technology (IT) survey.

We want to ensure that IT resources and support are meeting your needs and enhancing the college experience for students. Your honest opinions and suggestions will help us serve you better. All responses are confidential and will be used solely for the purpose of improving our services.

Participation is voluntary.

IT has four primary service areas:

- **Academic and Information Technology Support (AITS):** Service and support to the students, faculty, and staff by providing support for information and instructional technologies. The AITS team is committed to efficiently and effectively managing academic and non-academic

computing and related information resources that support and enhance teaching, learning, community development, and public service at the College.

- **Enterprise Application Systems:** Support of the College's systems and applications including, the website, Portal, Canvas, and email.

- **IT Project Management:** Overall coordination of IT resources to ensure successful project completion including consulting services for technology project inquiries, solutions development and testing, vendor management including demonstrations and support contract maintenance, technical documentation, and training on IT-related systems.

- **Infrastructure and Data Security:** Development and maintenance of the College's infrastructure including wired and wireless network, telecommunications, all campus phones including VOIP, servers, data backups, employee email and O365, network threat detection, and information security and awareness. 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. Thank you for participating in the survey about IT services.

Primary Role

What is your primary role at the College?

- ☐ Faculty
- ☐ Staff
- ☐ Manager
- ☐ Other

Faculty Block

What is your role?

- ☐ Adjunct
- ☐ Full-time

What is your division?

- ☐ Arts
- ☐ Business
- ☐ Humanities and Social Sciences
- ☐ Kinesiology, Athletics, and Dance
- ☐ Library, Learning Resources, and Distance Learning
- ☐ Natural Sciences

- ☐ School of Continuing Education
- ☐ Technology and Health
- ☐ Student Services (General Counseling, ACCESS, EOPS/CARE, CalWorks)
- ☐ Other

Survey Questions for ALL

Please rate your satisfaction with the service related to the following California Community College Chancellor's Office supported platforms. Please select N/A for any items that you do not use or are unfamiliar with.

	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	N/A
Canvas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zoom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide comments on the California Community College Chancellor's Office support platforms:

Please rate your satisfaction with the following technology.
Please select N/A for any items that you do not use or are unfamiliar with.

	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	N/A
Banner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus Map/Wayfinding mobile app	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chrome River	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classroom computer technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conference room technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conference tools (e.g., MS teams, Zoom)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data analytics and reporting (Argos, Microsoft Power BI, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desktop and office tools (computer, printer, copy machine, phone)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OnBase	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email and calendars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Extremely
Dissatisfied

Dissatisfied

Satisfied

Extremely
Satisfied

N/A

Laptop, camera, and
related equipment to
work remotely

☐

☐

☐

☐

☐

District provided
mobile devices
(phones and
tablets)

☐

☐

☐

☐

☐

Wireless Availability

☐

☐

☐

☐

☐

Mt. SAC portal

☐

☐

☐

☐

☐

Please provide feedback on Mt. SAC technology:

Please rate your satisfaction with the following IT services.
Please select N/A for any items that you do not use or are
unfamiliar with.

Extremely
Dissatisfied

Dissatisfied

Satisfied

Extremely
Satisfied

N/A

Communication
between IT and the
College community

☐

☐

☐

☐

☐

	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	N/A
Technology training (Banner, Smartsheet, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student print services (WEPA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT Support coverage arrives in a timely fashion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT Project Completion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT Help Desk and daily support	<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.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer refresh/replacement service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mountie Academic Plan (MAP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Forms and Workflow (Adobe Sign, Etrieve, Smartsheet, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback on Mt. SAC IT services:

Please rate your satisfaction with the Mt. SAC website according to the following categories. Please select N/A for any items that you do not use or are unfamiliar with.

	1	2	3	4	5	N/A
Ability to find information and number of clicks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility (inclusive and usable for people with disabilities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use from desktop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use from mobile device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of home page	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modern Campus CMS (formerly OmniUpdate) functionality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Positive representation of Mt. SAC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Search Functionality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3	4	5	N/A
Visual Impact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback on the Mt. SAC website:

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

- ☐ Call the Help Desk (Ext. 4357)
- ☐ Email the Help Desk (Helpdesk@mtsac.edu)
- ☐ Submit a ticket through the Help Desk portal.
- ☐ Call or email an IT staff member directly.
- ☐ I don't submit technical issues.
- ☐ Other. Please enter comment below.

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

What is your primary method for submitting projects to IT?

- ☐ Call the Help Desk (Ext. 4357)
- ☐ Email the Help Desk (Helpdesk@mtsac.edu)
- ☐ Complete the Project Request Form
(<https://www.mtsac.edu/it/pmo/index.html>)
- ☐ Call or email an IT staff member directly.
- ☐ I don't submit projects.
- ☐ Other. Please enter comment below.

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

What is your knowledge level pertaining to cybersecurity?

- ☐ No understanding
- ☐ Little understanding
- ☐ Moderate understanding
- ☐ Good understanding

☐ Expert understanding

What is your knowledge level pertaining to technical accessibility requirements?

- ☐ No understanding
- ☐ Little understanding
- ☐ Moderate understanding
- ☐ Good understanding
- ☐ Expert understanding

What additional technical training topics would you like IT to offer? The following are some of the current training opportunities:

- MS Teams
- Smartsheet
- MS OneDrive
- Omni CMS
- LiveWhale
- Banner General Navigation
- Hyland OnBase
- Navigate

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

How can IT services be improved? Please describe.

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

Please rate your satisfaction with the overall quality of the services you receive from IT.

- ☐ Extremely Dissatisfied
- ☐ Dissatisfied
- ☐ Satisfied
- ☐ Extremely Satisfied

Any last comments on how IT can be improved to better support your role at Mt. SAC?

Please press the blue arrow to submit the survey. Thank you for completing the survey.

Staff and Manager Block

What is your division?

- ☐ Administrative Services
- ☐ Human Resources
- ☐ Instruction
- ☐ President's Office
- ☐ School of Continuing Education

☐ Student Services

☐ Other

Other Block

Since you selected "Other", please specify:

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