CaTS Annual Service Survey

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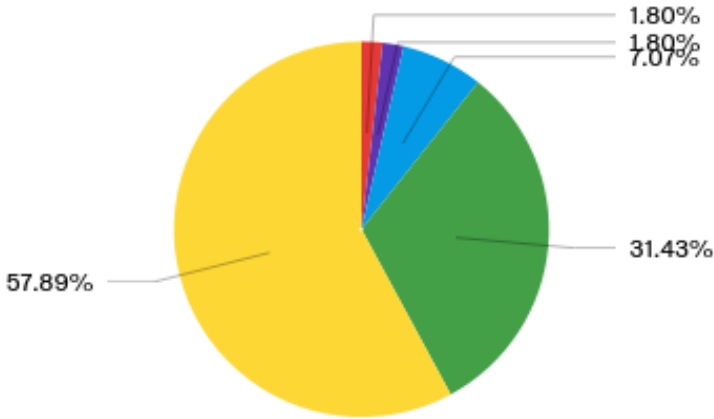
Please select your primary role:

Answer	%	Count
Faculty	19.18%	159
Staff	24.37%	202
Student	41.62%	345
Alumni	8.93%	74
Other	5.91%	49
Total	100%	829

Overall, please rate your level of satisfaction with the quality of service you receive from CaTS.

Answer	%	Count
Very Dissatisfied	1.80%	12
Dissatisfied	1.80%	12
Neutral	7.07%	47
Satisfied	31.43%	209
Very Satisfied	57.89%	385
Total	100%	665

Please specify why you are dissatisfied with the quality of services:

- CaTS basically shit the bed at the end of the season, which during Finals Week/the preceding week is the exact time you DON'T want that to happen.

- Adobe Apps are not being updated to newest available version on Casper

- Some were very rude when I went there

- Hours are extremely short, mostly just one of the student employees is extremely rude towards people and is more focused on playing games on his computer than doing his job.

- it sucks

- I am very confused and the platform and organization of the system is very ox confusing.

- For this instant the class room we use on Sundays has been locked two other times. We needed the classroom at 6pm and it took around 20 minutes to unlock the door

- I get random emails from CATS to rate the quality of a service at a school I don't attend.

- Because I am threatened with disablement of my e-mail if I make any negative comments about the university. I need my WSU e-mail as all billing, employment contacts, medical services etc. are accessed through it. Further, I believe my e-mails are regularly censored.

- I am an adjunct faculty member, teaching classes that are completely online. Because of this my personal computer is very important to me. I am only on campus a few days a month, so I called to ask if I could drop my laptop off one day to have it checked, and pick it up two or three days later when I would return to campus for a meeting. I was told that this was possible. However, when I got to the CaTS office, the young man who greeted me would not allow me to leave my computer. He insisted on beginning to run a lengthy Malwarebytes scan on the computer, and when it was time for them to close, he handed me my computer and told me to allow the scan to finish. I had to leave my laptop open, go back upstairs and outside to my car, drive to the parking lot near the building in which I was to attend a meeting, carry the open laptop into the building up to the fourth floor and plug it in so that the scan could finish.   My computer continues to have the same problem it had before and it may be a while for me to have another week during which I can leave it and come back to campus to pick it up before I need to use it again. If I do have another time to do this, I would still like help with my laptop, and am willing to pay for the service. I realize that this is a service that is offered to faculty at little or no cost, so I hate to complain. However, I would have sought help elsewhere had I been told that leaving it would not be allowed.

- Software requested months in preparation for a term is rarely installed in time, or the licenses expire as soon as the term starts.   Panopto became enforced on us, but campus teacher workstation computers don't have it installed by default.   Insanely out of date IT practices are used for password changing. When your password expires, WSU does what? they make you come in person or verify ID over the phone...rather than do this, why doesn't WSU follow what most enterprise IT systems do and just force you to change the password when it's due?   Better yet, follow the FTC which says changing constantly is counter productive: https://www.ftc.gov/news-events/blogs/techftc/2016/03/time-rethink-mandatory-password-changes Even better, get your IT people trained on more recent NIST standards and not 40 year old ideas that have no basis in reality: http://blog.imaginovation.net/why-passwords-and-their-rules-are-outdated-and-inaccurate?utm_campaign=Web%20Development&utm_content=68635409&utm_medium=social&utm_source=twitter

- I seem to have frequent problems with Lockdown. Every time I call CATS they are unable to help.

- WiFi is terrible and I'm paying $200 every semester for cable that I can't even use because y'all no longer support every tv

- Calling the Help Desk is a crap shoot. I have had some truly great folks help me with problems. Unfortunately, a slight majority of the time, I get someone who a) does not understand how to approach the problem and b) does no online help search to start the troubleshooting process. More often than not, I hang up with my problem not solved.

- Lack of resources CatS has to offer. Lack of clarity in instructions.

- They do not do a good job of preventing spam and potentially dangerous messages from being emailed out. I get about 7 spam messages today.

- I took my computer in to get fixed. They replaced the harddrive and the computer stopped working 1 week later. Every time it would go into sleep mode it would no longer turn on.

Overall, please rate your level of satisfaction with the timeliness of service you receive from CaTS.
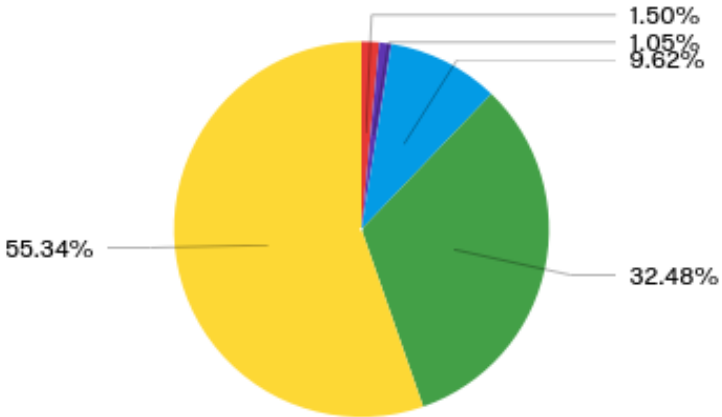
Answer	%	Count
Very Dissatisfied	1.50%	10
Dissatisfied	1.05%	7
Neutral	9.62%	64
Satisfied	32.48%	216
Very Satisfied	55.34%	368
Total	100%	665

Please specify why you are dissatisfied with the timeliness of services:

- It's been on and off real bad this season, just worse now. Budget cuts affecting tech now too?

- It takes too long to get a responsible person to look at your computer. They don't call ahead - they just show up and then walk away without completely insuring that your problem has been fixed.

- Took to long

- See comment above.

- They respond timely, but rarely is it with what we want. It always takes some iterations.

- The help desk hours do not meet my needs, need more good, online/blended classes.

- When I am talking to a rep willing to work with me on a solution, the timeliness is great - they even follow up or encourage me to call back after doing some testing. But again, that is ONLY if I get one of the "good" reps.

- They respond extremely late to potential virus messages that have been sent out.

- It took over a week to complete.

How satisfied are you with the timeliness and quality of communications coming from CaTS for scheduled and unexpected service disruptions?
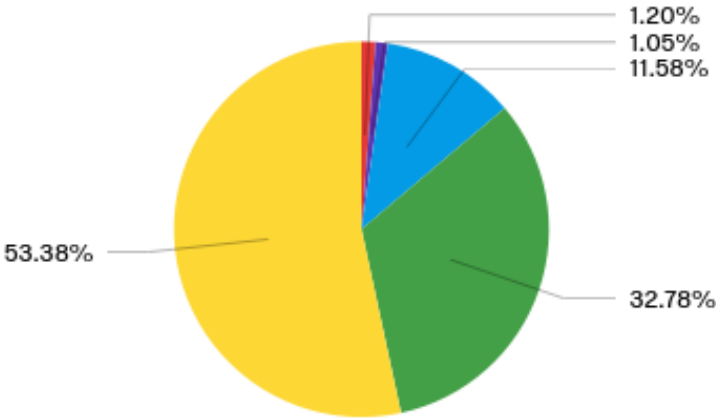
Answer	%	Count
Very Dissatisfied	1.20%	8
Dissatisfied	1.05%	7
Neutral	11.58%	77
Satisfied	32.78%	218
Very Satisfied	53.38%	355
Total	100%	665

Please specify why you are dissatisfied with the timeliness and quality of communications coming from CaTS:

- See above.

- See above

- Some were very rude

- I get random emails from CATS to rate the quality of a service at a school I don't attend.

- WiFi is terrible

- For us few that have been labeled "power users" constantly in the database updating and processing, there are often periods of extreme slowness and other annoying quirks that we are never notified of until after the fact if we report a problem; that either someone is running a large report, upgrades being done, etc.

- The server goes down much too often. Somebody sends an email, when it is better, but nothing when it's down.

- They respond extremely late to potential virus messages that have been sent out.

Overall, please rate your level of satisfaction with the variety of services currently offered by CaTS.
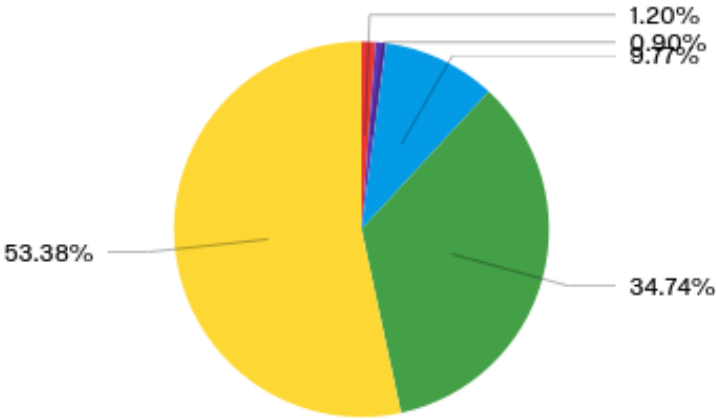
Answer	%	Count
Very Dissatisfied	1.20%	8
Dissatisfied	0.90%	6
Neutral	9.77%	65
Satisfied	34.74%	231
Very Satisfied	53.38%	355
Total	100%	665

Please specify why you are dissatisfied with the variety of services offered by CaTS:

- Same as stated previously

- Asked for unnecessary information about myself to get a classroom unlocked for my Org, after that it took to long to get someone to unlock the door for us. Why do we have to bother the Wright State Police to unlock doors? Does that make us safer?

- Well cause I don't use it. Cause I don't attend your school anymore. I guess if you could remotely service my IT needs all over the world then I would be satisfied.

- See above comment.

- I had repeated problems with the computers in my classroom not turning on. The class was fully enrolled and for several weeks it required a call to CaTS moments before class started and then waiting for a technician to arrive and troubleshoot the issue. This delayed the start of class for multiple, sequential days over a two week period and was ultimately addressed by having a CaTS technician arrive daily at the start of class to troubleshoot. This process continued for at least eight weeks.

- Once when I contacted CATS re: Lockdown issues, I was not helped because the Lockdown expert/liaison had left for the day.

- Lack of resources CatS has to offer.

In order to improve the security around your Wright State account, CaTS will be deploying a two-factor authentication service that will allow you to verify your login attempt via an app (Duo Mobile) on your phone. If you choose to sign up for this service, you will be prompted to confirm your login when accessing services like WINGS, Office 365, ServiceNow, and more. (Read more about this service at http://www.wright.edu/2fa).
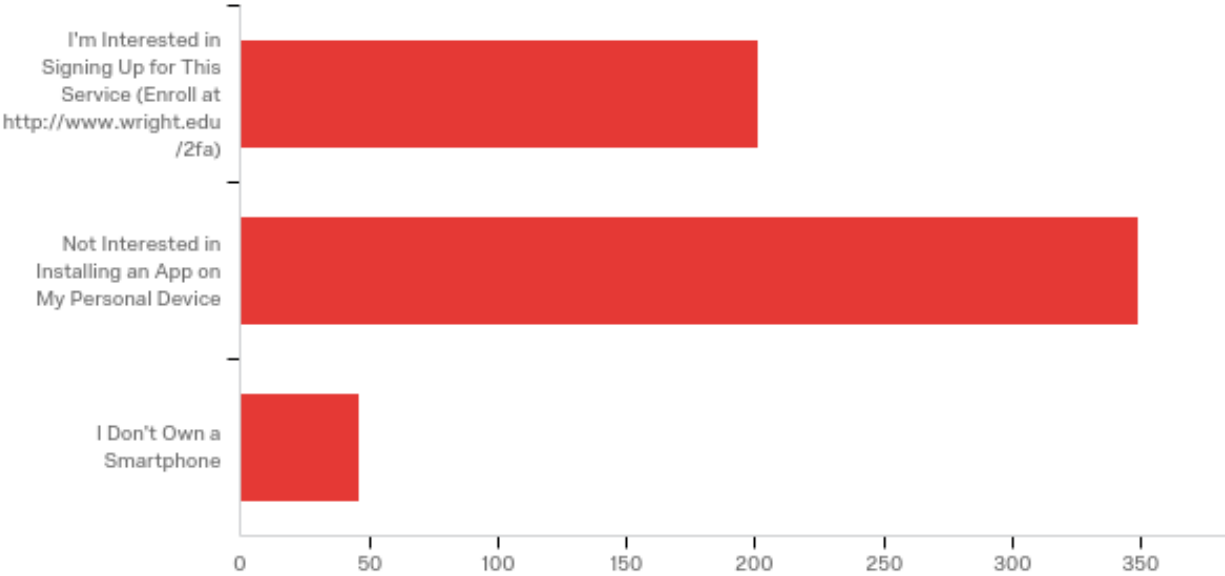
Answer	%	Count
I'm Interested in Signing Up for This Service (Enroll at http://www.wright.edu/2fa)	33.72%	201
Not Interested in Installing an App on My Personal Device	58.56%	349
I Don't Own a Smartphone	7.72%	46
Total	100%	596

CaTS currently provides training for the following services (read more about training at http://www.wright.edu/information-technology/training/workshops) :   Banner 9 Admin General Navigation Email/Calendar (Office 365 and Outlook) SharePoint Sites Skype for Business OneDrive for Business Qualtrics Survey Software   Salesforce What other services would you like to see training offered for?

- Nothing at the moment
- this is adequate for me
- None. Stop using Outlook, it's garbage.
- sharepoint sites
- Not sure
- Microsoft office tips/tricks
- I cannot think of any.
- word
- Photoshop. Video editing. It would be nice of programs like these were included along with Microsoft office.
- Pilot
- n/a
- na
- Cloud
- N/A
- Art
- Microsoft Teams
- Matlab, Solidworks, Ansys, Abaqus
- OneNote
- More detailed training on Banner 9
- Using icloud for business storage and access
- n/a
- Photoshop
- Not sure
- None

- Grammerly

- NA

- How to be a courteous employee How to do your job and not be playing computer games

- skype for Business Qualtrics Survey Software SharePoint Sites Email/calendar

- None

- Facetime for business.

- n/a

- MS WORD, MS EXCEL

- Excel

- Basic Word, Excel and Power Point for office staff.

- Microsoft excel

- blackboard

- One drive

- One drive

- idk

- None

- whatever

- Microsoft Office suite, Photoshop, other desktop publishing, etc.

- OneNote and possible classroom applications

- How to unlock doors faster

- None

- NA

- PowerPoint and Excel

- Basic cyber security

- Microsoft office suite products

- Set-up for PDA, personal laptop use (especially when changing devices)

- Overview of other Office 365 apps that are available.

- E-filing, best practices

- Banner, email/calendar and OneDrive for freshman, qualtrics

- Possibly Microsoft Office products to be used as a refresher as well as to inform about new software updates.

- I think the problem is just finding the time to go to these workshops... you do a decent job of offering the workshops, but they are hard to fit into my schedule.

- none at this time

- n/a

- Any

- I am satisfied.

- "How this email relates to alumni 101"

- N/A

- Useful tips and tricks for Microsoft 365 such as word, excel, powerpoint, etc. Things I use on a daily basis. Maybe link it to budget reconciliation or other things we do.

- SharePoint Sites Skype for Business Email/Calendar (Office 365 and Outlook)

- Graphics for students in which one learns to create graphs to use in projects and presentations

- Not really sure at this time.

-

- I think the training offered above is sufficient and current as of now.

- WebEX

- N/a

- Photoshop

- Don't we have webex now? I would like to see some training offered on that

- Excel

- I think it is good

- Nothing Thanks

- N/A

- Beats me. I don't know what other services there are.

- Excel, PowerPoint, Word

- Wings Express ("baby Banner")

- None at this time.

- Microsoft word and excel

- Windows 10 iPads

- 1. Inbox Zero - an overview and then a more detailed hands-on session. 2. tips on how to weed out over a couple million emails when you barely have time to read the hundreds of emails you get a day - so you can get to inbox zero 3. Task & Project Managers - like Wunderlist, MS To Do, Trello, Asana, etc. 4. New apps service - send a biweekly or monthly email out about apps or new apps that will help with staff, faculty and students. One could be targeted to students and the other to faculty and staff. Include a few apps that

CaTS thinks are worthwhile or worth trying for whatever reason - be it apps to improve study habits, productivity, manage time, or are just fun or interesting. I realize you guys have a lot on your plate but I think that service would be well-received, especially since no one else is doing it.

- None

- consulting on upgrading computers in offices

- ....all Microsoft office programs. also the most popular video/photo editor program and the most popular designing program(so basically the most popular programs in multiple interests)

- I am satisfied with the current offerings.

- None

- I would like to be able to use G-suite for education and receive training

- food services

- none

- I'm retired so not interested in any of these.

- I need to get the mail ap installed on my smart phone

- Microsoft Word Powerpoint Excel

- I wasn't aware that CaTS offered workshops and training outside of Microsoft Software.

- word

- Excel

- Cannot think of anything at this time.

- Nothing

- Skype for Business Quality survey software

- The replacement for Tegrity (to record and upload lectures).

- why not cut out these services in a time of budget cuts. I would be interested in free language services, such as those offered by Mango

- Zoom

- none

- This is a good portfolio of training options... Windows 10, or how to get the most out of Desktop usage in general might be helpful.

- None

- RAPS

- I am fine with the services currently right now

- Can't think of anything a student would need, other than basics for MS office. This isn't something I personally would attend, however.

- Cyber Hygiene Training

- Professional development training for Microsoft Office. I know that we have Hoonuit, but online learning is not for everyone and I do much better in a class setting with a live teacher.

- Excel - basic and advanced functions, database management classes

- Mercury Training (RMS) MachForm

- 1. what type of security do I need on my computers 2. how to solve minor/common computer, printer, connection problems (have these online so I can see them when it happens)

- On-line class presentation

- I am happy with the services that are offered.

- A series of workshops on excel moving skills from intermediate to advanced. Most workshops hit one or two topics but this would be more linear to advance proficiency.

- Interfacing varied platforms (laptop, phone, etc) while maximizing WSU interface

- Banner9 for Gift Processing. There has been a significant decrease to provide training to processors after upgrades have been implemented of which sometimes there are complex changes that we are left to figure out on our own. The trainings provided are too generic and general and don't assist those who have been working in the database. There have been major changes in Banner over the past couple of years that have affected Gift Processing.

- Microsoft Training

- Audience response clickers - is this the Qualtrics Survey Software?

- Survey Monkey

- Panopto one on one training.

- Turning Point for teachers

- More "deep dive" training in Pilot.

- Tech skill enhancement for staff who are not as computer savvy...Excel, Word, Outlook "tips" on various features outside of "open, type, save". Brown-bag lunch sessions, perhaps, with different topics? Provide Microsoft Office certification classes, materials, testing?

- General Mac troubleshooting

- None

- Mathematica

- I think I have seen this training before, but I'd like to see OneNote training offered, with suggestions on how to use this tool in WSU offices in a way that is FERPA compliant.

- N/A

- x

- Excel classes

- None

- The different programs professors use in classes. Like the lab programs and all Microsoft programs.

- NA

- Training on Ponopoto

- IRB processs (infoed)

Please provide feedback on activities and services that you feel CaTS performs well (maximum of 500 characters)

- Great overall service! Thank you.

- I don't currently have any feedback.

- Fast access to online for easy navigation

- Very Organized.

- Fixing technical problems.

- CATS hs helped lmel lllllllllllllllllllllwith a new computer set up. They were able to do what the comopany (HP) could not do for me. This was a big help

- Help Desk answers promptly and tries to be helpful.

- All services

- Having e-mail go through

- Quick email response, helpful in person

- I feel the service is very reliable. When I have needed assistance, it has been readily available.

- maintenance

- Responding to tickets

- School closings Events at WSU

- na

- CaTS has always given prompt solutions to my IT issues. If unable to assist, they have alternatives in mind!

- All of them

- I mainly use the WSU systems for email & library access. These work well. I am a retiree.

- Help Desk is always polite and helpful

- I have had to take my computer to CaTS at least twice this semester. Each time the staff was extremely knowledgeable, helpful, kind, and fast to get my computer working and back to me. CaTS does a wonderful job at what they do! Thank you so much for all of your help!

- N/A

- They are always great at diagnosing any computer problem I might have, and they come on my screen and fix it for me. That is incredibly appreciated!

- They provide quick service on immediate needs such as problems with computer performance and issues with software.

- CaTS is one of the best organizations on Campus. They are always responsive and patient, and work very hard to solve any of the challenges I manage to pose. Couldn't do my job without their help!

- When I send a request for Terry Young to do anything for me he completes it in rapid time. Enjoy working with him. He even calls me on his cell phone. Goes the extra mile.

- I've had issues with Apple TV, with the screen in a classroom, even with not having enough markers. No matter what the issue, CaTS was able to promptly fix the concern or direct me to the right place. The staff always listens well so that they can really figure out what my problem might be.

- They need to be more friendly

- N/A

- Customer service and timleyness

- NA

- I never quite know where CATS' responsibilities end, and CTL's begin. But as I teach more online, reliable and fast internet services are absolutely essential. Services/ programs like Pilot, Turnitin.com, & GradeMark are reliable and fast, and allow me to do my job well, in both F2F and online milieus. In my project management classes, we need access to Microsoft Project, in class, at home, and in my office. Jeremy Hamman takes superb care of us every year, and we are very grateful for his help

- Faculty members at the office surely fixed my problems quickly.

- I've had a lot of unusual requests this year revolving around a server we use in the lab. CATS has been more than helpful with these issues.

- I think CaTS is doing a great job. I don't think that they need to improve on anything.

- I have been satisfied with Cats, but have had several occasions this past yr where students have called for help during a quiz & were not helped (due to new inexperienced people) -- one had major issues and was not even given a ticket number; had to call back next day during morning hrs to get help. This a new problem I have not seen before. 1 student physically brought her computer in & the 2 "younger guys" manning the desk were more interested in food and their cell phones -- not helpful.

- My phone service call was handled promptly and politely. I was quite impressed with how quickly the problem was handled.

- The staff are very helpful and engaged and really help either on the phone or in person.

- I feel their customer service is definitely one of their strengths, when I had an issue with my laptop they were very helpful and I was in and out of the CaTS in ten minutes. To me, the level of the quality of their service plus the speed is very impressive.

- Love people at Help Desk- always helpful!

- Great organization and information.

- I haven't started my school year yet, so I can't say because I they haven't given me any services.

- Help desk response, Service Now, web site information to help staff, faculty and students

- n/a

- Customer service on phone-Almost every employee in your department has been very patient and very helpful!

- CATS has satisfied all my calls, accurately and timely

- Everyone who has responded to my requests for help seem to be genuinely interested in helping to solve my problem. I particularly am grateful for their patience and grace, especially when the answer was "user error."

- Help Desk is usually able to answer any questions or concerns. On site help has always been beneficial, efficient, and helpful.

- Assistance with legal security issues that arise in my office on a regular basis ie. records requests, litigation holds and discovery requests.

- HELP Desk is consistently fabulous.

- Most of my contact is with the help desk, when I ask them to jog the Astra task server to get reports for my scheduling. The staff are always very helpful and I get the info I need.

- Good updates regarding scams, and other issues that may be occuring

- Excellent customer service! Fast service. Great job!

- CATS is superior on the help desk phone line. Their connection is always clear, they don't appear rushed and they graciously answer questions that aren't even in IT language! Thank you who ever trains the help line for picking the best people for this job!

- Emails on time and working correctly overall

- Email and Outlook. La la la la la la. I am going to use up all the characters because why not. Lalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalala lalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalalaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa aaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa aaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa

- GREAT JOB!

- Deliver results

- Great classroom support. Very quick to respond when called.

- My understanding is that CaTS is responsible for dry erase markers in computer classrooms in Millett. If that is true, beginning mid-way through the semester, more attention should be paid to those supplies, as the rooms regularly run out of working markers.

- Their phoned in help.

- I am always impressed by the knowledge and professionalism of the staff. I appreciate each interaction I have had personally. I also recognize that day-to-day services from the classroom to the office and beyond would not be possible without the efforts of CaTS' programmers, trainers, and resource staff.

- Please have reserved classrooms unlocked for the time that is reserved

- I am pretty satisfied with what I have, But it is a little slow.

- I feel that CaTS helpdesk is customer focused, they are timely and they are professional. I have had to reach out to the helpdesk this year a few times, twice with the same issue, and they are always helpful and courteous. You never feel like your issue is not their problem. They are also always prompt.

- Very friendly and helpful staff. The response time is excellent.   Appreciate the efforts to maintain an IT environment that is secure. Very important in the research arena.

- It is consistently a pleasure to work with representatives from your area. It doesn't matter the problem that I am experiencing, the person on the phone is knowledgeable, efficient, and solution-focused. This makes everything so much easier and I am very appreciative of the support.

- Helps with troubleshooting and software installation and linking to other existing applications as required by some classes.

- Troubleshooting, replies to my requests for service - effective Two factor authentication is great! It it the best method I have ever used, very convenient.

- Even with a decline in personnel CaTS has been very responsive most of the time.

- CaTS is an amazing service that provides such a range of service: forward thinking about security and providing basic direction for beginner users.

- CaTS can troubleshoot and solve problems "on the spot." They will deploy the techs to classrooms in minutes if something is not working right. They are always pleasant and knowledgeable. Thank you, CaTS.

- help desk can help with basic computer needs, ie downloading software, deleting files

- When I need inservice help they are very accommodating in person. I have also had great service via the telephone

- CATS is very good with questions about university computer and online issues, and with installation of new equipment.

- I had trouble connecting my laptop to the campus wifi. The cats help desk under the library fixed the problem when I walked in. I was impressed by the interaction. I also think that the computer labs on campus are very nice.

- The helpdesk is the best service ever to be offered on this campus.

- CaTS is consistently one of the only well-run units on campus. Maybe the rest of us can take a lesson from you all. Keep it up!

- CaTS staff have always been very competent and gracious when providing information and solving problems. I have always been very appreciative and supportive of their work.

- The Help Desk is really awesome. Every time I've had an issue, it's been solved quickly and professionally.

- network reliability and internet connectivity are pretty reliable, and I know that is a challenge to keep up with.

- n/a

- They were strong in helping me upload a video for edTPA and cut it down.

- Their customer service is outstanding from start to finish!

- CaTS they are very informative and give you every piece of information especially if you are confused about something.

- You send out emails efficiently, although misguided.

- N/A

- Over the past year, your customer service is the best I've seen at WSU since 1996. The staff are friendly on the phone, they have always been able to diagnose or be willing to find the diagnosis. Your welcome message is MUCH better and a great improvement.

- Trouble shooting and general support

- Most recent interaction over a phishing-type email I forwarded. Quick, confirmation response reinforces my confidence in CaTS monitoring and oversight. Thank you!

- I am a retired professor and CATS has helped me whenever I've had any kind of computer problem. Service is excellent, punctual, and polite, and I really appreciate the help.

- Nothing

- Customer Service and trouble shooting to their internal customers.

- HELP desk. Taking over my computer to fix or assist. Friendly staff.

-

- I think CaTS does a great job with the resources they have. The Help Desk is very responsive and they don't speak down to you when helping with an issue.

- timely response and solutions, great customer service. Every time i have had an issue with my computer, cats has always responded in a timely fashion

- I think the CaTS staff does an excellent job of following through to ensure that customers are satisfied with their services.

- Whenever I call in with a problem, it has always been resolved to my satisfaction.

- Timely help when calling help desk.

- Excellent Customer Service

- Anytime I needed help, they were always very willing and helpful

- Communication and security

- As a retiree I have had to call for assistance - I have always received polite, efficient solutions to my issues - I've always been very satisfied.

- I think Ca TS does well with the training for the services, and the services themselves

- CaTS is always prompt and friendly in assisting with any technology needs I have.

- CaTS is excellent. I wish the corporate IT departments I work with were as good. Service is friendly, prompt and the techs are good natured. I am impressed.

- troubleshooting phone calls from the classroom and my office. Always quick and problem is resolved. Personnel remain calm, respectful and polite--I'm sure at times it must be supremely difficult to retain composure.

- N/A

- Well, my email works. Everything seems to be working except for Onedrive for Business. But I don't think we're using that anymore.

- CaTS is always responsive when I have an equipment issue. I appreciate their willingness to help in a timely manner.

- I feel that all of your services are outstanding.

- Helpdesk - they always answer quickly and provide professional and speedy service...even when I call with 100 problems in one day, haha.

- The Help Desk -- always friendly and polite. Make you feel comfortable and not foolish because I might not know something. VTS is stellar...Andy and his crew are top notch!!

- -Notification of SPAM and phishing emails that are currently being received by the campus community - Regular email messages with tips for keeping accounts secure -Quick response to questions -Easy password resets when needed

- I've only had to reach out to reset my password, but they were very nice about it and was very quick in their assistance of me

- Good customer service! Nice on the telephone!

- Helpdesk folks are a plus - security memos - training etc. Thank you for all you do!

- Great support for help with computer issues in classrooms I have used and phone assistance for issues with my office computer, including remote login to my office to see what the issue is.

- When I forgot my UID, I called CaTS and it didn't take long for them to answer the phone for help. They know their stuff.

- CaTS is very responsive to problems and questions about services, even those not related to WSU.

- Very helpful when I have questions or concerns or run into problems!

- fixing computers, running virus scans, sending out quick mass emails once a problem is detected, general knowledge with electronics, working to fix wifi connectivity issues and other issues...

- Immediate classroom help during class time problems

- I feel that CaTS is very responsive to any problems that I may have in a timely manner.

- None

- The staff is friendly and responsive, even while working with limited resources.

- Quick responses and explanations of problems. Helpful when in a bind.

- they preform well at making you feel welcomed and are very excepting of new students.

- CaTS does a great job keeping our enterprise systems stable -- planning & testing upgrades, monitoring performance, etc. CaTS also works well with our area for special projects, defect corrections, & questions. Response is quick & staff our knowledgeable & engaged in business processes related to the systems.

- Great service all the time

- Getting information emailed to us wings going faster

- I have always connected with CaTS via phone to resolve software issues. They have always provided excellent customer service in a timely manner and were willing to resolve additional technology/software issues I was experiencing.

- help with installing programs for classes

- I do not us many services. Generally, I am only on campus for about three hours a week. The wireless network has worked for me every time I have attempted to use it.

- Everything

- Solve the technical problems

- Phone help line continues to be awesome--would love more hours but understand with the budget situation how constrained resources are. Also love that you all do laptop repairs -- one of the best units on campus as far as I'm concerned.

- Good uptime for e-mail service

- Training in offering on line classes and effective communication.

- Good job

- CaTS always responds in a timely manner to a problem with my computer or a classroom computer problem.

- none

- You are great when I need you to remote in and fix my computer.

- Staff are friendly, clear, understanding, helpful, capable, and patient.

- Help Desk is very responsive and helpful. When new software or applications are being rolled out you provide adequate communication and training. You do a good job with cyber security. You are quick with processing set up for new employees and access for staff who need Wings Express Finance and other services.

- They answer the phone promptly

- very good about timely notifications of downtime, changes in service.

- CaTS really shines when it comes to being available to the customer. The Help Desk number is answered around the clock. Other than x2111, there are no other widely published numbers that are staffed around

the clock. CaTS is "available" at a superior level. CaTS is able to capture an expressed need if that need is directed through the proper channels. CaTS also communicates an attitude of "caring" for the needs of the users. There is a well-established narrative across the campus that "CaTS

- Help desk staff is always very knowledgeable and friendly--they keep me going!! Thank you!

- None

- Typically, good service from the help desk personnel

- Helpdesk is very responsive. Customer orientation is high.

- Upgrading software and servicing computer when something is not working right.

- You do good work

- Classroom support.

- Troubleshooting hardware and software problems and resetting account lockouts are two things that CaTS is always prompt about.

- Whenever I needed them to install or update something on my machine, I have received reasonably quick response.

- Sending out Phishing warning emails

- I feel that CsTS does a wonderful job at the Help Desk. I also feel as if the employees that are left after the mass exodus are very conscious of the fiscal environment we are in and still do their best to help support faculty and staff the best that they can

- Helpdesk--the staff and students are courteous and professional. I've been very pleased with the level of follow-through Sharepoint support--Myke Cooney is always open to questions and ideas; she is fabulous to work with

- Keeping our accounts and the digital information protected from viruses, spam and hacking has been done incredibly well by CaTS as a whole. Considering the staff shortage caused by university cuts—CaTS is doing a terrific job and each staff member should be commended for taking on the additional responsibilities as needed to keep the department strong and productive. Well done!

- The Help desk is outstanding. They have rarely if ever failed to resolve an issue for me or put in a ticket that lead to the resolution of an issue.

- Good at helping trouble shoot problems with PC; responsive to requests to check out problems with equipment. Mike Natale and his team are fantastic. Very responsive and helpful in identifying security concerns/helping us develop our HIPAA practices/Cyber security policy.

- All of my issues that I have put in a ticket for have been replied to promptly, with further questioning to get a good idea of the issue i am having.   Answers come within 24-48 hours of responses. Friendly and polite customer service. Once CaTs arrived to take a look at the problem, it was a quick fix and I haven't had the problem since!

- Timely response to issues/problems; Personable - easy to work with; Explanation of problems in terms I can understand

- CaTS has improved significantly in communicating well with the WSU community regarding projects, improvements, and activities happening within the infrastructure. Customer Service has become a high priority and it shows in the service level. Collaboration with other units is also exceptional compared to past years. Keep up the great work!

- Just abut everything with which they are able to assist. Our only limiting factor is that our computers are Air Force owned, so CaTS is limited as to what they can correct.

- I need one software in russ leb. But that software was not available in leb. We asked cats and immediately cats puts that software in russ leb.

- Assistance, upgrading programs, upgradiing computers, help with issues, You have so many people who work there that are always seeking to help in whatever way is needed... Jeff Bowman, Chris Roberts, Jeremy, everybody is very knowledgeable... esp. when it comes to MACs.... thanks!

- 1. STAC 2. Help desk, when its open 3. Homebase, to help us fix things on our equipment

- I always receive great service and response time from CaTS. But mostly I appreciate how patient all of the techs are as they walk me through fixes, upgrades, new connections, etc. I NEVER feel like I am wasting their time or frustrating them with my lack of technology skills. Thank you!!!

- Very responsive to my questions outside of the classroom is only surpassed by their quick response to problems and requests for assistance in the classroom!

- CaTs preform well at speaking to alumni when we have email questions. I love how alumni are able to complementary utilize their Wright States email as a primary/professional email.

- Excellent customer service and helpful techs on the help desk. The classroom support is really great; especially Mr. Hamman who came to our Strategic Planning Community Dialogue to run the interactive classroom since it was our first time utilizing the technology and he could tell that we were overwhelmed with accessing different participants and transferring their "work" to the screens. This was over and above what we were expecting and the total participant experience was flawless.

- I teach in Rike at 3:30 pm and found cords undone, cords locked behind a door I could not access and it could have delayed my teaching BUT I received remarkable support from CATs in fixing whatever hot mess I found in my research methods class, COM 3490 on Tuesdays and Thursdays. I can not shout more loudly as to the EXCEPTIONAL support I received as soon as I picked up the phone. Amicable, professional and timely repeated service describes the CATs support. THANK YOU Dr. Spirek

- Responsiveness to requests has greatly improved over the last few years. ServiceNow is an easy way to track the status of a request and is working well in my opinion. I have seen excellent response times for account issues, classroom issues, and general desktop support.

- If I have a computer related issue it is always resolved in a timely manner and greatly appreciated.

- My work computer failed at a satellite campus and cats was right there with the advice and repair faster than I expected. Professional and knowledgeable.

- Great rapid response to classroom issues - gets me up and running immediately.

- CaTS is excellent--quick to help on-the-spot in classrooms when necessary and quite responsive to special tech needs and requests.

- The Cats staff are always incredibly pleasant and helpful. Just last week we had a minor emergency with our podium system at our location in Research Park, and the issue was resolved within an hour. This included having a Cats staff person coming out to our location to fix it. Keep up the outstanding work and IT service to our campus community!

- Chris Roberts, Chris Flannagan, and Brian Beverly all should be rewarded for their tireless help --they are amazing and hope they never leave WSU!!!!

- Answer tickets quickly and thoroughly. Staff great to work with.

- I haven't used them much, but they did help my teacher figure out her presentation on multiple occasions.

- they are always prompt in helping me with computer issues

- Great support from Mike Natale, John Meyer, Mike Duncan, and Reid Allen who have helped us set up our computers to deal with some of our large records requests

- Excellent customer service. I had old floppy and zip discs and they helped me retrieve info.

- Customer service, always responsive.

- Very responsive to all requests - much appreciated

- CaTS Performs very well in terms of timeliness of service as well as quality. Phone calls are wrapped up in a timely fashion and the help and support over the phone is very useful. In person, the students seem very knowledgeable of the different aspects of their own department and what is happening on campus as well as directing people where they need to go for their problems/issues

- Knowledge based help, give clear explanation of issue and sovle problem.

- Customer service is always top notch! I've never felt stupid asking a stupid question - they take time to explain the why's and how's of something, and figure out what the problem is from someone who doesn't always know what some things are called. Always fast service!

- I get timely responses (and see timely emails) on phishing scams. I have never had the team ignore one of my forwards of suspected phishing.

- They fix problems in classrooms well

- I was unable to answer the question about what office I am with because Raj Soin College of Business, Department of Economics was not on the list, at least I couldn't find it? Would not let me type it in, every letter sent me to another one of the pre-selected choices.

- excellent service

- Thank you Kim and Matt for your assistance with the Robo calls!

- Anytime I have asked for help I am greeted with friendliness and my problem is fixed quickly. I would ask for no more!!! I have never worked with anyone is CATS that did not fully meet my expectations.

- Timely, fast, courteous.....very good service.

- The Help Desk people are always VERY helpful and 99% of the time solve the problem.

Please provide feedback on activities and services you feel CaTS could improve (maximum of 500 characters)

- I don't currently have any feedback.

- N/P

- Keeping information available to students under a file so that the front page isn't overwhelming.

- Consulting on departmental systems bidding.

- When I reported an issue, the person on the help desk said, "I'm sending you to desktop." He never explained what "desktop" was or why he was sending me there. We had tried several potential fixes, and none of them worked, so I assumed "desktop" was someone with a higher level of training, but the help desk rep could have explained. A minor problem, really. "Desktop" solved the issue.

- Keep doing what you do

- Too much e-mail. I dom't Care what happened at the latest meeting of the board of trustees.

- n/a for me

- getting peoples names right

- I have borrowed equipment from CaTS such as LCD projectors and laptops, and it has happened more than once that the correct cords are not in the bags.

- The fishing attempts. There's a ton of spam that makes it through my inbox and it's INCREDIBLY frustrating

- n/a

- na

- N/A

- Nothing

- Poor communication when systems go down. A status page with a history log would be helpful.

- N/A

- When I need to check out a flip camera, it frequently needs charging/may be completely dead.

- Biggest issue that I have with CaTS is research data support. There isn't any support for data storage or maintenance right now.

- Not necessarily an improvement: When Apple TV is not working, it usually just needs a reboot. This seems like a simple process but as an instructor I cannot complete it because it's locked in the cabinet. I wonder if there is a way to allow those who use Apple TV to access the device when needed. I understand security concerns but perhaps a locked area with either a code or a key to allow access. I just hate to bother anyone with this simple request but it totally alters my plans for the class.

- I have been frustrated with the control of lighting in the classrooms on the 2nd floor of Fawcett (I cannot just turn off the lights I would want to) and in a room in the basement of Rike (062) where it became impossible to use the screen because of the installation of another device and so you project onto a white board and then you cannot control the lighting well, so it is totally dark or not dark enough.

- Not sure

- None

- Sometimes the settings of the classroom systems are changed for some unknown reason... probably confusion and random blind clicking. We have had a seminar speaker delayed for quite a while until we figure out what's wrong. Once we called your number (116 HS) and the response was quick; however, there was still a significant delay. If it's not impractical, please have the night time guy make sure that the computer is ready to go as usual next morning.

- NA

- I have no complaints, just gratitude for the services you provide.

- It is a crime that CATS defeats PPT presenter mode in all classrooms. The excuse that faculty are too stupid to understand how to reset video sources in classes, then they shouldn't be allowed to teach with electronics. The SU009 video monitors should be fixed so that all 3 projectors work ALL the time.

- N/A

- We are seriously behind on software releases -- still using Windows 7?? Authentication challenges have increased and are confusing. Why do I have to enter UID/PIN 2x to access tax forms? When logging off central authentication services, sometimes it's a complete log off, other times not until the browser window is closed.

- I know everyone has budget issues, but experienced, knowledgeable, & helpful people are worth it. It does not pay to scrimp in this area.

- There aren't enough people. They will not get to you for couple days and sometimes longer.

- More concise cloud storage options and guidelines. There are too many suggested/available storage locations, while some have large capacity but are restrictive on what types of data should be stored there. A single all-purpose, large capacity, sevure location would be nice.

- I had a blast at the Hackathon and would love any other invitations for such activities.

- I don't know yet, I haven't started my school year.

- n/a

- Very helpful when I needed a hard drive during finals week.

- I have had discussion with CATS almost every other day for 2 successive weeks or more. I get one computer problem resolved and a new one pops up. CATS has checked my lap top and says it is ok. Frustrating. I hasten to add all CATS staff are professional, knowledgeable, kind, and helpful. This is not a staff critique. I just don't know what else to do and am worried that this trend will continue. ruth schumacher

- Provide more WiFi options, so that the service is faster

- Providing a better understanding of the different log-ins (wings, wings express) for new students.

- Perhaps more hours of availability on a week-end?

- Changing your password once or twice doesn't help improve security just makes the user forget it or get confused

- None

- NONE

- Extend Helpdesk hours, or stagger Helpdesk hours, so full service support will be here for students and faculty later in the evening on a daily basis.

- A lot of the equipment in the labs are outdated and slow and need upgraded.

- Pomeroy is not a good source for laptops as the choices offered are limited, not updated often and are much more expensive compared to alternative sourcing. Sometimes creating a spec/order using link to Apple store for university purchase is not acceptable to university purchasing (eg if Apple has a special offer, university disallows that). Please synchronize better.

- Please have reserved classrooms unlocked for the time that is reserved

- The wait time on the phone.

- Make it a little faster for the mail to get to your inbox.

- I understand the need to reduce hours due to budget constraints, but I needed help with an account issue on a weekend and could not get it resolved which created a major hiccup in my productivity until I could get support on a weekday. Is it possible to have some sort of system for faculty/staff on weekends?

- NA

- Better SPAM management. Junk email gets through more than in the past. Communicate phishing scams in subject line of emails

- The HelpDesk does a great job most of the time but there are occasional issues. More full-time staff would probably help.

- Great group of resources - the entire team appears to work seamlessly together.

- Dear CATS, Help using Zoomtext is always helpful, such as making this suvey better for the Zoomtext reader function.

- The wifi service in the student success center (ironic)

- I think some aren't as helpful when it comes to Macs

- CaTS is flawless.

- None.

- N/a

- I needed extensive blurring of faces on my videos, and not everyone knew how to do that. In the future around edTPA time, it would be nice if more CaTS people knew how to blur faces.

- Nothing

- If (enrolled within past year)==No then (email about current services)==no

- N/A

- N/A

- E-mail security. Even from WSU admin and staff.

- I would like something like logmein again; neither the VPN or OneDrive provide the same functionality. I found it so useful to get work files on my computer from a distance thru logmein. OneDrive is not as functional as it needs to be. After repeated difficulties finding things I saved to OneDrive (yes, I took training), I went back to saving the old way, carrying a disc around, or sending copies of files to my other email address. Or I just work too many off hours! Also, take over InfoED!

-

- I really have no complaints.

- i use a Mac and sometimes i feel like my machine is not compatible with university software

- Pushed windows updates always seem to hit at the most inconvenient time, but not sure what can be done to improve. I'd also like the ability to adjust the timing of Endpoints weekly scan, which also occurs at an inconvenient time; security settings currently prevent the user from changing the date and time of the scan.

- Application level support

- I think It is already good

- Nothing

- Continue to provide various training and be sure it is practical and applicable. Nice job so far.

- N/A

- Seriously, I don't know. I really just need my email to function properly. And it seems that it does work, so good job.

- N/A

- As explained above, I feel that I should have either been told that leaving my laptop was not possible, or the CaTS technician should have listened to me about my limitations of my situation and allowed me to leave my laptop to be serviced.

- Make a bit more known of the services offered at CaTS such as the trainings and free software

- The lecture stations in SCC classrooms that have the 'white board' app on it would be more useful if the default pen size was fine rather crayon size. For math problem solving writing equations becomes rather difficult because the pen size is awkward to use for subscripts, superscripts and some other characters required. The angle of the monitor stand is also sometimes an issue because it cannot lay flat on the lecture desk top. Ceiling lights reflection on keyboard - minor issue.

- They don't need improvement, they got everything in the bag. If I have any problems with my account or my login, they have my info on their computers

- Can't think of any improvements needed.

- The filter that is supposed to catch spam catches weather alerts and notices from my doctor, among other things. I don't know how to tell it to enable those messages.

- oo! Maybe have a mini electronics store located in the back of the CaTs office which charges "student discounted prices" for the electronic items. I know they already sell flashdrives and such but maybe try to have a larger selection. And also I know there are computer and calculator rentals(not sure if CaTs does that) but maybe also include cell phone rentals for phoneless people during school trips?

- I am currently satisfied with all of CaTS' services.

- None

- There are a variety of sign in pages that use the SSO credentials but aren't branded with the typical Wright State SSO interface. I am always reluctant to enter my credentials on these pages and slow down to carefully double-check the URL of the pages. Could there be increased consistency?

- Install Apple TB's in all SSC classrooms.

- they could give more detail and instruction during the enrollment period.

- Best department on campus. Efficient,competent and kind

- It would be great if ServiceNow provided a way for ticket submitters to see their tickets outstanding & the status, as well as add comments.

- High Speed Internet

- n/a

- help with technology devices like ipad/computer

- Nothing

- Wifi speed and connectivity

- Wireless service cuts out intermittently, classroom computers are either old (for computers) or unreliable (the small Macs).

- Google

- None that I can think of.

- Everything, see above

- I have none

- More knowledge about Lockdown issues as a whole

- the only problem I've had has been with Microsoft Outlook software for email.   It is extremely slow in opening, often becomes "unresponsive", prompting me to force quit and restart.   I did call CATS about this and was told it's probably related to my computer's capability.   I now have a new computer with plenty of RAM and hard drive storage, but still have the same issue.

- CaTS could improve the coordination of technology related initiatives at WSU. We have no "established" ways to do things with technology. We have a lot of confusion on campus about what services are best suited for which purposes. CaTS could also improve the antiquated phone solutions we have here. It would be great to get a better handle on phishing and spam. I have no issues like this in gmail, and if I did, it is very easy to manage my blocked lists. More SELF SERVICE!

- None

- The term "low priority" on work orders should be eliminated. People are willing to wait if staff is busy, but to have one's request characterized as low priority makes little sense and is disturbing. Everybody's time is important.............

- I don't understand why we don't offer emergency laptops for faculty.

- n/a

- Equipment checkouts for students

- more software training.

- provide a searchable knowledge repository to the consumers of services provided by CaTS

- Just in the people that I come into contact with, I am aware of several admin assts. at the University who do not use Outlook calendar, thus making it difficult and causing additional efforts to set up meetings. This very basic function, which has been around for many years, should be required, especially with decreasing resources. They are preventing us from becoming more efficient.

- Would like to have designated programmer/developer assigned to our School to help us with our electronic health records system (i.e., buildling reports, trouble shooting)

- Placing a spot for the ticket submitter to list their contact information: Name, email, cell phone. I say this because I was surprised to find a CaTs person knocking on my door one afternoon. Had i been out of the apartment I would have missed him!! That would have frustrated me and saddened me greatly.

- I would have mentioned better mobile service in the tunnels but I am aware you are working on this with other providers.

- See above.

- WiFi and cable

- Cats should provide all types of software in Annex library because some softare available in some other leb. If there is one general lab with availability of all of tham would be great.

- 1. Avoid the "good boys" club and the "we are faculty" club, concentrate on the STUDENTS 2. Stop hiring family and really good friends Yes, we know it happens and many times they are not qualified, do not have the education, and end up being part of the "good boys" (and girls sometimes) club. It would be good to check into that now, let them go instead of some of the really great people with no ties.

- CaTS is providing great service

- I mostly utilize this as Wings as my primary email. At times, Microsoft will log me off of my email account. I simply exit and try clicking the Office 365/Email button. That resolves the issue. It would be nice if Microsoft did not log me off the email, but that maybe out of CaTS control.

- Not improve but it would be nice to have a "how to" set up a safe home computer: configuring routine scans, what virus protection is available, when to defrag or run routine maintenance. Easy troubleshooting. How to set up a backup.

- I only worry that CATs receive the support it needs to continue the services it provides. It is the people who comprise CATs that make it exceptional. They are kind, thoughtful and prepared.

- Banner training overall to support all upgrades and levels of users, not just beginning level.

- Better spam filters on email. We get a lot of spam.

- None

- hire more people

- n/a

- I have had issue with a couple of help desk staff members' seemingly indifferent attitudes recently.

- Not under your control, but our students, both online and face-to-face, deserve more accessible hours from CaTS. I have students that have technical issues when taking online tests and if it is after 7:00 PM on the weekend, they are out of luck. CaTS support hours clearly need to be increased!

- CaTS could improve on training of students to be more knowledgeable of different computer problems/issues so they do not have to ask for someone who has learned this in the past, thus making the process of resolving the issue more streamlined.

- At times, you are understaffed.

- I would like to see Mathematica installed on laptops to go. I use them a lot when on campus, but not having Mathematica on them has forced me to bring my own laptop to school, which is a hassle.

- I am generally pleased with the WINGS app. I use it on my tablet and phone frequently. It does not always behave well with Pilot (I've not been able to successfully download a document, so reading online content is a pain), but I get the sense they are working to continually improve the experience.

- I feel that CaTS needs to update how students can install a wireless printer in their dorm room/ apartment. I haven't been able to do it and would like to utilize the wireless portion of my printer but am unable to.

- Sometimes CaTS is kind of slow in getting to classes when we need help

- Direct brain downloads of all the changes happening.

- Na

- None

Please provide any additional comments (maximum of 500 characters)

- N/P

- Dear Sir/Madam, I am an incoming student and was disappointed of my Office365 email address was created for me. Only to be told there is not option to recreate same. I would have preferred to have been given the opportunity to create my own email.

- You do q good job.

- I am a retired Professor at WSU/ I think this is an excellent service. I believe it would be helpful to rid the University of all the Vice-Presidents and extend your hours a bit. Bureaucracy in any organiztion should be looked at carefully. Student and faculty lsjhould gt first preference in my opinion.

- N/A

- NA

- CATs is doing a wonderful job, I hope they can continue to provide great services.

- No other comments.

- You guys were great! Thank you! Very helpful during my time at WSU

- Overall, the technical support I receive from CaTS is outstanding. The technicians are very courteous and smart.

- I haven't had much interaction with CATS.

- We are very lucky to have CATS

- I like every update we have had so far. Thank you for taking good care of your users.

- Lowell Bevelhymer was, as always, so very helpful in setting up and supporting the network configuration for my EES 7480 and EES 7490 computer-based classes. Thank you!

- na

- CaTS is great! I appreciate the knowledge and patience the people at CaTS demonstrate.

- They have always been a big help to me!

- N/A

- Great staff, very helpful!

- I take a class each semester, so part of my time at wright state now is as a student again. I am not on the campus website often, but every time I go , I have trouble remembering which web site has which services!

- CaTS always does a good job with any concern and they do not make people who know far less than they do feel dumb. I appreciate their work (and have for more than 5 years).

- Am glad of the quick response that the CATS crew give.

- Please get nicer people

- N/A

- Overall very good ! Thanks

- NA

- Many thanks, especially to Jeremy Hamman.

- All-in-One computers in GIS lab, 295 Millett Hall are inadequate to run 3D and GIS software used in my classes. They are very slow and crash frequently.

- N/A

- Excellent service!

- n/a

- Is there a link to FAQs for using my WSU email? I am not getting full "value" out of it because I know I don't understand all the ins and outs. An online "manual" or link (and maybe there is one but I haven't located it) would be extremely helpful!   For example: How do I (fill in the blank) using my email?

- Keep up the great work

- I go to stem so this may be not what you want also If you do read this send me a email @ barter.4@wright.edu

- Overall! Great service, Great job!

- Your department is essential to our success

- none

- None

- CATs SERVICES ARE GREAT!

- Offer more services through Scanning services like document processing for students, Faculty, staff. A rough document is dropped off, and Scanning services can type/process the document to save time for a student, Faculty member, or staff member. Just provide more services through Scanning.

- I wish CaTS provided Google's office products such as Google Drive, rather than OneDrive.

- Please have reserved classrooms unlocked for the time that is reserved

- I don't even know what CaTS is!!!

- no other comments.

- Always get great customer service from CATS!

- Great dedication to service. Keep it up

- I teach at two universities. The other already uses Duo Mobile. If I have to use Duo Mobile at both schools, that may be a problem for me. I already have a problem trying to use email at both schools, since both use Outlook and conflict with each other. I appreciate the extra security, but I would also like to avoid further technological hassles.

- Even though my job is primarily off campus, I feel supported in my role as a FT faculty member. My technology needs are fulfilled by CaTS.

- Thank you!

- The services of the check in service for computers is hit or miss 50/50 they can fix the problem. Also, they charge $30 to reinstall software, seems high to me

- N/A

- None.

- N/a

- CaTS in general provides excellent customer service

- Seriously don't email me things I can't comment on. Feel free to contact me about relevant things.

- N/A

- I'm a Wright State employee in an off-campus department of BSOM, and CATS has typically been very helpful to me in dealing with the unique issues we face in an off-campus environment.

- When I was Chair of the Dept of Community Health, CaTS support out at Research Park was 'spotty'. Seemed to improve over time.

-

- I think in the past few years, CaTS has made great strides in their communication out to the rest of the university. They involve stakeholders (e.g., faculty, other support units) in their decision making and they explain the reasons for their decisions in clear detail...this is a far departure of how CaTS operated in the past. Keep up the great work!

- CATs has amazing service and the staff is willing to put the time and effort needed to resolve my problems. Great job guys!!!

- Thank you for hiring knowledgeable, polite individuals!!

- None

- N/A

- Looking at my past answers, I was probably very rude. I'm sorry for that, but I honestly don't know how to answer the questions. I hardly know anything about technology, and I don't quite know what CaTS is. But I appreciate the fact that you made a survey to see how you could make your users happier. You do give pretty descriptive questions, but I don't know what else there is, what else you could add. I'm very happy to have gotten this survey, we all really appreciate it. Have a splendid day!

- Thanks for all you do.

- I'm so happy that we have CaTS here to help with so much. The knowledge and training each staff member has must be incredibly extensive!!!!

- N/a

- Just want to say a special thank you to Reid Allen, Jeff Bowman & Lowell Bevelhymer. All of these employees have gone above and beyond to help me.

- I have received excellent service when needed.

- Overall I have no complaints or other issues with CATS. I appreciate the assistance I have asked for when problems have arisen related to my office computer, software on it, and potential hacking problems. I also needed to have a special software added to some classroom computers and this was done rapidly and with assistance in making sure it was operating properly.

- I truly appreciate your courtesy and responsiveness to retirees such as myself.

- see improvement section.

- None.

- Have a great day! Keep on smiling.

- None

- Thanks for all you do! We have all been working together to address changing needs in this environment of limited resources.

- Excellent phone service to retired faculty.

- I have been satisfied with the performance of CaTS over the years and the improved up-to-date technology implemented with changing times. Thank you!

- I like trains

- Thanks so much for all you do.

- Good job

- Get rid of insanely out of date IT practices are used for password changing. When your password expires, WSU does what? they make you come in person or verify ID over the phone...rather than do this, why doesn't WSU follow what most enterprise IT systems do and just force you to change the password when it's due? Follow the FTC which says changing constantly is counter productive: https://www.ftc.gov/news-events/blogs/techftc/2016/03/time-rethink-mandatory-password-changes

- you are wonderful for me

- CaTS is of tremendous value to WSU, but seems to be finding itself low on resources like many other units of WSU. Hopefully, CaTS can obtain the resources it needs to fully engage and meet the needs of WSU. A stronger focus on User Experience, self service and efficiency could really benefit WSU and CaTS.

- Cats does a good job for the Army ROTC office. We are grateful for them because a lot of us here have no idea how to do a lot of tasks that CATS takes care of for us.

- n/a

- The list of colleges and areas in the beginning of this survey didn't actually list the colleges.

- N/A

- Would non immediately know who to contact if wanted to discuss getting custom work done for SOPP. As such, a directory outlining contacts.

- Great job, even with your shortened staff, keep it up!

- Great job working with limited number of staff

- If you want to change the ways things are, change what you are doing and fix what was done.

- I have taught at several universities both in the US and outside the US and CaTS support us top notch.

- I am super satisfied with all the help I have received from CaTS over the years. They are quick to respond to emails, answer phone calls, and they provide insightful information to resolve problems or answer questions. I appreciate being able to continue utilizing my email account as I am an alumni.

- I believe CATs is one of WSU's stellar organizations on campus that is genuinely serving both students and faculty. Thank you for not only what you do but for how you do it. Dr. Melissa Spirek

- Couldn't operate without you!

- We get too many emails. I really don't care about the board of trustees meetings, so I don't need 25 emails a month about it for example.

- List of areas/colleges didn't list the college names and didn't give you a chance to write in a response when asked to "specify"

- None

- I'd love to have the WINGS survey back--my students found it very useful for measuring the temperature on campus/social concerns

- I know it is out of your hands to a certain extent, but please do not take away our dedicated support personnel in the library. We need our staff to continue to provide timely service to patrons and staff alike.

- n/a

- Do not go to duo. I have to use it for another university account and it is Very painful!

- N/A

- Don't have any :)

- Praise the Help Desk staff who truly take the effort to troubleshoot problems. (I wish I had written down names of those who have helped me in the past.) For the others, train them to replace "Um, I don't know" with "I don't know, but let's find out."

- Two-factor authentication sounds great! However there should be another option for people who do not use mobile devices or do not wish to install yet another app. There are other ways to implement two-factor authentication, and those should be available so everyone can have access to the improved security.

- x

- You all do a great job. Keep it up.

- Can you please deactivate my WSU email and also make it stop forwarding to my home email. I am still getting active student emails but yet cannot unsubscribe to anything because I don't have access to my WSU email. Please can you help with this!

- This is not critical of CaTS because you have no control. The level of service has been drastically reduced due to budget constraints. Not having the help desk at night is a major problem for faculty. I realize there is a number to call but response is too slow for us to do our job adequately for the students. The computers in the classroom are experiencing major problems because of age and are long over due for replacement. I would like to know how many administrators received new ones.

- NA

- I understand there are available updates to D2L; however, WSU has not gained access nor updated to Brightspace......why? There appears to be many features available that we have no access to....why?