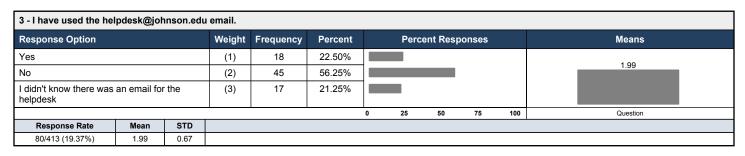
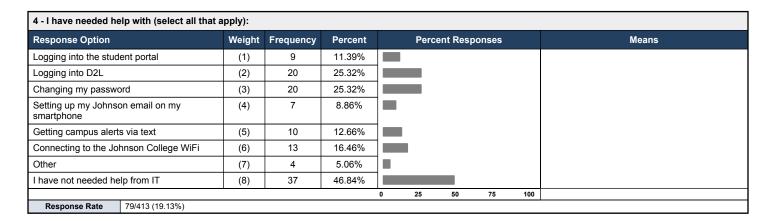
Weight	Frequency	Percent		Perc	ent Resp	onses		Means
(1)	4	4.94%						
(2)	2	2.47%						
(3)	5	6.17%						
(4)	3	3.70%						
(5)	1	1.23%	I					
(6)	9	11.11%						
(7)	8	9.88%						
(8)	3	3.70%						10.52
(9)	0	0.00%	1					13.62
(10)	7	8.64%						
(11)	1	1.23%	ı					
(12)	6	7.41%						
(13)	0	0.00%	1					
(14)	0	0.00%	1					
(15)	4	4.94%						
(16)	14	17.28%		ı				
(17)	11	13.58%						
(18)	3	3.70%						
			0	25	50	75	100	Question
	(1) (2) (3) (4) (5) (6) (7) (8) (10) (11) (12) (13) (14) (15) (16) (17)	(1) 4 (2) 2 (3) 5 (4) 3 (5) 1 (6) 9 (7) 8 (8) 3 (9) 0 (10) 7 (11) 1 (12) 6 (13) 0 (14) 0 (15) 4 (16) 14 (17) 11	(1) 4 4.94% (2) 2 2.47% (3) 5 6.17% (4) 3 3.70% (5) 1 1.23% (6) 9 11.11% (7) 8 9.88% (8) 3 3.70% (9) 0 0.00% (10) 7 8.64% (11) 1 1.23% (12) 6 7.41% (13) 0 0.00% (14) 0 0.00% (15) 4 4.94% (16) 14 17.28% (17) 11 13.58%	(1) 4 4.94% (2) 2 2.47% (3) 5 6.17% (4) 3 3.70% (5) 1 1.23% (6) 9 11.11% (7) 8 9.88% (8) 3 3.70% (9) 0 0.00% (10) 7 8.64% (11) 1 1.23% (12) 6 7.41% (13) 0 0.00% (14) 0 0.00% (14) 0 0.00% (15) 4 4.94% (16) 14 17.28% (17) 11 13.58% (18) 3 3.70%	(1) 4 4.94% (2) 2 2.47% (3) 5 6.17% (4) 3 3.70% (5) 1 1.23% (6) 9 11.11% (7) 8 9.88% (8) 3 3.70% (9) 0 0.00% (10) 7 8.64% (11) 1 1.23% (12) 6 7.41% (13) 0 0.00% (14) 0 0.00% (14) 0 0.00% (15) 4 4.94% (16) 14 17.28% (17) 11 13.58% (18) 3 3.70%	(1) 4 4.94% (2) 2 2.47% (3) 5 6.17% (4) 3 3.70% (5) 1 1.23% (6) 9 11.11% (7) 8 9.88% (8) 3 3.70% (9) 0 0.00% (10) 7 8.64% (11) 1 1.23% (12) 6 7.41% (13) 0 0.00% (14) 0 0.00% (15) 4 4.94% (16) 14 17.28% (17) 11 13.58% (18) 3 3.70%	(1) 4 4.94% (2) 2 2.47% (3) 5 6.17% (4) 3 3.70% (5) 1 1.23% (6) 9 11.11% (7) 8 9.88% (8) 3 3.70% (9) 0 0.00% (10) 7 8.64% (11) 1 1.23% (12) 6 7.41% (13) 0 0.00% (14) 0 0.00% (14) 0 0.00% (15) 4 4.94% (16) 14 17.28% (17) 11 13.58% (18) 3 3.70%	(1) 4 4.94% (2) 2 2.47% (3) 5 6.17% (4) 3 3.70% (5) 1 1.23% (6) 9 11.11% (7) 8 9.88% (8) 3 3.70% (9) 0 0.00% (10) 7 8.64% (11) 1 1.23% (12) 6 7.41% (13) 0 0.00% (14) 0 0.00% (14) 0 0.00% (15) 4 4.94% (16) 14 17.28% (17) 11 13.58% (18) 3 3.70%

2 - The Network & Systems Administration (IT Helpdesk) office is located: Response Option Weight Frequency Percent Percent Responses Means													
Response Option			Weight	Frequency	Percent		Per	cent Res	ponses		Means		
In Richmond Hall			(1)	1	1.23%	1					4.09		
In the Moffat Center			(2)	5	6.17%								
In the Woolworth Buildi	ng		(3)	23	28.40%								
In the Bingham Building	3		(4)	9	11.11%								
I don't know			(5)	43	53.09%								
						0	25	50	75	100	Question		
Response Rate	Mean	STD											
81/413 (19.61%)	4.09	1.09											



Assessment Day 2020 - Network & Systems Administration (IT)



5 - If you selected 'Other' in the previous question, please explain.

Response Rate 8/413 (1.94%)

- I have had to reach out to them for being locked out of logging into the computer
- N/A
- N/A.
- CRITICAL ERRORS WERE NEVER FIXED TRIED MANY TO ADDRESS THIS PROBLEM. IT WAS ALL COMPUTERS IN ALL BUILDINGS. VERY FRUSTRATING
- · my id for cafeteria services
- · When some d2l thing didnt work on the app
- n/a
- N/A

6 - If you have reache	- If you have reached out to the Helpdesk, how satisfied were you with the service you received?													
Response Option			Weight	Frequency	Percent		Perc	ent Resp	onses		Means			
Very Dissatisfied			(1)	2	3.70%						3.37			
Dissatisfied			(2)	0	0.00%	1								
Satisfied			(3)	28	51.85%									
Very Satisfied			(4)	24	44.44%									
			•			0	25	50	75	100	Question			
Response Rate	Mean	STD												
54/413 (13.08%)	3.37	0.68												

- I did not reach out to the help desk, but I'm sure they provided great assistance.
- Critical errors
- The most "major" (technical) issue i had all year involved my D2L password expiring in the middle of a session and getting locked out. I was back into it in under an hour because of tech support. And this was after we had transitioned to strictly online classes. These people were amazing in the middle of a pandemic when everyone in the world was relying on their various devices. I'm beyond grateful for their assistance.
- After losing D2L access several times, I messaged them for help asking for the number to the help desk, I was told to reset my password via email except I was locked out of my email also. I literally spent 2 days calling random numbers on the website trying to hunt down someone who could fix the issue. Y'all are useless

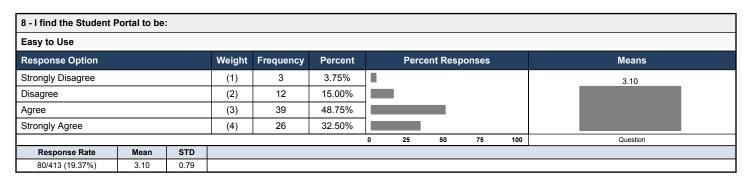
7 - I find D2L to be: Reliable **Response Option** Weight Frequency **Percent Responses** Means Percent Strongly Disagree 2.53% (1) 2 3.34 Disagree (2) 5 6.33% 36 Agree (3) 45.57% Strongly Agree (4) 36 45.57% 75 100 Question Mean STD Response Rate 79/413 (19.13%) 3.34 0.71

7 - I find D2L to be:											
Easy to Use											
Response Option			Weight	Frequency	Percent		Perc	ent Res	ponses		Means
Strongly Disagree			(1)	2	2.50%						3.38
Disagree			(2)	3	3.75%						
Agree			(3)	38	47.50%						
Strongly Agree			(4)	37	46.25%						
						0	25	50	75	100	Question
Response Rate	Mean	STD									
80/413 (19.37%)	3.38	0.68									

7 - I find D2L to be:											
Easy to Access											
Response Option			Weight	Frequency	Percent		Percer	nt Res	oonses		Means
Strongly Disagree			(1)	3	3.75%						3.43
Disagree			(2)	2	2.50%						
Agree			(3)	33	41.25%			l			
Strongly Agree			(4)	42	52.50%						
						0	25	50	75	100	Question
Response Rate	Mean	STD									
80/413 (19.37%)	3.43	0.73									

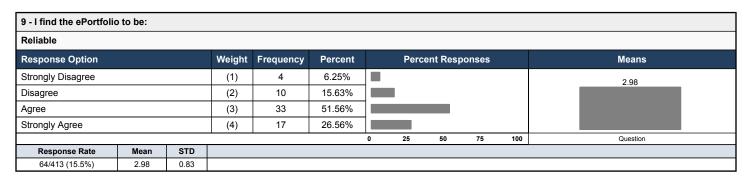
7 - I find D2L to be:											
I've never used it											
Response Option			Weight	Frequency	Percent		Perc	ent Res	ponses		Means
Strongly Disagree			(1)	52	71.23%						
Disagree			(2)	12	16.44%						
Agree			(3)	2	2.74%						1.51
Strongly Agree			(4)	7	9.59%						
						0	25	50	75	100	Question
Response Rate	Mean	STD									
73/413 (17.68%)	1.51	0.94									

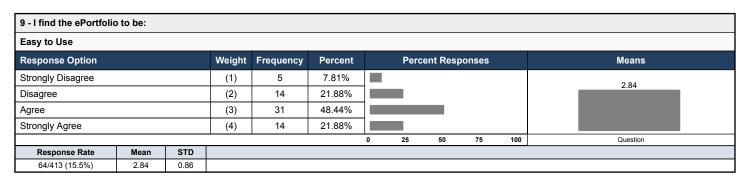
8 - I find the Student	Portal to be:			·							
Reliable											
Response Option			Weight	Frequency	Percent		Perce	ent Resp	onses		Means
Strongly Disagree			(1)	4	5.00%						3.26
Disagree			(2)	4	5.00%						
Agree			(3)	39	48.75%						
Strongly Agree			(4)	33	41.25%						
						0	25	50	75	100	Question
Response Rate	Mean	STD		•			<u> </u>	<u> </u>			
80/413 (19.37%)	3.26	0.78									



8 - I find the Student	Portal to be	:									
Easy to Access											
Response Option			Weight	Frequency	Percent		Perce	nt Res	onses		Means
Strongly Disagree			(1)	3	3.85%						3.24
Disagree			(2)	6	7.69%						
Agree			(3)	38	48.72%						
Strongly Agree			(4)	31	39.74%			1			
						0	25	50	75	100	Question
Response Rate	Mean	STD									
78/413 (18.89%)	3.24	0.76									

8 - I find the Student	8 - I find the Student Portal to be:													
I've never used it														
Response Option			Weight	Frequency	Percent		Perc	ent Resp	onses		Means			
Strongly Disagree			(1)	46	63.89%									
Disagree			(2)	16	22.22%									
Agree			(3)	3	4.17%						1.60			
Strongly Agree			(4)	7	9.72%									
			•			0	25	50	75	100	Question			
Response Rate	Mean	STD												
72/413 (17.43%)	1.60	0.96												

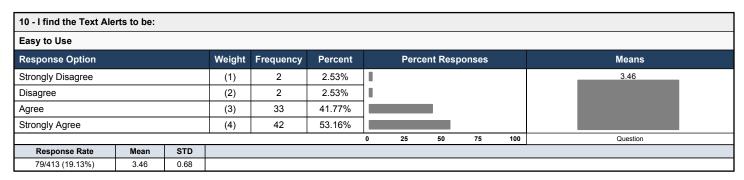




9 - I find the ePortfolio	to be:										
Easy to Access											
Response Option			Weight	Frequency	Percent		Perc	ent Res	ponses		Means
Strongly Disagree			(1)	5	7.81%						2.94
Disagree			(2)	11	17.19%						2.34
Agree			(3)	31	48.44%						
Strongly Agree			(4)	17	26.56%						
						0	25	50	75	100	Question
Response Rate	Mean	STD									
64/413 (15.5%)	2.94	0.87									

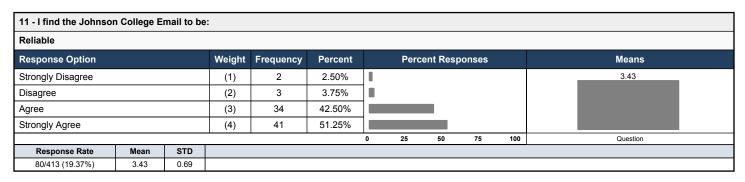
9 - I find the ePortfoli	9 - I find the ePortfolio to be:													
I've never used it														
Response Option			Weight	Frequency	Percent		Perc	ent Res	onses		Means			
Strongly Disagree			(1)	19	24.36%									
Disagree			(2)	19	24.36%						2.56			
Agree			(3)	17	21.79%									
Strongly Agree			(4)	23	29.49%									
						0	25	50	75	100	Question			
Response Rate	Mean	STD												
78/413 (18.89%)	2.56	1.16		•	•									

10 - I find the Text Ale	erts to be:										
Reliable											
Response Option			Weight	Frequency	Percent		Perc	ent Res	ponses		Means
Strongly Disagree			(1)	3	3.85%						3.38
Disagree			(2)	3	3.85%						
Agree			(3)	33	42.31%						
Strongly Agree			(4)	39	50.00%						
						0	25	50	75	100	Question
Response Rate	Mean	STD					<u> </u>	<u> </u>	<u> </u>	<u> </u>	
78/413 (18.89%)	3.38	0.74									



10 - I find the Text Ale	erts to be:										
Easy to Access											
Response Option	Weight	Frequency	Percent		Perc	ent Res _l	onses		Means		
Strongly Disagree			(1)	2	2.56%						3.44
Disagree			(2)	2	2.56%						
Agree			(3)	34	43.59%						
Strongly Agree			(4)	40	51.28%						
						0	25	50	75	100	Question
Response Rate	Mean	STD									
78/413 (18.89%)	3.44	0.68									

10 - I find the Text Ale	erts to be:										
I've never used it											
Response Option		Weight	Frequency	Percent		Perc	cent Res	ponses		Means	
Strongly Disagree			(1)	38	54.29%						
Disagree			(2)	15	21.43%						1.84
Agree			(3)	7	10.00%						1.04
Strongly Agree			(4)	10	14.29%						
						0	25	50	75	100	Question
Response Rate	Mean	STD									
70/413 (16.95%)	1.84	1.10									



11 - I find the Johnso	n College E	mail to be	:								
Easy to Use											
Response Option	Weight	Frequency	Percent		Perce	nt Res	onses		Means		
Strongly Disagree			(1)	2	2.50%						3.43
Disagree			(2)	2	2.50%						
Agree			(3)	36	45.00%						
Strongly Agree			(4)	40	50.00%						
			•			0	25	50	75	100	Question
Response Rate	Mean	STD									
80/413 (19.37%)	3.43	0.67									

11 - I find the Johnson	n College E	mail to be	:								
Easy to Access											
Response Option	Weight	Frequency	Percent		Perc	ent Res	ponses		Means		
Strongly Disagree			(1)	2	2.50%						3.44
Disagree			(2)	1	1.25%	I					
Agree			(3)	37	46.25%						
Strongly Agree			(4)	40	50.00%						
						0	25	50	75	100	Question
Response Rate	Mean	STD	•		_				•		
80/413 (19.37%)	3.44	0.65									

11 - I find the Johnso	n College E	mail to be	:										
I've never used it													
Response Option			Weight	Frequency	Percent		Percent Responses					Means	
Strongly Disagree			(1)	44	61.97%								
Disagree			(2)	15	21.13%								
Agree			(3)	4	5.63%							1.66	
Strongly Agree			(4)	8	11.27%								
						0	25	50	75	5	100	Question	
Response Rate	Mean	STD											
71/413 (17.19%)	1.66	1.01	<u>-</u>										

12 - How satisfied are	you with th	e wii eles	miemet	on campus:									
Response Option			Weight	Frequency	Percent		Per	cent Resp	onses		Means		
Not satisfied			(1)	4	5.00%								
Somewhat Satisfied			(2)	12	15.00%						3.21		
Satisfied			(3)	33	41.25%								
Very Satisfied			(4)	25	31.25%								
I did not use the wireles	s internet o	n campus	(5)	6	7.50%								
						0	25	50	75	100	Question		
Response Rate	Mean	STD											
80/413 (19.37%)	3.21	0.96											

- Didn't work many times
- Always works when I need it, and it's pretty reliable. Could have a larger range for connection, though for parking lot access.
- Could improve the internet
- $\bullet \text{ lt's like any other Wi-Fi network: Some days it's great, some days it's not. But for the most part, it's good for what i need.}\\$
- \bullet Please, for the love of god, stop emailing me about these surveys.
- It could have better connection at certain areas of the campus