



## Block 1

### Mt. SAC Students

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

We want to ensure that our resources and support are meeting your needs and enhancing your college experience. 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.

## Default Question Block

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

- ☐ This fall 2024 is my first semester
- ☐ My first term was this past summer 2024
- ☐ 1 year (started in 2023)
- ☐ 2 years (started in 2022)
- ☐ More than 3 years (started before 2021)

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
Campus Map/Wayfinding mobile app	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classroom technology (computers, projectors, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of technology on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology in the computer/tutoring labs	<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 Loan Program and MiFi Access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mt. SAC website (ease of use)	<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"/>
Wireless Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mt. SAC portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback on Mt. SAC technology:

Block 2

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

Extremely  
Dissatisfied

Dissatisfied

Satisfied

Extremely  
Satisfied

N/A

Availability of technology training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication about IT services and how to get support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help desk and daily support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of technology on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laptop Loan Program and MiFi Access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback on Mt. SAC IT services and programs:

Block 3

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

	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied	N/A
Ability to contact IT for support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing the student portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with Canvas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buying a parking permit online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online registration and class enrollment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ordering from the bookstore online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the Mt. SAC website from mobile phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zoom implementation at Mt. SAC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback on Mt. SAC online processes:

Block 4

What is your level of understanding of cybersecurity?

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

What technology and IT services work well at Mt. SAC (For example: WiFi, mobile apps, laptop and hotspot loan program.)

## Block 5

How can IT services be improved? Please describe.

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

## Block 6

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

- ☐ Extremely Dissatisfied
- ☐ Dissatisfied
- ☐ Satisfied
- ☐ Extremely Satisfied
- ☐ N/A

## Block 7

Please complete the following contact information if you would like to be entered in a drawing to win (1 of 2) \$25 Amazon gift cards.



Name

Email

Phone Number

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

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