

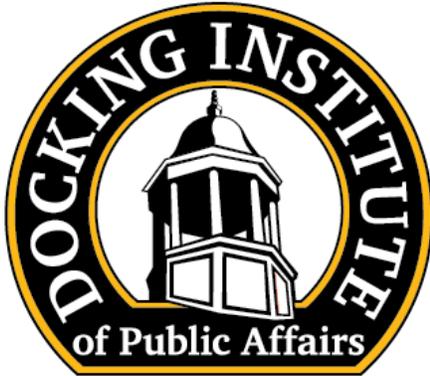
Fort Hays State University
Technology Services Polls – Spring 2018
**Faculty, Staff, and Administration &
Students**



Conducted for

FHSU Technology Services

May 2018



**FORT HAYS STATE
UNIVERSITY**

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Mission:

To Facilitate Effective Public Policy Decision-Making.

The staff of the Docking Institute of Public Affairs and its University Center for Survey Research are dedicated to serving the people of Kansas and surrounding states.

Fort Hays State University
Technology Services Polls – Spring 2018
Faculty, Staff, and Administration &
Students

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Introduction and Methods

Fort Hays State University (FHSU) Technology Services contracted with the Docking Institute of Public Affairs to conduct a poll of FHSU employees, and FHSU students regarding the services provided by Technology Services. Two polls were conducted. One poll addressed faculty, staff, administration, while the other poll addressed students.

Findings from both polls are provided in this report – Part A for faculty, staff, and administration; Part B for students. This report consists primarily of frequency responses (in the form of SPSS output) for all questions in the two polls.

The polls were conducted using Qualtrics software. Email requests to complete the survey (including a link to the appropriate online poll) were sent to all FHSU employees and students working or taking classes during the spring 2018 semester (i.e., on campus and off, including outside of the United States, as well as traditional courses and those offered at a distance).

The polls were submitted to the FHSU Institutional Review Board (IRB). The approval letters are provided in Appendix A. The polls instrument can be found in Appendix B (faculty, staff, and administration) and Appendix C (students).

A list of faculty, staff, and administrative personnel working during the spring 2018 semester was requested and received from the FHSU Human Resource Office. The list included FHSU email addresses for most employees. Thirty-nine entries on the list did not contain email addresses (temporary workers). Once removed, the remaining list contained 1,380 FHSU employees. Email requests, containing links to an online poll utilizing Qualtrics software, were sent to all 1,380 employees. The initial email was sent on April 10, 2018. One faculty, staff, and administration member requested that the email request be sent to his or her alternative email account. Three others requested the email be sent again because the initial email ended up in their clutter boxes and deleted. Follow-up emails to non-responders were sent on April 19th, April 25th, and April 30th.

The Institute received 337 completed interviews, providing a response rate of 24.42%. Since the poll included all FHSU employees employed during the spring semester, no margin of error is calculated.

A list of students taking classes during the spring 2018 semester was requested and received from the FHSU Institutional Effectiveness and Quality Improvement. The list contained 13,226 entries. Email requests, containing links to an online poll utilizing Qualtrics software, were sent to all 13,226 students. The initial email was sent on April 10, 2018. Follow-up emails to non-responders were sent on April 19th, April 25th, and April 30th.

The Institute received 995 completed interviews. Thirteen indicated on the survey that they would prefer NOT to complete the survey. The response rate for the student survey is 7.52%. Since the Institute included all FHSU students enrolled during the spring semester, no margin of error is calculated.

Each data set was downloaded into SPSS software for analysis. Email addresses were deleted from the SPSS file before analysis began. Only grouped data were analyzed, and no attempt was made to link individual responses to individual respondents.

Executive Summary

The Docking Institute's independent analysis of the poll responses shows the following:

Faculty, Staff, and Administration

- Almost 36% of faculty, staff, and administrative employees responding to the poll reported working at FHSU for less than 5 years. More than a quarter (27.5%) report working at FHSU for more than 10 years, but less than 20 years.
- Most (52.7%) are staff members. About a third (35.7%) are faculty members, and 11.6% are administration. Most faculty respondents (22.6%) teach both on-campus courses and virtual courses. Only three respondents teach courses in China.
- More than four-fifths (82.1%) of the faculty, staff, and administrative respondents are *at least* somewhat satisfied with the availability/responsiveness of FHSU Technology Services (40.9% are very satisfied and 41.2% are somewhat satisfied).
- A majority of respondents (54.3%) are very satisfied with wireless connectivity at FHSU. Most (73.9%) are *at least* somewhat satisfied with FHSU's phone system. Similarly, most (83.1%) are *at least* somewhat satisfied with Outlook.
- Most respondents using the fax service, TigerCentral, Blackboard, and classroom technology report general satisfaction with those services.
- Most (76.9%) report being *at least* somewhat satisfied with the way FHSU Technology Services protects personal information.
- Most respondents (65.9%) know how to access FHSU's policies concerning Information Access and Technology. Most (73.6%) are *at least* somewhat satisfied with the content of FHSU's annual security awareness training.
- More than a third (39%) are very satisfied with the amount and content of general communication received from Technology Services. More than two-fifths (44.5%) are very satisfied with the timeliness of communication from Technology Services. Similarly, (42.3%) are very satisfied with the overall general communication from Technology Services.
- About 85% of respondents have visited the FHSU Technology Services website. Of these respondents, 31.5% are very satisfied and 50.4% are somewhat satisfied with the information provided.
- Regarding purchasing, almost half are neither satisfied nor dissatisfied with the process to purchase technology (46.5%) and/or the process to purchase software (49.1%). More than a third (35.3%) are aware of software packages available, while 39.2% are aware of some packages but not others.
- More than two-fifths (42.7%) are very satisfied with the overall technology support provided by Technology Services, while 40.4% are somewhat satisfied. More than a third (38.9%) are very satisfied with getting their technology needs and questions addressed in a timely manner, while 35.3% are somewhat satisfied.

- Of those who have contacted FHSU Technology Services for assistance (93.7%), most (61.1%) have done so between 1 and 4 times in the past year. A majority (88.2%) report that Technology Services staff were *at least* moderately knowledgeable about the issue they were calling about. Most (79.8%) report that the person assisting them resolved their issue. Most (55.2%) report that they are very satisfied with the support they received.
- More than two-fifths (43.1%) of respondents report being very satisfied with the timeliness of needs and questions being addressed. Slightly fewer (38.1%) report being very satisfied with the process of requesting assistance from Technology Services.
- Qualitative responses vary but a few themes emerge (Appendix D provide all responses). Many respondents mention that the service and responsiveness from Technology Services has greatly improved since the change in administration. Some express frustration with the “tiered” (or “levels”) approach to assistance, as well as the ticketing system using Lotus Notes.

Students

- About a quarter (26.6%) of student respondents are graduate students. About a quarter (27.4%) are also 1st year and 2nd year students combined. More than two-fifths (43.2%) are upper class students (3rd, 4th, and 4th+ year students). Most (63.3%) are Virtual College students, while a quarter (24.9%) take primarily on-campus courses. Only 1.5% of the student respondents take courses at an international partner school.
- More than four-fifths (86.5%) of the student respondents are *at least* somewhat satisfied with the availability/responsiveness of FHSU Technology Services (54.4% are very satisfied and 32.1% are somewhat satisfied).
- About a third (32.3%) of student respondents are very satisfied with wireless connectivity at FHSU. Most (71.4%) are very satisfied with the FHSU Student Email system. A majority (62.2%) are very satisfied with TigerTracks.
- Most students using TigerEnroll (99.6%), report satisfaction with that system (88% are *at least* somewhat satisfied with TigerEnroll).
- Most students using Blackboard (99.2%), report satisfaction with that system (85.5% are *at least* somewhat satisfied with Blackboard).
- Most students using FHSU computer labs (27%), report that the labs meet their needs (74.5% report that the labs meet their needs *at least* very well).
- Most (73.4%) report being *at least* somewhat satisfied with the way FHSU Technology Services protects personal information.
- Half (50.1%) know how to access FHSU’s policies concerning Information Access and Technology.
- Most who have visited the Technology Services web site (34.8%) know where to find FHSU Technology Service help (66.8%). Of those who have visited the site, 80.5% are *at least* somewhat satisfied with the information provided.

- More than two-thirds (65.8%) are *at least* somewhat satisfied with the overall technological support received from FHSU Technology Services.
- Of those who have contacted TigerTech for services (45.1%), most (80%) have contacted TigerTech between 1 and 4 times in the past year. Most (88.2%) who have contacted TigerTech report that the person they spoke with was *at least* very courteous.
- Of those who have contacted TigerTech for services, most (78.9%) report that the person they spoke with was *at least* very knowledgeable, and a vast majority (83.9%) report that the person they spoke with resolved their issue. Similarly, 89.6% report that they are *at least* somewhat satisfied with the support they received, and 89% report that they are *at least* somewhat satisfied with the timeliness of addressing their needs/questions.
- Qualitative responses vary but a few themes emerge (Appendix E provide all responses). Many students express frustration with Blackboard, some referring to it as outdated technology. Some mention “Canvas” as an alternative. Some students mention that the Blackboard App is unsatisfactory, as is Wi-Fi access in the residence halls.

Part 1: Data from Faculty, Staff, and Administration Poll

This section of the report provides frequencies and percentages to each question presented to faculty, staff, and administrators.

Q1 Length of employment at FHSU?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 5 years	120	35.6	35.8	35.8
	Between 5 and 10 years	57	16.9	17.0	52.8
	More than 10 years, but less than 20	92	27.3	27.5	80.3
	20 or more years	66	19.6	19.7	100.0
	Total	335	99.4	100.0	
Missing	System	2	.6		
Total		337	100.0		

Q2 Type of employee?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Staff	177	52.5	52.7	52.7
	Faculty	120	35.6	35.7	88.4
	Administration	39	11.6	11.6	100.0
	Total	336	99.7	100.0	
Missing	System	1	.3		
Total		337	100.0		

Q2a Type of courses taught?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		219	65.0	65.0	65.0
	I teach on-campus courses only	17	5.0	5.0	70.0
	I teach virtual courses only	25	7.4	7.4	77.4
	I teach both on-campus courses and virtual courses	76	22.6	22.6	100.0
	Total	337	100.0	100.0	

Q2a1 Teach on the FHSU campus in Hays?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		235	69.7	69.7	69.7
	I teach on the FHSU campus in Hays, KS	102	30.3	30.3	100.0
	Total	337	100.0	100.0	

Q2a2 Teach at an off-campus location, but not in China?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I teach at an off-campus location, but not in China	12	3.6	100.0	100.0
Missing	System	325	96.4		
	Total	337	100.0		

Q2a3 Teach in China?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I teach in China	3	.9	100.0	100.0
Missing	System	334	99.1		
	Total	337	100.0		

Q3a Satisfaction with overall availability/responsiveness of FHSU technology systems/applications that you use?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	138	40.9	40.9	40.9
	Somewhat Satisfied	139	41.2	41.2	82.2
	Neither Satisfied nor Dissatisfied	25	7.4	7.4	89.6
	Somewhat Dissatisfied	30	8.9	8.9	98.5
	Very Dissatisfied	5	1.5	1.5	100.0
	Total	337	100.0	100.0	

Q3b Satisfaction with wireless network connectivity at FHSU?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	182	54.0	54.3	54.3
	Somewhat Satisfied	111	32.9	33.1	87.5
	Neither Satisfied nor Dissatisfied	25	7.4	7.5	94.9
	Somewhat Dissatisfied	17	5.0	5.1	100.0
	Total	335	99.4	100.0	
Missing	System	2	.6		
Total		337	100.0		

Q3c Satisfaction with the phone system at FHSU?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	126	37.4	37.7	37.7
	Somewhat Satisfied	121	35.9	36.2	74.0
	Neither Satisfied nor Dissatisfied	47	13.9	14.1	88.0
	Somewhat Dissatisfied	32	9.5	9.6	97.6
	Very Dissatisfied	8	2.4	2.4	100.0
	Total	334	99.1	100.0	
Missing	System	3	.9		
Total		337	100.0		

Q3d Satisfaction with the FHSU faculty/staff email system (Outlook)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	149	44.2	44.2	44.2
	Somewhat Satisfied	131	38.9	38.9	83.1
	Neither Satisfied nor Dissatisfied	27	8.0	8.0	91.1
	Somewhat Dissatisfied	23	6.8	6.8	97.9
	Very Dissatisfied	7	2.1	2.1	100.0
	Total	337	100.0	100.0	

Q4 Have you used the new fax service provided by FHSU Tech Services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	95	28.2	28.9	28.9
	No	234	69.4	71.1	100.0
	Total	329	97.6	100.0	
Missing	I don't know	8	2.4		
Total		337	100.0		

Q4a Satisfaction with the new fax service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	26	7.7	27.4	27.4
	Somewhat Satisfied	31	9.2	32.6	60.0
	Neither Satisfied nor Dissatisfied	10	3.0	10.5	70.5
	Somewhat Dissatisfied	21	6.2	22.1	92.6
	Very Dissatisfied	7	2.1	7.4	100.0
	Total	95	28.2	100.0	
	Missing	System	242	71.8	
Total		337	100.0		

Q5 Have you ever used the FHSU faculty/staff portal (TigerCentral)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	252	74.8	77.5	77.5
	No	73	21.7	22.5	100.0
	Total	325	96.4	100.0	
Missing	I don't know	11	3.3		
	System	1	.3		
	Total	12	3.6		
Total		337	100.0		

Q5a Satisfaction with FHSU faculty/staff portal (TigerCentral)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	69	20.5	27.4	27.4
	Somewhat Satisfied	119	35.3	47.2	74.6
	Neither Satisfied nor Dissatisfied	44	13.1	17.5	92.1
	Somewhat Dissatisfied	19	5.6	7.5	99.6
	Very Dissatisfied	1	.3	.4	100.0
	Total	252	74.8	100.0	
Missing	System	85	25.2		
Total		337	100.0		

Q6 Have you ever used the FHSU online course system (Blackboard)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	241	71.5	71.7	71.7
	No	95	28.2	28.3	100.0
	Total	336	99.7	100.0	
Missing	System	1	.3		
Total		337	100.0		

Q6a Satisfaction with FHSU online course system (Blackboard)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	66	19.6	27.4	27.4
	Somewhat Satisfied	119	35.3	49.4	76.8
	Neither Satisfied nor Dissatisfied	36	10.7	14.9	91.7
	Somewhat Dissatisfied	12	3.6	5.0	96.7
	Very Dissatisfied	8	2.4	3.3	100.0
	Total	241	71.5	100.0	
Missing	System	96	28.5		
Total		337	100.0		

Q7 Have you ever used classroom technology equipment at FHSU?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	195	57.9	58.6	58.6
	No	138	40.9	41.4	100.0
	Total	333	98.8	100.0	
Missing	I don't know	3	.9		
	System	1	.3		
	Total	4	1.2		
Total		337	100.0		

Q7a How well did classroom technology equipment at FHSU meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Well	33	9.8	16.9	16.9
	Very Well	97	28.8	49.7	66.7
	Moderately Well	52	15.4	26.7	93.3
	Slightly Well	9	2.7	4.6	97.9
	Not Well at All	4	1.2	2.1	100.0
	Total	195	57.9	100.0	
Missing	System	142	42.1		
Total		337	100.0		

Q8 Satisfaction with the way FHSU technology services protects personal information?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	149	44.2	44.2	44.2
	Somewhat Satisfied	110	32.6	32.6	76.9
	Neither Satisfied nor Dissatisfied	55	16.3	16.3	93.2
	Somewhat Dissatisfied	18	5.3	5.3	98.5
	Very Dissatisfied	5	1.5	1.5	100.0
	Total	337	100.0	100.0	

Q9 Do you know how to access FHSU's policies concerning Information Access and Technology?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	222	65.9	65.9	65.9
	No	74	22.0	22.0	87.8
	I don't know	41	12.2	12.2	100.0
	Total	337	100.0	100.0	

Q10 Satisfaction with the content of FHSU's annual security awareness training?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	127	37.7	37.7	37.7
	Somewhat Satisfied	121	35.9	35.9	73.6
	Neither Satisfied nor Dissatisfied	63	18.7	18.7	92.3
	Somewhat Dissatisfied	22	6.5	6.5	98.8
	Very Dissatisfied	4	1.2	1.2	100.0
	Total	337	100.0	100.0	

Q11a Satisfaction with the amount and content of general communication you receive from Technology Services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	131	38.9	39.0	39.0
	Somewhat Satisfied	126	37.4	37.5	76.5
	Neither Satisfied nor Dissatisfied	59	17.5	17.6	94.0
	Somewhat Dissatisfied	17	5.0	5.1	99.1
	Very Dissatisfied	3	.9	.9	100.0
	Total	336	99.7	100.0	
Missing	System	1	.3		
Total		337	100.0		

Q11b Satisfaction with timeliness of general communication you receive from Technology Services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	149	44.2	44.5	44.5
	Somewhat Satisfied	104	30.9	31.0	75.5
	Neither Satisfied nor Dissatisfied	53	15.7	15.8	91.3
	Somewhat Dissatisfied	26	7.7	7.8	99.1
	Very Dissatisfied	3	.9	.9	100.0
	Total	335	99.4	100.0	
	Missing	System	2	.6	
Total		337	100.0		

Q11c Satisfaction with overall general communication you receive from Technology Services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	141	41.8	42.3	42.3
	Somewhat Satisfied	112	33.2	33.6	76.0
	Neither Satisfied nor Dissatisfied	55	16.3	16.5	92.5
	Somewhat Dissatisfied	21	6.2	6.3	98.8
	Very Dissatisfied	4	1.2	1.2	100.0
	Total	333	98.8	100.0	
	Missing	System	4	1.2	
Total		337	100.0		

Q12 Have you ever visited the FHSU Technology Services website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	281	83.4	85.9	85.9
	No	46	13.6	14.1	100.0
	Total	327	97.0	100.0	
Missing	I don't know	10	3.0		
Total		337	100.0		

Q13 Do you know where to find FHSU technology help resources?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	306	90.8	90.8	90.8
	No	31	9.2	9.2	100.0
	Total	337	100.0	100.0	

Q14 Satisfaction with the information provided on the FHSU Technology Services website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	88	26.1	31.4	31.4
	Somewhat Satisfied	141	41.8	50.4	81.8
	Neither Satisfied nor Dissatisfied	39	11.6	13.9	95.7
	Somewhat Dissatisfied	12	3.6	4.3	100.0
	Total	280	83.1	100.0	
	Missing	System	57	16.9	
Total		337	100.0		

Q15a Satisfaction with the availability of training provided by Technology Services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	83	24.6	24.7	24.7
	Somewhat Satisfied	123	36.5	36.6	61.3
	Neither Satisfied nor Dissatisfied	82	24.3	24.4	85.7
	Somewhat Dissatisfied	39	11.6	11.6	97.3
	Very Dissatisfied	9	2.7	2.7	100.0
	Total	336	99.7	100.0	
Missing	System	1	.3		
Total		337	100.0		

Q15b Satisfaction with the information provided for how to use technology services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	83	24.6	24.7	24.7
	Somewhat Satisfied	136	40.4	40.5	65.2
	Neither Satisfied nor Dissatisfied	77	22.8	22.9	88.1
	Somewhat Dissatisfied	36	10.7	10.7	98.8
	Very Dissatisfied	4	1.2	1.2	100.0
	Total	336	99.7	100.0	
	Missing System	1	.3		
Total	337	100.0			

Q16a Satisfaction with process to purchase technology equipment?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	40	11.9	12.0	12.0
	Somewhat Satisfied	78	23.1	23.4	35.4
	Neither Satisfied nor Dissatisfied	155	46.0	46.5	82.0
	Somewhat Dissatisfied	32	9.5	9.6	91.6
	Very Dissatisfied	28	8.3	8.4	100.0
	Total	333	98.8	100.0	
	Missing System	4	1.2		
Total	337	100.0			

Q16b Satisfaction with the process to purchase software?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	44	13.1	13.3	13.3
	Somewhat Satisfied	80	23.7	24.1	37.3
	Neither Satisfied nor Dissatisfied	163	48.4	49.1	86.4
	Somewhat Dissatisfied	30	8.9	9.0	95.5
	Very Dissatisfied	15	4.5	4.5	100.0
	Total	332	98.5	100.0	
Missing	System	5	1.5		
Total		337	100.0		

Q17 Are you aware of the various software packages available for FHSU faculty/staff?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	119	35.3	35.3	35.3
	No	86	25.5	25.5	60.8
	I am aware of some packages but not all	132	39.2	39.2	100.0
	Total	337	100.0	100.0	

Q18a Satisfaction with the overall technology support you receive from FHSU Technology Services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	144	42.7	42.7	42.7
	Somewhat Satisfied	136	40.4	40.4	83.1
	Neither Satisfied nor Dissatisfied	27	8.0	8.0	91.1
	Somewhat Dissatisfied	23	6.8	6.8	97.9
	Very Dissatisfied	7	2.1	2.1	100.0
	Total	337	100.0	100.0	

Q18b Satisfaction with getting your technology needs and questions addressed in a timely manner?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	131	38.9	38.9	38.9
	Somewhat Satisfied	119	35.3	35.3	74.2
	Neither Satisfied nor Dissatisfied	31	9.2	9.2	83.4
	Somewhat Dissatisfied	42	12.5	12.5	95.8
	Very Dissatisfied	14	4.2	4.2	100.0
	Total	337	100.0	100.0	

Q19 Have you ever contacted TigerTech for technology support services yourself?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	314	93.2	93.7	93.7
	No	21	6.2	6.3	100.0
	Total	335	99.4	100.0	
Missing	I don't know	2	.6		
Total		337	100.0		

Q19a Over the past year, how many times have you contacted TigerTech for assistance?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I have not contacted TigerTech in the past year	5	1.5	1.6	1.6
	About 1 to 4 times in the past year	192	57.0	61.1	62.7
	About 5 to 9 times in the past year	52	15.4	16.6	79.3
	About 10 to 14 times in the past year	36	10.7	11.5	90.8
	About 15 to 19 times in the past year	8	2.4	2.5	93.3
	About 20 or more times in the past year	21	6.2	6.7	100.0
	Total	314	93.2	100.0	
Missing	System	23	6.8		
Total		337	100.0		

Q19b How courteous was the person you spoke with?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Courteous	121	35.9	38.5	38.5
	Very Courteous	152	45.1	48.4	86.9
	Moderately Courteous	38	11.3	12.1	99.0
	Slightly Courteous	2	.6	.6	99.7
	Not Courteous at All	1	.3	.3	100.0
	Total	314	93.2	100.0	
Missing	System	23	6.8		
Total		337	100.0		

Q19c How knowledgeable about your issue(s) was the person you spoke with?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Knowledgeable	59	17.5	18.8	18.8
	Very Knowledgeable	131	38.9	41.9	60.7
	Moderately Knowledgeable	86	25.5	27.5	88.2
	Slightly Knowledgeable	24	7.1	7.7	95.8
	Not Knowledgeable at All	13	3.9	4.2	100.0
	Total	313	92.9	100.0	
Missing	System	24	7.1		
Total		337	100.0		

Q19d Did the person you spoke with resolve your issue(s)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	245	72.7	79.8	79.8
	No	62	18.4	20.2	100.0
	Total	307	91.1	100.0	
Missing	I don't know	5	1.5		
	System	25	7.4		
	Total	30	8.9		
Total		337	100.0		

Q19e Level of satisfaction with the support you received?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	173	51.3	55.3	55.3
	Somewhat Satisfied	92	27.3	29.4	84.7
	Neither Satisfied nor Dissatisfied	22	6.5	7.0	91.7
	Somewhat Dissatisfied	22	6.5	7.0	98.7
	Very Dissatisfied	4	1.2	1.3	100.0
	Total	313	92.9	100.0	
Missing	System	24	7.1		
Total		337	100.0		

Q19f Level of satisfaction with getting your technology needs and questions addressed in a timely manner?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	135	40.1	43.1	43.1
	Somewhat Satisfied	109	32.3	34.8	78.0
	Neither Satisfied nor Dissatisfied	23	6.8	7.3	85.3
	Somewhat Dissatisfied	37	11.0	11.8	97.1
	Very Dissatisfied	9	2.7	2.9	100.0
	Total	313	92.9	100.0	
	Missing	System	24	7.1	
Total		337	100.0		

Q20 Level of satisfaction with the process for requesting assistance from Technology Services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	128	38.0	38.1	38.1
	Somewhat Satisfied	101	30.0	30.1	68.2
	Neither Satisfied nor Dissatisfied	57	16.9	17.0	85.1
	Somewhat Dissatisfied	44	13.1	13.1	98.2
	Very Dissatisfied	6	1.8	1.8	100.0
	Total	336	99.7	100.0	
	Missing	System	1	.3	
Total		337	100.0		

Q21 Additional comments regarding technology services at FHSU?

Appendix D contains all responses left by faculty and staff.

Part 2: Data from Student Poll

This section of the report provides frequencies and percentages to each question presented to students.

1 Current student standing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1st Year Student	126	12.7	12.7	12.7
	2nd Year Student	147	14.8	14.8	27.4
	3rd Year Student	183	18.4	18.4	45.8
	4th Year Student	134	13.5	13.5	59.3
	4+ Year Student (but not a graduate student)	112	11.3	11.3	70.6
	Graduate Student	265	26.6	26.6	97.2
	Other	28	2.8	2.8	100.0
	Total	995	100.0	100.0	

Q2 On-campus student, virtual or both?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	All or most of my courses are taught on campus	248	24.9	24.9	24.9
	All or most of my courses are taught through the Virtual College	630	63.3	63.3	88.2
	I take both on-campus and virtual courses	117	11.8	11.8	100.0
	Total	995	100.0	100.0	

Q2a Do you take classes at an international partner school?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	15	1.5	1.5	1.5
	No	978	98.3	98.5	100.0
	Total	993	99.8	100.0	
Missing	System	2	.2		
Total		995	100.0		

Q3a Satisfaction with overall availability and responsiveness of the various FHSU technology systems and applications?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	540	54.3	54.4	54.4
	Somewhat Satisfied	318	32.0	32.1	86.5
	Neither Satisfied nor Dissatisfied	85	8.5	8.6	95.1
	Somewhat Dissatisfied	35	3.5	3.5	98.6
	Very Dissatisfied	14	1.4	1.4	100.0
	Total	992	99.7	100.0	
	Missing System	3	.3		
Total	995	100.0			

Q3b Satisfaction with wireless network connectivity at FHSU?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	315	31.7	32.3	32.3
	Somewhat Satisfied	202	20.3	20.7	53.1
	Neither Satisfied nor Dissatisfied	374	37.6	38.4	91.5
	Somewhat Dissatisfied	64	6.4	6.6	98.0
	Very Dissatisfied	19	1.9	2.0	100.0
	Total	974	97.9	100.0	
	Missing System	21	2.1		
Total	995	100.0			

Q3c Satisfaction with the FHSU student email system (mail.fhsu.edu)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	708	71.2	71.4	71.4
	Somewhat Satisfied	215	21.6	21.7	93.1
	Neither Satisfied nor Dissatisfied	40	4.0	4.0	97.2
	Somewhat Dissatisfied	17	1.7	1.7	98.9
	Very Dissatisfied	11	1.1	1.1	100.0
	Total	991	99.6	100.0	
Missing	System	4	.4		
Total		995	100.0		

Q3d Satisfaction with the FHSU student portal (TigerTracks)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	618	62.1	62.2	62.2
	Somewhat Satisfied	285	28.6	28.7	90.9
	Neither Satisfied nor Dissatisfied	38	3.8	3.8	94.8
	Somewhat Dissatisfied	42	4.2	4.2	99.0
	Very Dissatisfied	10	1.0	1.0	100.0
	Total	993	99.8	100.0	
Missing	System	2	.2		
Total		995	100.0		

Q4 Have you ever used the FHSU student enrollment system (TigerEnroll)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	985	99.0	99.6	99.6
	No	4	.4	.4	100.0
	Total	989	99.4	100.0	
Missing	I don't know	5	.5		
	System	1	.1		
	Total	6	.6		
Total		995	100.0		

Q4a Satisfaction with TigerEnroll?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	532	53.5	54.1	54.1
	Somewhat Satisfied	334	33.6	33.9	88.0
	Neither Satisfied nor Dissatisfied	49	4.9	5.0	93.0
	Somewhat Dissatisfied	59	5.9	6.0	99.0
	Very Dissatisfied	10	1.0	1.0	100.0
	Total	984	98.9	100.0	
Missing	System	11	1.1		
Total		995	100.0		

Q5 Have you ever used the FHSU online course system (Blackboard)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	984	98.9	99.2	99.2
	No	8	.8	.8	100.0
	Total	992	99.7	100.0	
Missing	I don't know	1	.1		
	System	2	.2		
	Total	3	.3		
Total		995	100.0		

Q5a Satisfaction with Blackboard?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	497	49.9	50.6	50.6
	Somewhat Satisfied	343	34.5	34.9	85.5
	Neither Satisfied nor Dissatisfied	52	5.2	5.3	90.7
	Somewhat Dissatisfied	64	6.4	6.5	97.3
	Very Dissatisfied	27	2.7	2.7	100.0
	Total	983	98.8	100.0	
Missing	System	12	1.2		
Total		995	100.0		

Q6 Have you ever used a computer in an FHSU computer lab?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	267	26.8	27.0	27.0
	No	722	72.6	73.0	100.0
	Total	989	99.4	100.0	
Missing	I don't know	5	.5		
	System	1	.1		
	Total	6	.6		
Total		995	100.0		

Q6a How well did the computer(s) in the computer lab meet your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Well	97	9.7	36.3	36.3
	Very Well	102	10.3	38.2	74.5
	Moderately Well	54	5.4	20.2	94.8
	Slightly Well	8	.8	3.0	97.8
	Not Well at All	6	.6	2.2	100.0
	Total	267	26.8	100.0	
Missing	System	728	73.2		
Total		995	100.0		

Q7 Satisfaction with the way FHSU Technology Services protects personal information?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	495	49.7	50.1	50.1
	Somewhat Satisfied	231	23.2	23.4	73.4
	Neither Satisfied nor Dissatisfied	233	23.4	23.6	97.0
	Somewhat Dissatisfied	23	2.3	2.3	99.3
	Very Dissatisfied	7	.7	.7	100.0
	Total	989	99.4	100.0	
Missing	System	6	.6		
Total		995	100.0		

Q8 Do you know how to access FHSU's policies concerning Information Access and Technology?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	426	42.8	50.1	50.1
	No	425	42.7	49.9	100.0
	Total	851	85.5	100.0	
Missing	I don't know	142	14.3		
	System	2	.2		
	Total	144	14.5		
Total		995	100.0		

Q9 Have you ever visited the FHSU Technology Services Website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	318	32.0	34.8	34.8
	No	596	59.9	65.2	100.0
	Total	914	91.9	100.0	
Missing	I don't know	80	8.0		
	System	1	.1		
	Total	81	8.1		
Total		995	100.0		

Q10 Do you know where to find FHSU technology help resources?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	664	66.7	66.8	66.8
	No	330	33.2	33.2	100.0
	Total	994	99.9	100.0	
Missing	System	1	.1		
Total		995	100.0		

Q11 Satisfaction with the information provided on the FHSU Technology Services Website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	169	17.0	53.1	53.1
	Somewhat Satisfied	87	8.7	27.4	80.5
	Neither Satisfied nor Dissatisfied	49	4.9	15.4	95.9
	Somewhat Dissatisfied	10	1.0	3.1	99.1
	Very Dissatisfied	3	.3	.9	100.0
	Total	318	32.0	100.0	
	Missing System	677	68.0		
Total	995	100.0			

Q12 Satisfaction with the overall technology support you receive from FHSU Technology Services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	412	41.4	41.5	41.5
	Somewhat Satisfied	241	24.2	24.3	65.8
	Neither Satisfied nor Dissatisfied	307	30.9	30.9	96.7
	Somewhat Dissatisfied	23	2.3	2.3	99.0
	Very Dissatisfied	10	1.0	1.0	100.0
	Total	993	99.8	100.0	
	Missing System	2	.2		
Total	995	100.0			

Q13 Have you ever contacted TigerTech for technology support services yourself?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	440	44.2	45.1	45.1
	No	535	53.8	54.9	100.0
	Total	975	98.0	100.0	
Missing	I don't know	19	1.9		
	System	1	.1		
	Total	20	2.0		
Total		995	100.0		

Q13a Over the past year, how many times have you contacted TigerTech for assistance?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I have not contacted TigerTech in the past year	71	7.1	16.1	16.1
	About 1 to 4 times in the past year	352	35.4	80.0	96.1
	About 5 to 9 times in the past year	12	1.2	2.7	98.9
	About 10 to 14 times in the past year	2	.2	.5	99.3
	About 15 to 19 times in the past year	2	.2	.5	99.8
	About 20 or more times in the past year	1	.1	.2	100.0
	Total	440	44.2	100.0	
Missing	System	555	55.8		
Total		995	100.0		

Q13b How courteous was the person you spoke with?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Courteous	225	22.6	51.8	51.8
	Very Courteous	158	15.9	36.4	88.2
	Moderately Courteous	40	4.0	9.2	97.5
	Slightly Courteous	9	.9	2.1	99.5
	Not Courteous at All	2	.2	.5	100.0
	Total	434	43.6	100.0	
Missing	System	561	56.4		
Total		995	100.0		

Q13c How knowledgeable about your issue(s) was the person you spoke with?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Extremely Knowledgeable	175	17.6	40.1	40.1
	Very Knowledgeable	169	17.0	38.8	78.9
	Moderately Knowledgeable	58	5.8	13.3	92.2
	Slightly Knowledgeable	24	2.4	5.5	97.7
	Not Knowledgeable at All	10	1.0	2.3	100.0
	Total	436	43.8	100.0	
Missing	System	559	56.2		
Total		995	100.0		

Q13d Did the person you spoke with resolve your issue(s)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	354	35.6	83.9	83.9
	No	68	6.8	16.1	100.0
	Total	422	42.4	100.0	
Missing	I don't know	11	1.1		
	System	562	56.5		
	Total	573	57.6		
Total		995	100.0		

Q13e Satisfaction with the support you received?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	303	30.5	69.8	69.8
	Somewhat Satisfied	86	8.6	19.8	89.6
	Neither Satisfied nor Dissatisfied	18	1.8	4.1	93.8
	Somewhat Dissatisfied	19	1.9	4.4	98.2
	Very Dissatisfied	8	.8	1.8	100.0
	Total	434	43.6	100.0	
Missing	System	561	56.4		
Total		995	100.0		

Q13f Satisfaction with getting your technology needs and questions addressed in a timely manner?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	295	29.6	67.5	67.5
	Somewhat Satisfied	94	9.4	21.5	89.0
	Neither Satisfied nor Dissatisfied	26	2.6	5.9	95.0
	Somewhat Dissatisfied	13	1.3	3.0	97.9
	Very Dissatisfied	9	.9	2.1	100.0
	Total	437	43.9	100.0	
Missing	System	558	56.1		
Total		995	100.0		

Q14 Additional comments regarding technology services at FHSU?

Appendix E contains all responses left by students.

Appendix A: Institutional Review Board Approval Letters



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OFFICE OF SCHOLARSHIP AND SPONSORED PROJECTS

DATE: April 19, 2018

TO: Michael Walker, MS
FROM: Fort Hays State University IRB

STUDY TITLE: [1216180-1] 2018 FHSU Technology Services Faculty Staff Poll
IRB REFERENCE #: 18-111
SUBMISSION TYPE: New Project

ACTION: APPROVED
APPROVAL DATE: April 19, 2018
EXPIRATION DATE: April 18, 2019
REVIEW TYPE: Expedited Review

REVIEW CATEGORY: Expedited review category # 7

Thank you for your submission of New Project materials for this research study. Fort Hays State University IRB has APPROVED your submission. This approval is based on an appropriate risk/benefit ratio and a study design wherein the risks have been minimized. All research must be conducted in accordance with this approved submission.

This submission has received Expedited Review based on the applicable federal regulation.

Please remember that informed consent is a process beginning with a description of the study and insurance of participant understanding followed by a signed consent form unless documentation of consent has been waived by the IRB. Informed consent must continue throughout the study via a dialogue between the researcher and research participant. Federal regulations require each participant receive a copy of the signed consent document. The IRB-approved consent document must be used.

Please note that any revision to previously approved materials must be approved by this office prior to initiation. Please use the appropriate revision forms for this procedure.

All SERIOUS and UNEXPECTED adverse events must be reported to this office. Please use the appropriate adverse event forms for this procedure. All FDA and sponsor reporting requirements should also be followed.

Please report all NON-COMPLIANCE issues or COMPLAINTS regarding this study to this office.

Please note that all research records must be retained for a minimum of three years.

Based on the risks, this project requires Continuing Review by this office on an annual basis. Please use the appropriate renewal forms for this procedure.

- 1 -

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If you have any questions, please contact Leslie Paige at 785-628-4349 or lp Paige@fhsu.edu. Please include your study title and reference number in all correspondence with this office.



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OFFICE OF SCHOLARSHIP AND SPONSORED PROJECTS

DATE: April 9, 2018

TO: Michael Walker, MS
FROM: Fort Hays State University IRB

STUDY TITLE: [1216194-2] 2018 Technology Service Student Poll
IRB REFERENCE #: 18-112
SUBMISSION TYPE: Amendment/Modification

ACTION: APPROVED
APPROVAL DATE: April 9, 2018
EXPIRATION DATE: April 8, 2019
REVIEW TYPE: Administrative Review

REVIEW CATEGORY: Expedited review category # 7

Thank you for your submission of Amendment/Modification materials for this research study. Fort Hays State University IRB has APPROVED your submission. This approval is based on an appropriate risk/benefit ratio and a study design wherein the risks have been minimized. All research must be conducted in accordance with this approved submission.

This submission has received Administrative Review based on the applicable federal regulation.

Please remember that informed consent is a process beginning with a description of the study and insurance of participant understanding followed by a signed consent form unless documentation of consent has been waived by the IRB. Informed consent must continue throughout the study via a dialogue between the researcher and research participant. Federal regulations require each participant receive a copy of the signed consent document. The IRB-approved consent document must be used.

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All SERIOUS and UNEXPECTED adverse events must be reported to this office. Please use the appropriate adverse event forms for this procedure. All FDA and sponsor reporting requirements should also be followed.

Please report all NON-COMPLIANCE issues or COMPLAINTS regarding this study to this office.

Please note that all research records must be retained for a minimum of three years.

Based on the risks, this project requires Continuing Review by this office on an annual basis. Please use the appropriate renewal forms for this procedure.

- 1 -

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If you have any questions, please contact Leslie Paige at 785-628-4349 or lp Paige@fhsu.edu. Please include your study title and reference number in all correspondence with this office.

Appendix B: Faculty, Staff, and Administration Poll Questions

2018 Technology Services Faculty/Staff/Admin Poll

Start of Block: Default Question Block



QINRO The Docking Institute of Public Affairs has been asked to conduct a satisfaction poll of faculty, staff, and administration for FHSU Technology Services.

Your responses will remain confidential. Only grouped data will be provided in a report to Technology Services. This poll is also completely voluntary. You have an option to exit now if you prefer.

If you have any questions about this poll, please contact Mike Walker at 785-628-5563 or mwalker@fhsu.edu.

Please select "Yes - I would like to continue" below to complete the poll. Selecting "Yes - I would like to continue" is providing consent to participate. The poll is intended for faculty and staff members who are 18 years old or older. If you are younger than 18 years old, please select, "No - I will not continue" below. Then click the Continue arrow.

- Yes, I would like to continue
- No, I will not continue

Skip To: End of Block If The Docking Institute of Public Affairs has been asked to conduct a satisfaction poll of faculty... = No, I will not continue



Q1 We will start with a few questions about you. How long have you been employed at Fort Hays State University?

- Less than 5 years
- Between 5 and 10 years
- More than 10 years, but less than 20
- 20 or more years

Q2 Which of the following best describes you?

- Staff
- Faculty
- Administration

Display This Question:

If Which of the following best describes you? = Faculty

Q2a Please select the option below that best applies to you.

- I teach on-campus courses only
- I teach virtual courses only
- I teach both on-campus courses and virtual courses

Display This Question:

If Which of the following best describes you? = Faculty



Q2b Please select the options below that apply to you. (Select all that apply.)

- I teach on the FHSU campus in Hays, KS
- I teach at an off-campus location, but not in China
- I teach in China

Page Break



Q3 For each of the following items, please indicate if you are Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied.

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
The overall availability and responsiveness of the various FHSU technology systems and applications that you use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The wireless network connectivity at FHSU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The phone system at FHSU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The FHSU faculty/staff email system (Outlook)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break



Q4 Have you used the new fax service (implemented late 2017) provided by FHSU Technology Services?

- Yes
 - No
 - I don't know
-

Display This Question:

If Have you used the new fax service (implemented late 2017) provided by FHSU Technology Services? = Yes



Q4a How satisfied are you with the new fax service?

- Very Satisfied
 - Somewhat Satisfied
 - Neither Satisfied nor Dissatisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
-



Q5 Have you ever used the FHSU faculty/staff portal (TigerCentral)?

- Yes
 - No
 - I don't know
-

Display This Question:

If Have you ever used the FHSU faculty/staff portal (TigerCentral)? = Yes



Q5a How satisfied are you with TigerCentral?

- Very Satisfied
 - Somewhat Satisfied
 - Neither Satisfied nor Dissatisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
-



Q6 Have you ever used the FHSU online course system (Blackboard)?

- Yes
 - No
 - I don't know
-

Display This Question:

If Have you ever used the FHSU online course system (Blackboard)? = Yes



Q6a How satisfied are you with Blackboard?

- Very Satisfied
 - Somewhat Satisfied
 - Neither Satisfied nor Dissatisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
-



Q7 Have you ever used classroom technology equipment at FHSU?

- Yes
 - No
 - I don't know
-

Display This Question:

If Have you ever used classroom technology equipment at FHSU? = Yes



Q7a How well did/does the classroom technology equipment at FHSU met your needs?

- Extremely Well
 - Very Well
 - Moderately Well
 - Slightly Well
 - Not Well at All
-

Page Break



Q8 FHSU must generate and retain personal information in order to serve our students and employees.

How satisfied are you with the way FHSU Technology Services protects this information?

- Very Satisfied
 - Somewhat Satisfied
 - Neither Satisfied nor Dissatisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
-



Q9 Do you know how to access FHSU's policies concerning Information Access and Technology?

- Yes
 - No
 - I don't know
-



Q10 How satisfied were you with the content of FHSU's annual security awareness training?

- Very Satisfied
 - Somewhat Satisfied
 - Neither Satisfied nor Dissatisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
-



Q11 Are you Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied with each of the following items?

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
The amount and content of general communication you receive from Technology Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The timeliness of general communication you receive from Technology Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall general communication you receive from Technology Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q12 Have you ever visited the FHSU Technology Services Website?

- Yes
- No
- I don't know



Q13 Do you know where to find FHSU technology help resources?

- Yes
- No

Display This Question:

If Have you ever visited the FHSU Technology Services Website? = Yes



Q14 How satisfied are you with the information provided on the FHSU Technology Services Website?

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied



Q15 Are you Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied with each of the following items?

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
The availability of training provided by Technology Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information provided for how to use technology services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q16 Are you Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied with each of the following items?

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
The process to purchase technology equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process to purchase software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q17 Are you aware of the various software packages available for FHSU faculty/staff?

- Yes
- No
- I am aware of some packages but not all



Q18 Are you Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied with each of the following items?

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
The overall technology support you receive from FHSU Technology Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting your technology needs and questions addressed in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break



Q19 Have you ever contacted TigerTech for technology support services yourself?

- Yes
- No
- I don't know

Display This Question:

If Have you ever contacted TigerTech for technology support services yourself? = Yes



Q19a Over the past year, how many times have you contacted TigerTech for assistance?

- I have not contacted TigerTech in the past year
- About 1 to 4 times in the past year
- About 5 to 9 times in the past year
- About 10 to 14 times in the past year
- About 15 to 19 times in the past year
- About 20 or more times in the past year

Display This Question:

If Have you ever contacted TigerTech for technology support services yourself? = Yes



Q19b How courteous was the person you spoke with?

- Extremely Courteous
- Very Courteous
- Moderately Courteous
- Slightly Courteous
- Not Courteous at All

Display This Question:

If Have you ever contacted TigerTech for technology support services yourself? = Yes



Q19c How knowledgeable about your issue(s) was the person you spoke with?

- Extremely Knowledgeable
- Very Knowledgeable
- Moderately Knowledgeable
- Slightly Knowledgeable
- Not Knowledgeable at All

Display This Question:

If Have you ever contacted TigerTech for technology support services yourself? = Yes



Q19d Did the person you spoke with resolve your issue(s)?

- Yes
- No
- I don't know

Display This Question:

If Have you ever contacted TigerTech for technology support services yourself? = Yes



Q19e How satisfied were you with the support you received?

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied

Display This Question:

If Have you ever contacted TigerTech for technology support services yourself? = Yes



Q19f How satisfied are you with getting your technology needs and questions addressed in a timely manner?

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied



Q20 How satisfied are you with the process for requesting assistance from Technology Services?

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied

Page Break

Q21 Do you have additional comments regarding technology services at FHSU? If so, please enter them in the box below. When you are finished, please click Continue >>.

End of Block: Default Question Block

Appendix C: Student Poll Questions

2018 Technology Services Student Poll

Start of Block: Default Question Block



QINRO The Docking Institute of Public Affairs has been asked to conduct a satisfaction poll of students for FHSU Technology Services.

Your responses will remain confidential. Only grouped data will be provided in a report to Technology Services. This poll is also completely voluntary. You have an option to exit now if you prefer.

If you have any questions about this poll, please contact Mike Walker at 785-628-5563 or mwalker@fhsu.edu.

Please select "Yes - I would like to continue" below to complete the poll. Selecting "Yes - I would like to continue" is providing consent to participate. The poll is intended for students 18 years old or older. If you are younger than 18 years old, please select, "No - I will not continue" below. Then click the Continue arrow.

Yes, I would like to continue

No, I will not continue

Skip To: End of Block If The Docking Institute of Public Affairs has been asked to conduct a satisfaction poll of students... = No, I will not continue



Q1 We will start with a few questions about you. Which best describes your current standing?

- 1st Year Student
 - 2nd Year Student
 - 3rd Year Student
 - 4th Year Student
 - 4+ Year Student (but not a graduate student)
 - Graduate Student
 - Other
-



Q2 Are you primarily an on-campus student, Virtual College student, or both?

- All or most of my courses are taught on campus
 - All or most of my courses are taught through the Virtual College
 - I take both on-campus and virtual courses
-



Q2a Do you takes classes at an international partner school?

- Yes
 - No
-

Page Break



Q3 For each of the following items, please indicate if you are Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied.

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
The overall availability and responsiveness of the various FHSU technology systems and applications that you use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The wireless network connectivity at FHSU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The FHSU student email system (mail.fhsu.edu)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The FHSU student portal (TigerTracks)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break



Q4 Have you ever used the FHSU student enrollment system (TigerEnroll)?

- Yes
 - No
 - I don't know
-

Display This Question:

If Have you ever used the FHSU student enrollment system (TigerEnroll)? = Yes



Q4a How satisfied are you with TigerEnroll?

- Very Satisfied
 - Somewhat Satisfied
 - Neither Satisfied nor Dissatisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
-



Q5 Have you ever used the FHSU online course system (Blackboard)?

- Yes
 - No
 - I don't know
-

Display This Question:

If Have you ever used the FHSU online course system (Blackboard)? = Yes



Q5a How satisfied are you with Blackboard?

- Very Satisfied
 - Somewhat Satisfied
 - Neither Satisfied nor Dissatisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
-



Q6 Have you ever used a computer in an FHSU computer lab?

- Yes
 - No
 - I don't know
-

Display This Question:

If Have you ever used a computer in an FHSU computer lab? = Yes



Q6a How well did the computer(s) in the computer lab meet your needs?

- Extremely Well
 - Very Well
 - Moderately Well
 - Slightly Well
 - Not Well at All
-

Page Break



Q7 FHSU must generate and retain personal information in order to serve our students and employees.

How satisfied are you with the way FHSU Technology Services protects this information?

- Very Satisfied
 - Somewhat Satisfied
 - Neither Satisfied nor Dissatisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
-



Q8 Do you know how to access FHSU's policies concerning Information Access and Technology?

- Yes
- No
- I don't know

Page Break



Q9 Have you ever visited the FHSU Technology Services Website?

- Yes
- No
- I don't know



Q10 Do you know where to find FHSU technology help resources?

- Yes
- No

Display This Question:

If Have you ever visited the FHSU Technology Services Website? = Yes



Q11 How satisfied are you with the information provided on the FHSU Technology Services Website?

- Very Satisfied
 - Somewhat Satisfied
 - Neither Satisfied nor Dissatisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
-



Q12 How satisfied are you with the overall technology support you receive from FHSU Technology Services?

- Very Satisfied
 - Somewhat Satisfied
 - Neither Satisfied nor Dissatisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
-

Page Break



Q13 Have you ever contacted TigerTech for technology support services yourself?

- Yes
- No
- I don't know

Display This Question:

If Have you ever contacted TigerTech for technology support services yourself? = Yes



Q13a Over the past year, how many times have you contacted TigerTech for assistance?

- I have NOT contacted TigerTech in the past year
- About 1 to 4 times in the past year
- About 5 to 9 times in the past year
- About 10 to 14 times in the past year
- About 15 to 19 times in the past year
- About 20 or more times in the past year

Display This Question:

If Have you ever contacted TigerTech for technology support services yourself? = Yes



Q13b How courteous was the person you spoke with?

- Extremely Courteous
- Very Courteous
- Moderately Courteous
- Slightly Courteous
- Not Courteous at All

Display This Question:

If Have you ever contacted TigerTech for technology support services yourself? = Yes



Q13c How knowledgeable about your issue(s) was the person you spoke with?

- Extremely Knowledgeable
- Very Knowledgeable
- Moderately Knowledgeable
- Slightly Knowledgeable
- Not Knowledgeable at All

Display This Question:

If Have you ever contacted TigerTech for technology support services yourself? = Yes



Q13d Did the person you spoke with resolve your issue(s)?

- Yes
- No
- I don't know

Display This Question:

If Have you ever contacted TigerTech for technology support services yourself? = Yes



Q13e How satisfied were you with the support you received?

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied

Display This Question:

If Have you ever contacted TigerTech for technology support services yourself? = Yes



Q13f How satisfied are you with getting your technology needs and questions addressed in a timely manner?

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied

Page Break

Q14 Do you have additional comments regarding technology services at FHSU? If so, please enter them in the box below. When you are finished, please click Continue >>.

End of Block: Default Question Block

Appendix D: Additional Comments - Faculty, Staff, and Administration Poll

- A lot of the information on the website is outdated. It references new processes that have not been implemented. Overall, the information presented is confusing.
- Being new to FHSU, it is hard to know what is available. Communication of services, helpful tips, etc. would be very nice. Not sure what is available and what can be done to create a more inviting learning environment. Most of the time interaction is when there is a problem.
- Especially when ordering equipment, the process is too long. I try to avoid it as much as I can, but I'm in a very technology oriented field. Installation, when needed, often takes too long as well. I think the staff that Technology Services has is outstanding and I respect them a lot. There just needs to be more of them. They are overworked, underpaid, and have too many things they are trying to do with not enough people. Almost every position in the department needs at least a second person doing the same job. HIRE MORE PEOPLE!
- FHSU services are great. My one annoyance as a faculty member is having to have two systems open when advising (TigerCentral and TigerEnroll), since to see midterm grades or a transcript, I have to look in TigerCentral. For my number of advisees, this is a minor annoyance, but if I had more it would really be a problem. I have a few complaints about Blackboard, which I have raised to them and which they have done nothing about, but that's not the fault of FHSU tech services. We have great regular staff, and my encounters with student workers have all been great, too.
- FHSU Students, with Gmail, have full-blown collaborative and useful tools that are free and accessible for every course, but not being utilized, even when the world becomes more flat, collaborative, and web-based in nature. I would like to see the use of more of these tools across campus.
- For every question I just answered, my underlying thought was, it depends who was helping me. Mark Cook is OUTSTANDING. I know everyone is doing their best but sometimes you just want to call a higher "tiered" person directly and they are now almost unreachable. BTW, we are still waiting for the folders on our fancy new copiers to be made to work (well marketed, but not at all supported) and no one is saying Boo about that any more. The phones are crap. And when I call Tiger Tech, can they please answer the phone Tiger Tech?
- For the most part full time staff are exceptional in both responsiveness and knowledge. Student staff not so much, but they are not fully trained/knowledgeable in all areas. This department seems to be significantly understaffed with full time employees considering the growth of the university and the computing resources utilized at the university. My personal significant issues with this department would come from (1) the recent changes in software which have drastically INCREASED my personal workload and the steps it takes to complete tasks (2) understaffing of the department and in some circumstances having only 1 staff who can do a specific task.
- From evidence I have seen there is a bias against Apple products that is unprofessional. I have viewed it in actions as well as in emails forwarded around that those involved did not realize were being sent to others. I also feel like faculty, staff and administrators are not fully consulted as eventual daily users of systems that are being purchased and deployed. There have been problems with the onboarding systems (i.e. new faculty starting teaching online without a FHSU computer).
- Given the money spent on technology services I would expect better results.
- Good people, understaffed. Student-staffed help desk inadequate. Lack of evening and night support is problematic.
- Have to request help several times before actually getting it (printer issues, ordering a scanner). Speak to a different student every time who then says they will get a ticket going. 1-2 months go by & then have to call again to request help from a different student who puts in another ticket. Besides that, pleased with security & timeliness of other issues.
- How knowledgeable about your issue(s). Does this question refer to the first person who answers the phone or the person you are transferred to?
- I appreciate that when I call Tiger Tech for help someone is always able to respond and help almost immediately.

- I continue to be amazed at the breaches with other FHSU users clicking scam emails and am concerned someone doing so will put my personal information at risk. I am curious if there is a policy/process in place that "disciplines" some of the repeat offenders. Other companies have integrated similar program with so many situations noted on annual reviews that could potential lead to termination if such actions continue. Something to consider.
- I didn't find the online security training to be very useful. It tells you WHAT to do (e.g. use a password manager, contact TigerTech) but not HOW to do so (e.g. "we recommend Lastpass," "call this number"). I think it would be helpful to add some supplemental information that is specific to FHSU. Also, I don't like using the same password for Workday, which provides access to my direct deposit settings, that I use for all other FHSU web applications. It seems that it would be more secure to have a separate Workday password, or at least two-factor authentication.
- I enjoy working with the staff. They are professional and passionate about what they do. I might say they are also patient.
- I feel out tech department is HIGHLY understaffed considering the man power versus tech resources used on our campus.
- I have always gotten great service when I needed it. It is somewhat slow with the mediated equipment, but the computer and software service is great.
- I have contacted the tech support many times, and they have always been helpful and efficient.
- I have had great customer service from all areas of Tech Services and appreciate their kindness and their help.
- I have had no response in getting equipment issued to me (laptop computer) after multiple attempts and 3 years of waiting, and continue to use my own technology resources to provide education to students. When contacting TigerTech I am either told "no one is available to help me" or they are closed. For such an impressive enrollment in virtual education, this resource should be more efficient, timely, and readily available, especially to faculty.
- I liked it better when I did not have to go through Tiger Tech before talking to Mike Nease and the others in the department. I understand to a point, why they screen the calls. Sometimes I feel like I am getting the 3rd degree.
- I liked Lotus Notes as it was secure. I do not like that we have workday and outlook and lotus notes to get something done.
- I mostly encounter issues responses or feedback when I contact the help desk through chat or phone and connect to a student worker. Some more training for student workers will help this situation. Mostly I bypass this and contact Tech Staff directly and they are awesome. Viv Zimmerman, Scott Hess, Mark Cook, Mike Nease, Mark Orth, Jessica States, are all people I have had to contact or work with directly and they have been absolutely fantastic!!! An absolutely great group.
- I received the new phone service training from Nex-Tech, however it was very hurried. I do not feel comfortable with the new phone system. The CTC help desk staff is polite but do not have the knowledge to assist me with technology issues. I think we need a full-time staff person to answer the help desk for University staff/faculty. Also the training on the copier began at 4:25.
- I should not have to contact the switchboard to be redirected to the appropriate tech services personnel.
- I teach many courses through virtual format, however I find the technology needed to conduct virtual instruction is limited. Part of my responsibility as a faculty member is to support students in a virtual graduate program. The availability technology in classrooms and conferences is absolutely subpar. Our University is known for our virtual footprint, but the technology to serve the needs of students and faculty is extremely limited. In order to increase involvement of virtual students, many time Zoom meetings, Skypes, etc. are used, however classrooms and conference rooms are not equipped with webcams and microphones, which are required to conduct typical business (advising, view required defense presentations, complete applicant interviews, etc.) through virtual media. For at least two years, a laptop was used because that was the only available camera. Our University offers a plethora of undergraduate and graduate programs through virtual format, but our technology, across campus is not meeting student or faculty needs.

- I use a Mac, and kindly request you provide more expertise in Apple products. I also find Workday one of the worst technology systems I have ever used. I think it's time to cut the losses now and find another system. I don't see it ever being able to serve our needs.
- I wish we used Gmail instead of Outlook.
- I wonder if the Cloudfax system is saving money when you consider how much more time it takes to send a fax than directly from the unit...I think Tech Services is a much needed unit, and am glad that it has been created. It was long overdue...I would like to see if there were a way for the division to highlight the educational discounts that we are eligible for as individuals...
- I work directly with several professionals in TS so my satisfaction in regard to service, promptness, resolution, etc. are usually quite high. I believe the level of satisfaction is based upon the relationships that we are all able to establish as colleagues. I do believe, however, that from a divisional/department standpoint, TS is still operating from within a silo. The services are meant to serve the purpose of facilitating the mission of the university - educating students. Therefore, no decisions should be made, or campus-wide initiatives rolled-out without the impact of the parties DIRECTLY impacted. As an example, the recent decision to retire all VHS/DVD combo players. How much investigation/research was undertaken as to how many faculty still utilize VHS recordings in their courses? I suspect it was 0. It is understandable that TS may no longer want to devote the time, expertise, and energy of associates to repairing VHS player. But if they are not broken why retire them? Remove them as they fail, not before!
- I would like to see more information related to who we need to contact for different issues related to technology. I would like to have better connection when transferred on-campus. It is 50/50 if they transfer me to the office I requested.
- I'm going to write here exactly what I've been thinking while completing the survey: What a difference a year and new leadership makes! Had I been asked to complete this survey before June 2017, my answers would have been very different and much more negative. Mark Griffin, in the leadership role, and his excellent staff have made amazing improvements in IT at FHSU. Faculty are grateful!
- It is my understanding that the TigerDaily emails come from Technology Services. This is not a great way to communicate with the entire university community. I am not aware of another company of this size that chooses to communicate with everyone in this way. It seems very unprofessional.
- It is sometimes frustrating to use TigerTech since you first have to call, then they triage and have you explain everything and then transfer you to another person who you then have to repeat everything you just explained to the first person. If you are lucky, the second person will take care of the problem. If not, you get transferred again and go through the whole process again. Very time consuming and frustrating. Classroom technology especially in Cunningham Hall is a problem when you try to play a DVD on the computer. Some of the rooms have had the DVD players removed and others do not work right. The software for playing DVD's on the computers is horrible and does not allow you to move around interactive DVD's very well without freezing. Yet, you can use Windows Media Player and it works fine, but good luck finding it on the classroom computers. You have to hunt and search for it since the VLC player is set as the default. Get rid of the VLC software and use software that actually works.
- It would be great to be able to request assistance or submit a ticket for help without having to call TigerTech.
- It would be nice to have more technical staff in TigerTech to provide computer support, fix/repair computers, make software updates/installations rather than rely on so much student help. Students come and go and about the time they are trained, they either graduate or leave and move on. Then they have to start all over with new student employees. Also, many faculty/staff are uncomfortable having student employees work on their computers. Too many student phone operators that are not busy all of the time and are either visiting or surfing the net or doing homework. Why can't their supervisor help answer calls and provide assistance?
- It would benefit FHSU to employ more staff who are skilled with Macintosh computers. Colin Mclver is the only employee on campus I know of who can resolve the computer problems I've had over the past year. Macs are increasingly more popular but there is not enough staff to

maintain the high level of quality that Colin is trying to provide. Despite the low number of skilled Mac IT staff, Colin has been doing a fantastic job.

- Keep up the good work, and thanks for all that you do!
- Learning Technology (LT) Services is helpful to me as an instructor - actually GREAT! The issue that I want to express is the 'run around' provided to students seeking help from TigerTech (as the syllabus instruct them to do). Faculty build new courses with the direct assistance of Learning Technology and then the student workers in Tiger Tech tell the students taking our courses they cannot be expected to help the students solve the technology issues of non Bb tools imported into the course (go back to your instructor). My comment is this: if Tiger Tech is unwilling to help students use technology that the LT team encourages/instructs/imports for new/revised course development, then do not have us (as faculty building the courses) use it. Students need to be helped by Tiger Tech as we advertise we do and not be given the run around.
- Mark Cook and Scott Hess go above and beyond when helping resolve an issue.
- Move the technology request form out of lotus notes... make it more accessible for all employees to use.
- My biggest frustration comes from the Tiger Tech employees who initially answer the phones. Every once in a while my call is answered by someone who tries to be helpful or can at least direct me to who I should be talking to. However, most of the time the person answering the phone will simply state that they don't know how to fix something. It is fairly often that I will have to prompt the person on the phone to try to find out who I should speak with. I don't mind that they don't know, I would just like some effort put into figuring out who I should be transferred to without having to ask for that. There have also been many times when I don't feel they are actually listening to my request. We have had more than one occasion when we call asking to be transferred to another department and they will transfer us back to our office. I feel that these are basic customer service concepts that may need to be addressed.
- My printer has been in the repair shop for months.
- Need a clear method to request services instead of calling someone you know
- Need more tech support for Macs.
- Not a big fan of the "level one" support idea. When I call Tech Services, it's a little annoying to go through a receptionist-type person to be handed off to a "level one" person who usually can do no more than tell me they'll leave a message for the person who can actually help me.
- Not sure if this is under the same umbrella, but as a newer (returning) employee, the on-boarding process was pretty painful and unorganized. I followed instructions prior to my first day back at FHSU to obtain my new email address, and the entire first week I was employed I still did not have access to email. There was not follow-up from the tech services side and I had to keep reaching out to check in on the status. Seemed like there was some miscommunication or maybe a mistake made in the process.
- One thing that I have noticed when calling Tiger Tech is they act more like operators than Tech Support. They are not knowledgeable about technical issues or transferring to the right person to help you with your needs.
- Online help desk for tech services.
- Other than calling tiger tech, not sure how to put a work order so that I can track it.
- Our office doesn't understand how some requests are lost often, yet when an employee has a termination date, IT comes a week early to pick up their computer even though the employee is still working. It has always seemed disorganized. The other issue we have is with the timeliness of responses and/or productivity with applications being built that are needed. On the other hand, majority of the people are extremely nice and I know that there is not nearly enough people to work on all projects, but a system of prioritizing may be nice.
- Our technology services has been top notch for many, many years. I have always appreciated every interaction with the team of individuals who serve our campus. Many, many thanks to all of you!
- Over the course of the year, multiple issues arise and I was only able to select one answer (yes, no, I don't know) regarding resolving issues. I want to clarify that some issues were resolved and some were not.
- Overall I feel they do an excellent job!

- Please consider blocking social media websites from class room wireless access.
- Please get rid of Blackboard.
- Please turn on office 365 SharePoint and Skype for Business.
- Positive, much needed changes the last few years in services offered and TigerTech support, but Workday and lack of information is a major concern. Communication from the dept. has greatly improved since Mark becoming director. You have all been through many changes but handled them very well!
- Professional development would be a plus for staff. There are many new programs and software available to use in our job responsibilities/tasks. However, we don't know to use them efficiently or effectively. It would be beneficial to the organization if there were workshops/training available to staff to increase our knowledge and expertise.
- Regarding technology in the classroom - the biggest challenge occurs (for me) when the white board is covered by the drop-down screen. I need both, which reduces the flexibility of where my class can be scheduled on-campus. Some rooms just will not work, and it's not obvious during the course scheduling and location planning process on campus.
- Relying on too many student workers for important technology needs is not ideal. More experienced full-time staff would be better for TigerTech.
- Slow to no response.
- Some of the policies put into place have actually created a problem. It seems like the student worker always says that "so and so said we can't do that." Obviously no one is truly understanding our unique needs.
- Some of the systems changes implemented in the past few years have significantly increased my workload and made some tasks more complicated and less reliable. I have also noticed a significant increase in e-mail spam since the conversion to Outlook.
- Sometimes I am unsure if when I submit a ticket in Lotus notes if I will get a response back. I then resort to emailing - which I know is not preferred. Thank you for all your help!
- Sometimes my questions need to go to a specific person. I understand that the technology services department is extremely busy, but sometimes I am asking a question on behalf of a faculty member.....and I am unable to get a response in a timely manner to help with the problem. Also, when calling Tiger Tech, I always have to ask if I've actually reached Tiger Tech, because the phone is answered "Fort Hays State University".....which makes me uncertain if I've dialed the correct phone extension for Tiger Tech.
- Sometimes when I call TigerTech, the person who answers is rude. Because it is also the 1-800 number for the university, I don't feel like staff should be short with me when I say I am looking for TigerTech.
- Sometimes, the classroom tech seems idiosyncratic, but I have begun to figure out the quirks. I still like to use video in class, but sometimes problematic to use video, quirky. I found some work-arounds, but always hold my breath!
- Technology Services is very timely and helpful! I would love better ways to understand purchasing processes, especially in regards to what needs to go through tech and what does not need to go through tech. In terms of communication with tech, I wonder if there is an easier way of determining who I need to speak regarding issues. With so many different specialty areas of staff members, calls/emails get bounced around.
- Technology services is very helpful. If they do not know they will send you to someone who can. You do get an answer to help resolve the problem.
- Technology services should NOT be the main switchboard for the university. The two should be separate.
- Technology services would be more ideal if they would empower users. Everything needed is multiple emails, red tape, more forms, more emails, etc. to get anything, even though it is available. Faculty should be trusted enough to manage their equipment if they so choose. Also, faculty, especially those that teach virtually, should be able to have a mac that is capable of what they need to do their job. It is important as many virtual students have macs and they are impossible to remotely support without actually having a mac yourself. When people are using heavy and complex programs in virtual classes, the computer they have should support this and

all troubleshooting that needs to occur. In other words, not all users are the same. Provide equipment support for the separate tiers of users that actually do exist.

- The CTC office has always been willing to go the extra mile and help me out whenever and even on weekends. You have a great team and we are lucky to have you.
- The difficulty for me as a virtual instructor is that the systems don't speak to each other. We are asked to add grades to Blackboard even if we don't use it and yet, we still need to add grades to TigerCentral. Blackboard is archaic and cumbersome--way too many clicks to get a gradebook opened, for example. Also I'm sure this is changing but candidacy and graduate comprehensive exam ballots are difficult to enter in Lotus Notes. I'd love to see these systems speaking to each other and notifying when there is a need to take care of a process.
- The forms to submit on Lotus Notes are often very unclear as to which form to fill out for what I am needing. It seems like if you fill out the wrong form that form must be trashed because no one ever responds to it or gets it to the correct Tech person. I feel like our in house Help Line should be answered by a different group of student workers than the students that answer the off campus help line. That way they can identify themselves at TigerTech instead of just saying Fort Hays State University which then makes you questions if you have dialed the correct number.
- The goal of most of the people I know is to contact Mark Cook or Scott Hess directly.
- The group does a great job with an extremely diverse population served.
- The list of items a department can purchase and the list of items only Tech Services can purchase are not sufficient. They do not cover many other aspects of technology a department may need to purchase. It takes MONTHS to get something purchased if you are unsure of who should purchase it. Totally ridiculous and frustrating.
- The procurement process is very slow. Many Blackboard issues were undiagnosed and not traced to resolution. Mid-semester upgrades to Bb causing issues and therefore Bb upgrades should only be permitted at semester end in any circumstances.
- The staff in Tech Services does a very good job.
- The staff in technology services are skilled and knowledgeable. They work hard, and they always do great work! I do have frustrations, though, because I think there is a lack of resources, specifically staffing, for technology services. We often have to wait for projects (software support and equipment installations) because there simply isn't enough staff or enough hours in a day to complete these projects. We try to be patient, but this often affects the role we play at the University as well and the impact can be far reaching. The staff are always responsive when a task becomes urgent, but I wish it did not have to get to that point for a task to become the priority.
- The staff in Technology Services that I have dealt with are just great. To name a few, Mark Cook, Kevin Sauer, Tosha Key, Mike McLain, and the staff in Tiger Tech! Keep up the great work!
- The Synolgy server transfer was a debacle. Introducing a new permissions system on Friday night of Thanksgiving week locking out student's access to the media they were working on. It took 2 weeks of sporadic access to get, the problem created by poor planning and no customer/client training to be resolved.
- The Tech people are always timely and helpful. We are fortunate to have such a good IT Department and I know they have a load on them to keep things running smoothly.
- The tech staff are extremely fast and know exactly what to do for serious computer problems. They are personable and professional.
- The technology of FHSU is only as good as the infrastructure that supports the software. Here at SIAS, the internet access and reliability are incredibly inconsistent and unreliable. Connection speeds are slow, and stability is always an issue. I would have expected FHSU IT to have had and to have offered greater support to allow FHSU faculty better connectivity. BB is constantly inaccessible, the VPN is inconsistent, and connection speeds are on par with 1995 AOL dial up.
- The university has some great people in the IT support area. It also has a number of very complicated systems and software. In general, training is absent. Even a simple call asking for instruction to use CICS led to one transfer to someone who recommended I call another person. I did. The attitude was that CICS is so simple no written instructions are needed. There's nothing on the website describing how to navigate through the software. When I pointed that out, the individual responded, "We getting rid of that system anyway." Really? How would anyone know

that who has never used the system previously? The phone system is complicated too, and it's not clear who should be contacted for support. The fax system, along with the implementation of the scanner copiers was clumsy at best. Most individuals in support are wonderful. But it's hard to get to the well trained and knowledgeable individuals. Once there, our problems nearly always get fixed. Sorry to be so negative, but we face IT frustrations pretty much weekly.

- The work ethic of the new development team is unbelievably poor. All other staff and administrators that serve the university are expected to show results when they are promised, except this group and I don't understand why. Why promise delivery of something if you will be unable to deliver? In my opinion, it is the biggest problem in Technology Services. The attitude of punching a clock and offering excuses for not delivering results is rampant in the culture of that area and really needs to be addressed. The excuse du jour is Workday, but before that it was X or Y or Z. The ESPC committee meetings are a joke - a complaint and misery clinic over coffee - with never any results produced. I'd rather that hour be spent on working on projects by programmers so that something could potentially be delivered at some point in the future than gathering to admire the problems we've had for years that never get addressed.
- There are some amazing staff members in the Tech Services division - their student employees are typically well-trained and very polite. Some frustration stems from being asked to utilize Lotus Notes but not all of the staff in Tech Services checks the system. It is often not intuitive which request forms to complete in Lotus Notes. The website has been updated over the last year is very helpful in terms of resources but the "Request Ticket Coming Soon" has been there all year. When you call Tiger Tech, typically the tier one student cannot help so in most cases, one of two things occurs: 1. the student takes a message that is never returned or 2. you are transferred to tier two support who is never available. The new process may help but I know in the past, it has been an absurdly long process to have new accounts generated and we never end up with everything we need for new staff. It seems there is only individual who can do this which doesn't make much sense. Personally, I enjoy Outlook as an email service but it seems counterproductive that we are using a different email system than our students. My office heavily relies on Mac computers for design services but there is only one student employee in Tech Services who has any knowledge about that machine type. This can be frustrating. All that to say, once you are able to get in touch with someone from Tech Services, they are extremely knowledgeable and helpful. They are typically willing to help resolve any issues you have and will discuss options to unique requests. I appreciate the regular email reminders and communication from the division (particularly the comical security reminder from Jessica States). I know Tech Services is overwhelmed with requests on a day to day basis so honestly, I think they need more staff to support the volume of work on this campus.
- There does not seem to be an organized process for tracking support tickets. I have experienced a recurring problem and each time I contact tech services it is as though they are hearing about it for the first time.
- There is a HUGE problem with the amount of time it takes from the time you submit a Technology Request for you to actually receive what it is you requested. We have been waiting months for new computers that we are overdue for, and still waiting.....This is probably why a lot of departments just go out on their own to purchase items even though they are not supposed to. Any time you order through Tech Services you know you will be waiting forever!
- They are an awesome group. They have always been pleasant and solved the problem.
- They do a great job. I have a hard time navigating the web site as I never know how to address these issues the right way and not unnecessarily bother the wrong person. You really need to get rid of that Lotus Note thing for requesting provost funding. That generated some calls to tech and others. You probably have no control over that decision. In orientation, the ability to access programs on my personal PC was also addressed. I might take you up on that. Thank you!
- Tiger Tech Tier 2 support is often slower to respond to issues or questions. I've had great experience with Tier 1 support.
- Too much info in Tiger Daily. Maybe could be separated by current month and future months.
- Two things: First, I thought the online security training was quite silly. I'm a younger, new faculty member so perhaps this is just a generational thing, but that training video seemed like common knowledge. Second, I really wish it was easier for new faculty to get MacBooks without jumping

through a ton of hoops. I've used a Mac for years and as new faculty it was hard to get one without making special requests. I just didn't feel comfortable asking my Dept. to chip in more money for what seems like it is treated as a 'luxury' item. I've been using my personal machine since I got here, and I hope that in years ahead it will be easier to get a Mac. Overall, though, I've been thrilled about tech services at FHSU! Bravo!

- Very impressed with Tiger Tech. People are courteous, knowledgeable, and find assistance if not able to resolve matter. No longer dread calling Tiger Tech for support, as they are always helpful and help resolve/remedy problems and assistance needed in an expeditious fashion.
- We need a certified Mac technician. Having several Mac labs and faculty with Mac computers, we are always running into issues that need to be addressed. There is only one service technician available to work on Macs that we are aware of, and he is only part-time as a student. It would be nice to have a person consistently available to help. Colin McGyver is an excellent help. He should be hired as a permanent employee.
- We need far more training on Workday.
- We need more support for Mac and their operating systems. I also think the new policy related to purchase of a Mac computer and how the school funds the purchase should be changed.
- When calling for Technology help, the students answering the phone do not usually know how to help with staff problems. It seems like we get transferred several times or get put on hold for long periods of time because they don't know how to help us. There is so much turn over in full time staff and the rest of the campus does not know who to call for help. We do not know who does what jobs anymore. If we leave phone messages, we don't get return calls for several days. Emails are not returned in a timely fashion especially from the staff that are on phased retirements. We don't know what hours the staff on phased retirement work so we never know when to contact these individuals. It seems like the staff feel lost as to who to ask for help in different areas.
- When I called TigerTech I was cold transferred. This should NEVER happen! The TigerTech workers also lack proper phone etiquette and need extensive training on how to properly take messages and transfer calls. I am mostly satisfied with the PC support staff. The response time can be a bit long but I realize they are not staffed as well as they should be. They are the face of Technology Services because they are out taking care of customers. When customers issues are not resolved in a timely manner it is usually because the PC support staff is overwhelmed. VERY unhappy with the lack of training on the new multi-function copiers. The machine was basically dropped off and there was a very short training.
- When I've asked for assistance, the person I speak with first does get me to a person who can help me. The person I speak to first must be a filter type person to direct requests. The particular question in the survey does not allow me to answer these questions accurately. All problems have been resolved.
- While the person I initially met with in TigerTech did not know the answer to my question, the team worked to find someone who did. All were patient & courteous on what turned out to be a stressful day in the middle of a stressful week (I wouldn't have known had someone not said something later).
- Work order ticket response is very slow. When ordering computers etc. and sending email for estimate amount we have had several instances where it took 2 months to get a response (emailed numerous times). Have had situation where we ordered a computer but never received it for 3 months to find out it was just sitting on a shelf in services office
- Workday creates unnecessary work and has removed budget control from the Department level
- Workday was a bad purchase. Confusing and cumbersome to use - takes me a lot longer to do my job. Adds to my workload and stress! Tech support and assistance is spotty or poor. You can certainly tell Install was rushed because no one here seems to know how to fix problems.
- Would be nice if once per year Tiger Tech reached out and just said how can we make your job better/easier? Have you heard of this new program that might help you? I feel like everything is reactionary instead of being proactive.
- Would like to see faster development of the Workday system. Still waiting for functionality. Having to use a myriad of different disjointed technology to do our jobs. Would like for information to flow seamlessly.

- You asked a security question that wasn't directly indicative of the technology department. I responded in the negative (and justifiably harshly) because the campus is safer now with the new gun law, but we still have this ludicrous "throw staplers and chairs at an armed assailant" video that we have to suffer through. Further, we probably have the top use-of-force expert in the western half of the state right here on our campus and (to my knowledge) nobody asks him to be involved with security issues on campus. Your survey is clearly 'technology' oriented so I am certain my response is a shock, but it is on a lot of our minds. Our technology center is full of great people who always solve our problems; they are extremely polite, too. No complaints, only kudos to them.
- You can almost never reach the person you are calling for in Tech Services, when you know who you need to speak with. It took over 4 months to acquire an upgraded computer for new faculty and that took the faculty member literally standing in the office asking for it after waiting months for it to be ordered.
- YOU NEED TO SUPPORT MACS.

Appendix E: Additional Comments – Student Poll

- After hours support would be nice.
- After using Google + in several online graduate courses, I feel that Blackboard is not as dynamic and interactive. I would prefer not using it.
- All things are pretty good on my end as far as technology goes. If there is a problem, it is usually because of my home network or connectivity.
- Anytime I needed help setting up a conference or program for a class, the technology services staff were very attentive and helpful.
- As a graduate student through the Virtual College, I am very satisfied with the technology-side of things. Thanks!!
- As a student, Blackboard needs to have one template for classes. It is hard to learn different layouts from the different teachers.
- As a virtual student, connectivity and ease of use are critical to my success. I have been very impressed and pleased with both of these things as a student at FHSU.
- Blackboard assignment "submit" and "save" links don't always work. Tech site only lists phone numbers and not email or form submission option, so I cannot easily contact Tech Services when I have an issue. As a virtual student who also teaches full time, I do not always have time to call or it is after hours. Without an email, I have no way to contact Tech Services. In addition to this, instructors are not quick to respond to emails, so they are not aware of the issue in a timely fashion either, which honestly doesn't give me a lot of confidence in whether Tech Services would answer an email in a timely fashion even if that were available to me.
- Blackboard is a clunky outdated system. It works, I have had no issues with it as of yet. Signing up for classes could be much easier. I don't like the current Tiger enroll system.
- Blackboard is awkward and clunky. Hard to use on a smartphone or tablet.
- Blackboard is fine, instructors don't use it properly. They are clearly ignorant of how to utilize it.
- Blackboard is horrible compared to the online class system I used at my community college. Since coming to FHSU, I have had at least three phishing emails get through to my school email account. I think it could be much better.
- Blackboard is THE most antiquated software for any school to be using. It is NOT user friendly or efficient. It needs an update or something or FHSU could look at Loudcloud, platform that Grand Canyon University uses and owns.
- Blackboard needs work. Especially on mobile phones and the app, and the printer in Rarick 206 doesn't work, but other than that I am satisfied.
- Blackboard works great on a normal computer or tablet but does not allow you to scroll through the grades page and cuts off half of it on a phone (situation was using an iPhone 5 and google chrome to access Blackboard).
- Blackboard, in my opinion is a very unstable and unreliable application. At my junior college I started on Blackboard and soon switched to Canvas and the experience with Canvas was much more pleasant.
- Conversion to individual log in in informatics newsroom was a disaster surprise over thanksgiving could not get access to my work
- Enrolling can be difficult even after financial aid is accepted.
- Enrollment needs to be re-done more simplistic.
- Every year when tech makes updates the updates are not immediately available via Blackboard or TigerTracks and it can be frustrating. I am stating this specifically about the links made available.
- Everything is very easy to navigate. I was nervous about taking strictly virtual classes, but it has been a very good experience.

- FHSU technology services does a great job of making virtual students like me able to take classes anywhere I happen to be. FHSU should be proud that they have built a world-class virtual learning system.
- File sharing for the virtual college is not that great. Real time collaboration would be a much better option through the use of something such as Google Docs. Thanks!
- Find a way to allow for editing Blackboard discussion posts and assignments, once they are submitted. I suggest allowing a grace period to pass to allow students to make quick edits in the system before whatever is submitted is locked in stone.
- Good job
- Good job everybody
- Great job people!
- Have the instructors leave all the information to be available during the semester. For example, after a discussion board, leave all the feedback, it's a good tool to revise for exams and to understand chapter in different ways.
- Have you thought about Ecollege instead of Blackboard for your online platform
- I am a CTO & Product Manager at a software company, as well as an IT consultant. I have never used a system for school more frustrating than what I use here. This is my professional opinion: It's bad, really bad. To be fair, Blackboard's app is pretty good. But Blackboard's web-based technology hasn't been updated since 2008, and probably not even debugged in 10 years. It's old, slow, clunky, and other than downloading lectures and uploading homework, it's completely useless for anything else like collaboration, engagement or even keeping a schedule. It can't synchronize the calendar with Outlook or Google (it does, but then it stops randomly), To-Do List widget doesn't work, different features aren't integrated into each other and/or are redundant, the WYIWYG has a ton of problems. I can go into more details about how many of its "features" don't work correctly, but honestly I think you need a simpler, more modern and more intelligently designed system. TigerEnroll is not quite as bad as Blackboard, but it's still pretty weird. It took me an unusually long time to figure out how it works, specifically the fact that at first I couldn't tell how to complete the payment. It didn't occur to me that I have to click on the text for several minutes until I happened to click it out of frustration. TigerTracks is interesting, because the only thing I have ever used it for is to login to TigerEnroll. There are a long list of "helpful links" that aren't necessarily helpful. The logo is obviously the work of someone new to Photoshop. Unfortunately your website suffers from the same problem, which is too many hoops to jump through, too much content, crammed into 50% of the screen, poorly placed content with all kinds of incorrect indicators for links and buttons. It's a combination of bad content development and incorrect web design. Believe it or not I have managed large scale projects involving far more complex systems and I find the fact that I struggle with my own school's web software to be absolutely unnecessary. I am studying just to get a degree because why not. I would love to provide additional consulting and hopefully we can solve this problem. Here are a couple of recent projects: <https://autocoin.us/> <https://top-ridez.com/>
- I am a first time online student at FHSU. I have not had any technology issues, but do think it would be more efficient if it only took one log in to access TigerTracks, Blackboard, and Gmail. Maybe it's just me, but I have to log in separately for each of these every time I would like to access each one. I'd like to see one log in. Thanks!
- I am a transfer student that has previously gone to KSU. All I can say is please change Blackboard to something other than Blackboard. KSU's online system was amazing, easy to use, easy to turn things in, easy to understand when things were due, and you actually knew what your grade was instead of just a point system. TigerTracks and TigerEnroll are fine though. However, I wish it were easier to pay for my classes and such. At KSU, they put everything into one bill that you paid in one place. The housing, the classes, and any extra fees you might have. Here, I don't even know what I owe half of the time.
- I currently like the system in place. Don't change it.

- I deeply resent the college shoving Gmail down my throat, with the most invasive data-collecting company, Google. I want to use my own personal email and I do not want to get notices on events on campus nor do I want to get cheerleader promotional info on sales at the bookstore, etc. I can no longer pay for my classes on the payment plan because I thought my email from the college account was forwarded to my personal account to know when my payment was due, but it did not forward. What a slap in the face. Your error causing me problems. Get rid of my Gmail account and replace it with dlrooke@outlook.com and make it easy to turn off notices of things on campus that do not concern me. I am a virtual college student only. This is a subject that is insulting and very upsetting to me.
- I do like the Blackboard web access and thank you for adding access via the Blackboard App. I use the App all the time which reduces the web login.
- I don't know if this falls under your umbrella, but Workday is a hellacious application with numerous bugs. My boss still has us keep paper timesheets, but he just has us write down the time on the sheet that we log on workday. If someone can't trust the information logged on Workday to be correct, what's the point of using it in the first place? Furthermore, applying to jobs through Workday is prohibitive. Specifically, under the "list skills" section of an application, any skills listed are alphabetized and there's no way for the user to change this setting. This can make an application appear unprofessional, so instead of using that field, I write "see resume" and I send an additional email to whomever my application is addressed to and inform them of the issue. My point is, that box is pointless, and is one of multiple bugs in Workday to make it a bad program.
- I don't like how I have to login to both my email and Blackboard. Sometimes when I am in Blackboard and what to go to my email or vice-versa I have to re-login. I also don't care for the password requirements.
- I don't like the combination of Blackboard/Google + platform for graduate classes. It would be nice if they were combined so it was just 1 platform. I also think some of the ways technology is integrated into some of the coursework is not to enhance virtual pedagogy, but just to consume more of my time. I think technology should be used to enhance learning, and to demonstrate practical application of a tech platform, not to create more of a workload for students when they have to learn new programs alongside classroom content.
- I don't where do find a lot of this information but I bet I could if I wanted to.
- I downloaded a Blackboard app for my smartphone that I found on Google play, but it was unclear until I tried several options which one I should use for FHSU. Searching FHSU on google play lists the social app which has a link to Blackboard that goes nowhere. (I am in South Korea and it told me simply this is not available for your country?) I tried to find information about which apps would be compatible but didn't find much. I eventually found it using trial and error. It would be nice to have a tutorial for how to access Blackboard from your smartphone or tablet using an app. Thanks!
- I feel like since I'm a virtual student that I don't know about most of the resources available to me. I didn't know there was a tech support area I could contact.
- I feel like the organization of the classes on Blackboard are lagging compared to other colleges. Other classes I have taken elsewhere guide you through the course and have all the information neatly organized so you know where to find it. While every teacher is different some of them are terribly unorganized.
- I feel like the websites could be designed to be more user-friendly, like the financial aid website, tiger enroll, tiger tracks, and Blackboard. Examples: On tiger tracks, some of the links aren't worded in a way that a new student seeing it would know what it is. When I first got access to it, I had to click nearly every link to figure out what things were; it could be more intuitive and user-friendly. On tiger enroll/catalog, there isn't enough information about the courses (and instructors have told us that sometimes that information is outdated), you have to go through a lot of clicks to get courses added and sent to advisor for approval, and then once finalized, the book info is

sometimes missing/incorrect. On the financial aid website, the menu is in a weird spot on desktop browser, and the "view aid by term" was missing for a while after the redesign but seems to be back. When I emailed about this, the tech team emailed financial aid about it saying they had no idea what I was talking about (and it was copied to me so I saw this) -- they didn't email me to troubleshoot or get more details and I didn't like how they had worded that. On Blackboard, it's confusing to see someone listed as instructor inside a course shell when externally (on the main Blackboard page and in registration page), someone else is the instructor. This seems to happen when someone else is in charge of ALL the sections of the course and only they are allowed to edit the shell. This leads to a lot of confusion when things need fixed/updated/explained further, and leads to instructors emailing us telling us "hey I'm your instructor not the person listed on the course shell". This should be simplified by having our actual instructor (the person who grades everything and answers our emails) listed as the instructor with a note "under the supervision of Dr. _____" or something similar so nobody will be confused anymore about who their instructor is. I also hate that when this happens, only the instructor who is in charge of all the sections is able to edit the course shell because they frequently re-use things for several years and things need fixed/updated/explained better and it has to be done through emails only because our instructor can't edit their own course's shell.

- I found it difficult and/or confusing to access the online databases through the library.
- I found the help for Blackboard to be completely useless. She had no clue to resolve my problem and frankly did not seem interested in pursuing it. Very unsatisfactory experience.
- I had a problem with my email account and they told me they couldn't help. There was no real effort made to assist.
- I hate that we have so many different websites like (TigerTracks, TigerLink, Blackboard, Workday, and Email) I wish you could make one uniform one. I hate TigerLink.
- I have enjoyed my online experiences at FHSU. I am very excited for the next remaining year at FHSU through the virtual college.
- I have not used it before unfortunately.
- I have not utilized any help resources, and so cannot comment on the availability/my satisfaction. All systems I've used have worked, communication about any down time has been good.
- I haven't had any issues to cause concern.
- I love the chat help. It was easiest for me, quick, and effective.
- I love Tiger Tech resources.
- I personally do not like Blackboard. It seems very unorganized and not easy to go through classes. Canvas to me is way better and more clean and organized.
- I placed no on getting my questioned answer. I have called and had a couple questions that have either been redirected to others or ignored for months at a time and required follow up.
- I received great support the times I have contacted tech support. They were helpful and helped me fix my issues without a problem. The people I talked with were very polite.
- I suggest stopping the use of Blackboard for anything other than posting grades. Using Google+ is much better when it comes to virtual classes (posting assignments, discussion comments, links, etc.) I also suggest that TigerTech take into consideration that they have virtual students from all across the United States and it would be helpful if the office hours accommodated more than one time zone.
- I think everything here at FHSU works great! I hope I have helped, I would definitely give you bad feedback if I had any, but I don't.
- I think FHSU tech support and general employees are amazing at what they do, help in answering questions and if they don't know they find out right away. I have been to two other virtual schools and FHSU tech is by far the best experience I have ever had.
- I think I only had one issue all year and it was fixed pretty quickly.
- I think these surveys are a huge waste of my time, and the incessant emails are a nuisance.

- I want to say thank you to all of the hard working employees that keep all of the systems up and running a majority of the time for the many, many people who depend upon the technology services to complete work and enjoy their downtime.
- I was not happy that I had to purchase Microsoft Office myself, due to the inability of the TigerTracks team to fix the issue that was keeping me from getting the free version through my email address at FHSU. I finally stopped calling for help after I was told several times that someone was handling it, but never got any person to resolve it. I purchased the program myself when I had no other choice because I had to begin turning in work. After I stopped calling, I never heard from a tech person again. I hope this is not an issue for me next year.
- I was told when enrolling freshman year that the technology services would be able to help, to some extent, if something was going wrong with my personal laptop. I took it in for some Blackboard help three years later and they said they did not provide that service. The terms may have changed in that time, but I would've appreciated an update about that update.
- I went to ask if they could help fix my computer, but the chic said they don't do that at Tomanek. Which is fine, just people told me they help with that. I haven't ever needed help other than that.
- I wish all the instructors used Blackboard consistently. For example, not everyone bothers putting important dates into the calendar. I usually end up having to manually (tediously) entering due dates and other information in my own calendar.
- I wish that all professors would use Google, instead of Blackboard
- I work on an iPad Pro. My instructors demand that all documents be Word docs. This makes for a challenge. I wish Blackboard could accept PDF or Google Docs.
- I would like to see the virtual library updated. Any tech issues I have are with external labs that the class requires not with FHSU tech
- I would love it if I could access Tiger Tracks through an App on my phone.
- I would rather use canvas due to the easiness with the operating system for my online experience. I did like Blackboard.
- I would to syllabi made available for all courses in TigerEnroll when previewing potential classes.
- I'm pleased with the services. It is kind of hard to know where to go in TigerTracks but when I call to ask for help they knew exactly how to help me. I'm pleased with Fort Hays.
- I'd like to see a better designed, up-to-date site overall. This includes Tiger Enroll, and the Blackboard in general.
- I'm glad FHSU has the efficient technology services they do. It has been a big help to speak with highly competent people when I needn't help.
- I'm not sure what is going on with the internet connection at the college but half the time it will not work on my computer.
- In regard to Blackboard, it would be helpful if there was more accessibility built in. Currently this semester, there were PDFs that were not able to be read by the built in reader option and hence it was of little value for those with print disabilities. I do not have a recognized ADA disability, but I do have a vision issue (correctable by wearing lenses, but my eyes get tired quickly and I was relying on using the accessibility features of speech to text, but was unable to as the PDFs were never OCR'd.
- In regard to Tiger Enroll, the process is a bit overwhelming with the entire screen full. If there is a way to simplify the process or the layout would be helpful in my opinion.
- It depends on what issue I had. If I submitted a ticket, it would take weeks. However, if I talked with professional staff, it was handled right away. You could create different locations for students to stop by as well if they have questions. Printers should be more widely on campus like the union.
- It is extremely difficult to get devices other than my phone and laptop to connect to the internet. I've tried countless times to get items like my Xbox and echo dot to get access to connect to the internet but it never works.
- It seemed like every time I called they were not very helpful at all.

- It would be helpful if online students could get alerts to personal email regarding Blackboard changes such as grades, announcements, etc.
- It would be nice if all Blackboard courses were set up the same way. The difference in where professors put things and how they organize it can be confusing if you have several classes you are taking online. Navigation within Blackboard seems like it could be a little easier as well.
- It's difficult to find an email address to contact TigerTech. I live in China and the live chat is not a viable option. Blackboard takes f.o.r.e.v.e.r. to load here, with or without the VPN.
- I've been doing online classes for the past 8 months and have no complaints.
- I've been pretty satisfied with everything technology related at FHSU. The TigerEnroll is a little confusing because there's no save button. I wasn't sure my selections for next fall were saved. The degree summary tool is fantastic! I love how it highlights what transfer classes have been accepted and what's needed for the degree!
- I've been very pleased with FHSU tech support. I'm aware of situations involving requests for support from students, including myself, as well as from instructors. Tiger Tech has always been prompt and appropriate in their responses and issues were resolved very quickly. Thanks for doing an amazing job!
- Just for consideration regarding survey. Have a "Have not used" to avoid the "neither dissatisfied or satisfied." The two are not equivalent. Also have an option for the Virtual College (only) students to report that they don't use FHSU Wi-Fi (and similar questions), because they have never been on campus. This will tighten your survey results, instead of having a bunch of us in the "Neither dissatisfied or satisfied" category.
- Keep up the good work TigerTech.
- Keep up the great work. It's great that my virtual class information and videos work 97%. This makes my course easier to learn and if I have a problem the Tech support is available and knowledgeable. Thanks for keeping so updated with the constant technology changes.
- Like any web browser, it is tricky to figure out, but once one learns how to do certain tasks, they make sense. I feel like the enrollment website could be laid out better, it was very confusing the two of the three times I've used it.
- My only complaint is that the professors use platforms that are not familiar with the technology dept. Therefore, it can be difficult depending on your computer knowledge, if you do not have any technical support with a new program. Sometimes I felt like I spent more time learning the new program rather than the content.
- My only recommendation is to continue to enhance each student's experience while at the school, not just those within the traditional umbrella of "technology". Those within business and other areas are needing to be trained on growing areas of technology, yet do not always, if at all, have access to the tools we need.
- My technology experience has been fine, but if I were to pick one weakness it would be the lack of accessibility to past assignments on Blackboard. As a virtual student that is how the majority of my major assignments were submitted. Unfortunately after a computer crash I lost some major projects and papers that I would love to have access to. When contacting Tiger Tech I was told that assignments submitted via Blackboard are not saved anywhere and that my best bet would be to contact my former professors. Maybe it's not possible with that platform, and I should have had my things backed up, but if there could be a change in that regard it would be nice.
- Never use Google for courses. It's unprofessional and extremely confusing. Stick with Blackboard or get d2l.
- No comments, but keep the good hard work rolling by keeping technology current.
- One person that I spoke with about a technical issue was courteous, knowledgeable and extremely helpful. The first person I spoke with was none of the above.
- Only complaint I have is Blackboard. It needs improvement with grades feature as well as layout.

- Only concern is in tiger enroll when ordering books only to have instructor or dept. change textbooks afterwards. Need to modify ordering process to prevent recurring problem. Has happened a couple times already which has resulted in financial losses.
- Overall, I have been pleased with the technology services at Fort Hays. Nothing is insanely wowing or cutting edge, but almost everything is up to par with what is expected today, and easy to access or use.
- Overall, I have no issues with the department being examined. All online systems are compromises and that includes FHSU's version. Online systems are inherently inferior to face to face interactions and that is apparent with FHSU as well as with other colleges that I have attended.
- Please add the option to download a .pdf version of an unofficial transcript onto TigerTracks. It would make applying for jobs easier and it would look more professional than simply printing the webpage format as a .pdf file.
- Please have all virtual colleges instructors post assignment schedules on Blackboard instead of them hiding them in syllabus. Thank you
- Please update the Blackboard app for IOS 11. I have not been able to access it for quite from time. Thank you
- Please upgrade the Blackboard system. It's extremely buggy and it would be a great way to compete in the Virtual college industry. The Blackboard system is full of vulnerabilities. Adopt a system such as canvas. What I really didn't like about the Blackboard system is that you can't edit your responses. Allow that functionality
- Regarding the email: It would be nice if the staff/teacher directory was programmed into the email so that a student could type in a staff or teacher's name and their email would pop up. This, instead of having to find the directory on the FHSU then copy the email and put it into the email itself, would be much more efficient.
- Some professors in distance learning do not have a contact number for campus FHSU sometimes only an e-mail but, they did respond when Blackboard issues or exam issues!
- Tech services have done a great job with all of my tech needs. I am very thankful to be able to have actual people to contact to help with all my tech questions.
- Tech support may not always know how to fix the problem, which can lead to delays in being able to continue. There were more problems before (about a year ago) but they seem to be much better now. I do appreciate that they are courteous and as quick as they can be even if it means that they have to get back to me with an answer.
- Technology is not my strong point so I am learning this all ... interesting!
- Thank You!
- The amount of phishing scams that I get to my mail.fhsu.edu email is surprising. Additionally, providing as much information in the student directory, which includes phone number and email address, is a large breach of privacy for every student at FHSU. I receive many phone scam calls targeted towards students because this information is provided to everyone on the internet. I did not disclose my phone number for FHSU to publicly place it on the internet with no clear way to take it down or monitor the information they provide about me online.
- The Blackboard and online student portal services are highly reliable. The enrollment process helps to know where and when the schedule has been approved rather than waiting to see if you get the courses you need.
- The Blackboard feels like the technology is about 15 years old.
- The emails sent out to change a password or anything all students need to know are sent multiple times and are very clear. I've been able to navigate the tasks as explained and have experienced no issue related the technology at FHSU
- The employee spent an hour trying to fix my issue without success, when I got off work, my husband fixed it in less than five.
- The internet connection in McMIndes Hall is extremely slow.

- The internet speeds in McMIndes hall are very slow. The lobbies also do not have reliable Wi-Fi. This should be fixed
- The issue I have with the TigerTracks website is that I log into TigerTracks initially, then I go to Blackboard or enroll and I'm required to log in again. It's very frustrating and frivolous in my opinion. It's the only college website of the 3 that I've been a part of that a one-time login doesn't suffice.
- The MAC support is not the best. Very few workers in TigerTech know how to use MACs.
- The mobile versions need work as they are a bit clunky and don't display things properly. Especially when you try to check grades with Blackboard.
- The online enrollment is difficult to use.
- The only difficulty I see is the over use of tabs in the enrollment portion and the enrollment screen is super small.
- The people at TigerTech and in all of tech services are the greatest.
- The survey doesn't allow for answers that coincide with "I have NOT contacted TigerTech in the past year" after the question, "Over the past year, how many times have you contacted TigerTech for assistance?" Also, my answer to question, "How knowledgeable about your issue(s) was the person you spoke with?" should be negated. It was clicked by mistake. Survey should have been constructed better. As well, survey taker should have the option to un-click an answer.
- The technology feels very outdated compared to other universities. Blackboard is clunky and not aesthetically pleasing to look at. In comparison to Canvas, I feel like Blackboard is extremely lacking. Canvas works a lot better from experience at another college.
- The technology is great on the FHSU campus. The website, TigerTracks, and TigerEnroll look a little dated but they always work perfectly. There are a lot of phishing scams, and hacked emails that I receive from FHSU. But, the email system works well, and I like that it is G-Mail because I am familiar with it.
- The technology services at FHSU, as a virtual student, have been satisfactory. However, the Blackboard mobile app for students could use improvements overall in general but the app still remains mostly satisfactory.
- The technology that I use is primarily off campus, but I have no problems with the technology resources that I have access to.
- The technology, especially the FHSU website, are ridiculously hard to navigate or use. If I need to find information, it is literally faster to walk back and forth across campus asking anyone who might have an idea about it than it is to try and find anything helpful on the website. If I google a question, there will be a link to the website, but when I click on the link, what I searched for is not there, and no matter what I try I cannot find what I saw a link supposedly leading to. I cannot think of a single time in my 3 years here and the year I was researching and applying to come here that I was able to find anything helpful on the FHSU website without searching for hours to get it. And I'm not technologically incompetent, the FHSU website is the only website that is impossible to use. I have not met a single person who thought that the FHSU website was acceptable, especially for a university that claims to be Forward Thinking and World Ready. Just to clarify, this isn't Blackboard or TigerTracks, it's the FHSU website.
- The text editor in Blackboard is difficult to use for essays that requires multi paragraph responses.
- The universal log in service is not universal. Once I log into TigerTracks, I have to log in again when I go to Blackboard. This is kind of annoying.
- The Wi-Fi access in the residence hall needs to be greatly improved
- The Wi-Fi connection in the residence halls and across campus is quite spotty. It makes it difficult to do homework when there are dead spots in the halls or when your internet connection cuts out every 10 minutes due to everyone using internet. It also is frustrating to walk across campus and have your signal cut in and out every minute because you are walking to and from a building. It makes apps such as LiveSafe, a campus security application, difficult to operate when students depend on reliable connection. It also affects students who do not have unlimited mobile data and

even students who don't get a clear signal for their devices, i.e. international students and Sprint phone carriers.

- The Wi-Fi on campus has really been rough this year. It has been especially bad in McMIndes this year, to the point where I would have to leave the building in order to find a connection that was strong enough for me to do my homework.
- They attempted to resolve my issue, and offered to check with someone else when that did not work. They called back in a very timely manner, were polite and helpful, and did resolve my issue. I was very pleased with the courteousness and helpfulness of the tech support staff who assisted me!
- Tiger Enroll is the only program I have comments on. While it meets the basics of what its purpose is, it could possibly: - become more user friendly with how to pick courses, (whenever trying to type in something to look up a course it pops up a notice of something like "are you sure you would like to remove the selected courses" which prompts 100% the time - not just when something is selected) - cut out one of the steps of moving on your courses for advisor approval because the student has already advanced their class choices twice by that step. This also could help advisors from the overload of courses they need to approve at last minute once they've become aware that they missed an extra step
- TigerTech student employees seem very bored with computer issues. Sometimes they seem angry to that I even ask these questions. I have very little computer knowledge so it is hard to understand the explanations they give. Once they have identified the problem they do not really explain in poor-man's terms how to fix it. Once they have the solution, they shut down. Maybe this is just one bad experience but I was pretty upset at how it turned out. (I still don't understand how to fix my issue).
- TigerTech in chat said I would get a call back when my issue was resolved and no one contacted me.
- TigerTracks is hard to use on mobile. The screen is tricky to drag up and down.
- Two things: On occasion, an instructor will post an announcement on Blackboard and I will not receive an email about it. Recently, the Wi-Fi has degraded in the late afternoon to early evening in McMIndes. At times I cannot load web pages at all and need to constantly connect and disconnect from TigerNetStudent to be able to do anything on the internet. I doubt tech services can do much since the issue probably stems from off campus and outside of FHSU's scope.
- Using the _ on email (when first becoming a student and logging in TigerTracks), it was difficult to see on website.
- Websites are easy to use.
- Well my Gmail account was hacked and I can't take quizzes or test in the dorms due to bad Wi-Fi connection.
- Went in for help with my computer and followed a guy's instructions in there and well. He had me delete everything off of my computer. So I literally lost everything. It was GREAT!
- When applying for graduate school, it was required that I have personal references fill out a questionnaire through FHSU. Both of my references had extreme problems with completing this. So much so that I moved on to a third reference because my second had to leave the country and was not able to complete the questionnaire. All called technical support numerous times. This was embarrassing and not a good start to my educational career at FHSU.
- When I have had an issue (usually my own problem), I have called on the phone, and someone has always walked me through the process. I am technically challenged and 65 years old, and they have been very patient with me.
- When I visited the tiger tech they stated they were not allowed to touch our laptops and it stumped me of what was the point of their services if they could not help us.
- While speaking with a friend who attends Ozark Technical Community College in Missouri, he mentioned that he was surprised I was still using Blackboard, as Ozark Technical Community College now uses a system called 'Canvas'. I figured that this was worth mentioning since he said

most online places are getting rid of Blackboard and switching to Canvas. I have good luck with Blackboard most of the time but have had problems at times with connectivity through my hard-wired Ethernet LAN at home (not with the LAN but with Blackboard).

- Wi-Fi is slow and shuts down very often. Can't even do homework without going to computer lab sometimes.
- Wi-Fi sucks.
- Yes, I have been a virtual student since 2012, finished my Bachelor in 2015 and continued my Master that finished in 2017, I am doing another Master, that is to say that I have been a long way with FHSU, I live in Lawrence so if the technology would not have worked for me I would never have the education that I received from FHSU. Everything I do is through the computer, enrollment, everything. Thank you for make the virtual student's life easier.

End of Report

