CaTS Annual Service Survey

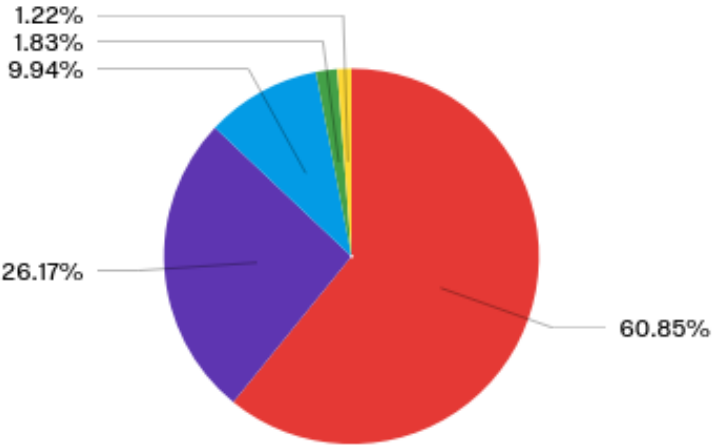# CaTS 2019 Annual Service Survey

Q17 - Please select your primary role:
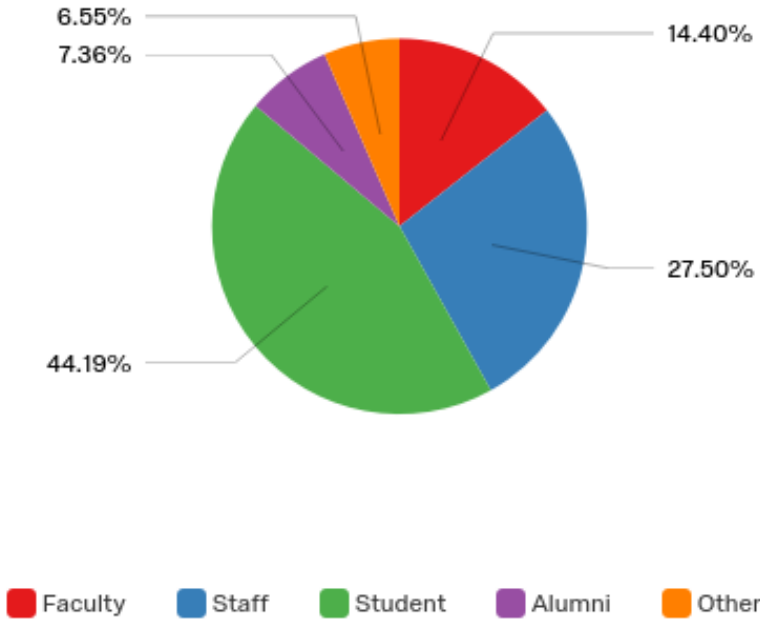
#	Answer	%	Count
1	Faculty	14.40%	88
2	Staff	27.50%	168
3	Student	44.19%	270
4	Alumni	7.36%	45
5	Other	6.55%	40
	Total	100%	611

Q1 - Overall, please rate your level of satisfaction with the quality of service you receive from CaTS.

1.22%
1.83%
9.94%

26.17%

60.85%

■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

#	Answer	%	Count
1	Very Satisfied	60.85%	300
2	Satisfied	26.17%	129
3	Neutral	9.94%	49
4	Dissatisfied	1.83%	9
5	Very Dissatisfied	1.22%	6
	Total	100%	493

Q34 - Please specify why you are dissatisfied with the quality of services:

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

CaTS is not proactive in dealing with issues related to administrative computing. CaTS does not have the infrastructure in place to obtain input and priorities from the functional areas with respect to their administrative computing needs.

Never could help my problem just made up answer that was wrong

Slow internet

Why am I still getting these emails?

When a room is booked in advanced for the same time, same room every week, we should not have to call the police to unlock it. Please keep up with this.

Called for printer repair over three months ago and still is not resolved.

I lost the ability to go directly to email by mail.wright.edu, and must now go all the way into WSU to get to mail. And your hours must be the same as the one's I have because every time I call for help, you are closed.

Very long wait times and getting transferred from person to person before receiving assistance

My course and its content were completely erased from Pilot this semester. There were back up files and no one at CTL or CaTS could tell me what happened. I had to build a new course from scratch. Also, I missed an appointment to get help with installation of Adobe software. I contacted CaTS for re-scheduling, but instead of facilitating this, they closed the request.

I graduated in 2013. Unaware of any support from WSU after graduation. Suddenly received an email that I could have an alumni account. Tried to log on as an alum. Not able to. CATS was unresponsive. I don't know my student ID or any of the info required. I am at a dead end.

Things that should not be broken are (listserv, library pages, software licenses expiring the day classes start, distance learning, etc. etc.). These are always fixed, but they should not be broken to begin with.

The techs when you call the help line are very helpful, but some of the techs that work around main campus and in housing can be short and rude. Also leave messes behind/ don't clean up after themselves.

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The techs when you call the help line are very helpful, but some of the techs that work around main campus and in housing can be short and rude. Also leave messes behind/ don't clean up after themselves.

Q2 - Overall, please rate your level of satisfaction with the timeliness of service you receive from CaTS.
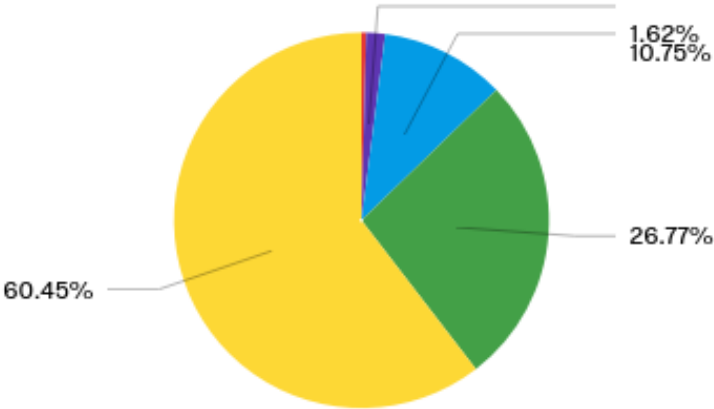
1.62%
10.75%

26.77%

60.45%

| Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied |

#	Answer	%	Count
5	Very Satisfied	60.45%	298
4	Satisfied	26.77%	132
3	Neutral	10.75%	53
2	Dissatisfied	1.62%	8
1	Very Dissatisfied	0.41%	2
	Total	100%	493

Q35 - Please specify why you are dissatisfied with the timeliness of services:

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

I can't tell that I am receiving any services from CaTS.

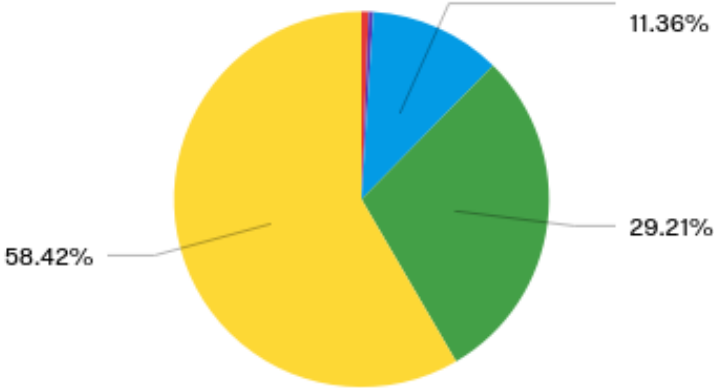It takes a long time to get service in person

See above comment

Same. Slower to get to email and you are never open.

Very long wait times

Q15 - How satisfied are you with the timeliness and quality of communications coming from CaTS for scheduled and unexpected service disruptions?

11.36%

29.21%

58.42%

■ Very Dissatisfied ■ Dissatisfied ■ Neutral ■ Satisfied ■ Very Satisfied

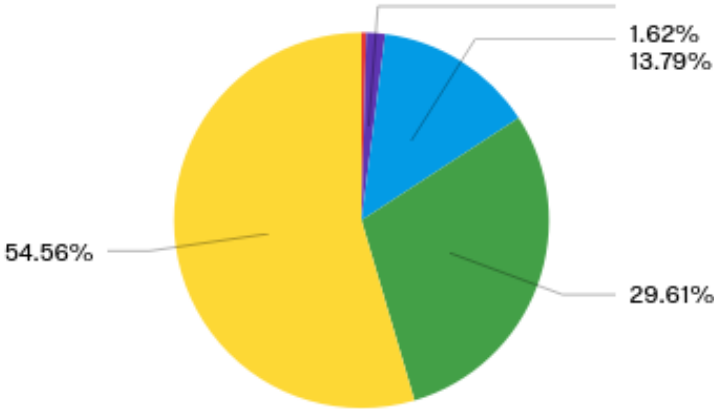| #	Answer	%	Count
5	Very Satisfied	58.42%	288
4	Satisfied	29.21%	144
3	Neutral	11.36%	56
2	Dissatisfied	0.41%	2
1	Very Dissatisfied	0.61%	3
	Total	100%	493

Q36 - Please specify why you are dissatisfied with the timeliness and quality of communications coming from CaTS:

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

Slow responses on the most important items, fast responses on the least important items.

Q16 - Overall, please rate your level of satisfaction with the variety of services currently offered by CaTS.

1.62%
13.79%

54.56%

29.61%

🔴 Very Dissatisfied 🟣 Dissatisfied 🔵 Neutral 🟢 Satisfied 🟡 Very Satisfied

#	Answer	%	Count
5	Very Satisfied	54.56%	269
4	Satisfied	29.61%	146
3	Neutral	13.79%	68
2	Dissatisfied	1.62%	8
1	Very Dissatisfied	0.41%	2
	Total	100%	493

Q37 - Please specify why you are dissatisfied with the variety of services offered by CaTS:

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

Not very Mac friendly

You are doing great considering the cuts you have had to make. I am dissatisfied because of these cut

I have already listed in above boxes

Living on campus, we pay $200 a semester for "Communications" which encompasses Phone, Cable, and Internet. Many other students I know dont even use the landline, some use the Cable, but most use Internet, including myself. With dorms I could see and understand the internet speed of 10mbps through Ethernet, but for on-campus apartments where students will stay for long periods of time, this speed is mediocre as opposed to just getting an Internet plan from, lets say Spectrum, whom I have seen service the lines outside when issues come up. Would be amazing to see better options (even if it costs me more a semester) for internet.

Q38 - What is your primary piece of technology used while on campus?
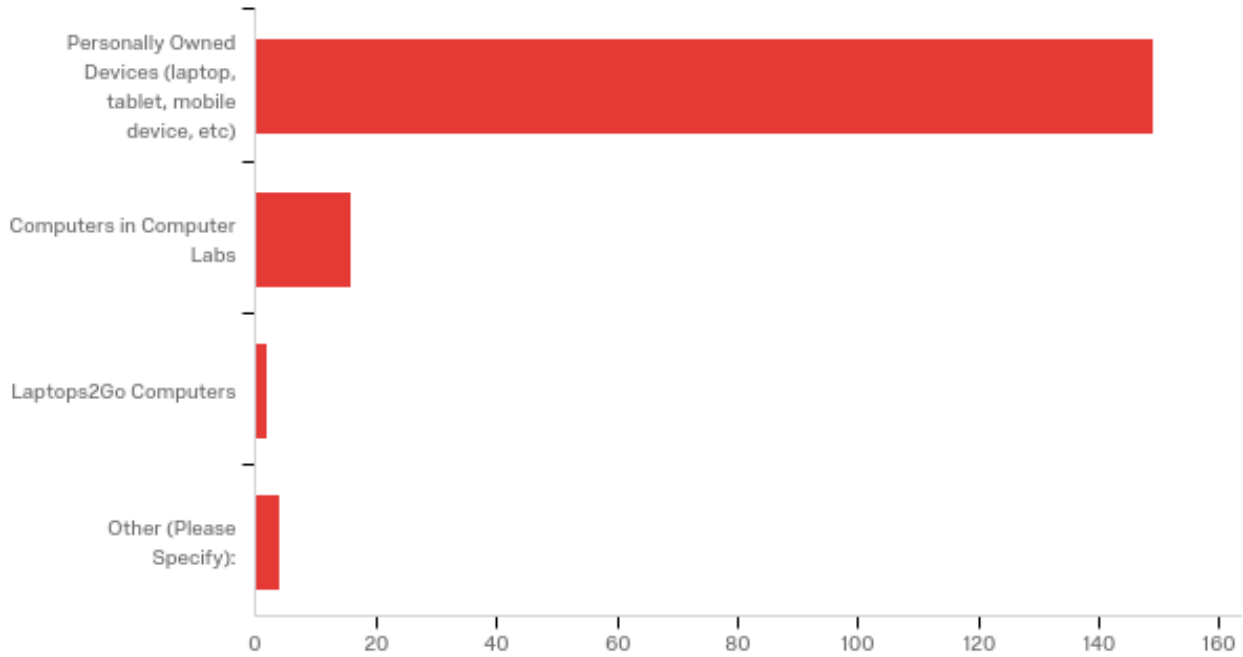
#	Answer	%	Count
1	Personally Owned Devices (laptop, tablet, mobile device, etc)	87.13%	149
2	Computers in Computer Labs	9.36%	16
3	Laptops2Go Computers	1.17%	2
4	Other (Please Specify):	2.34%	4
	Total	100%	171

Other (Please Specify):

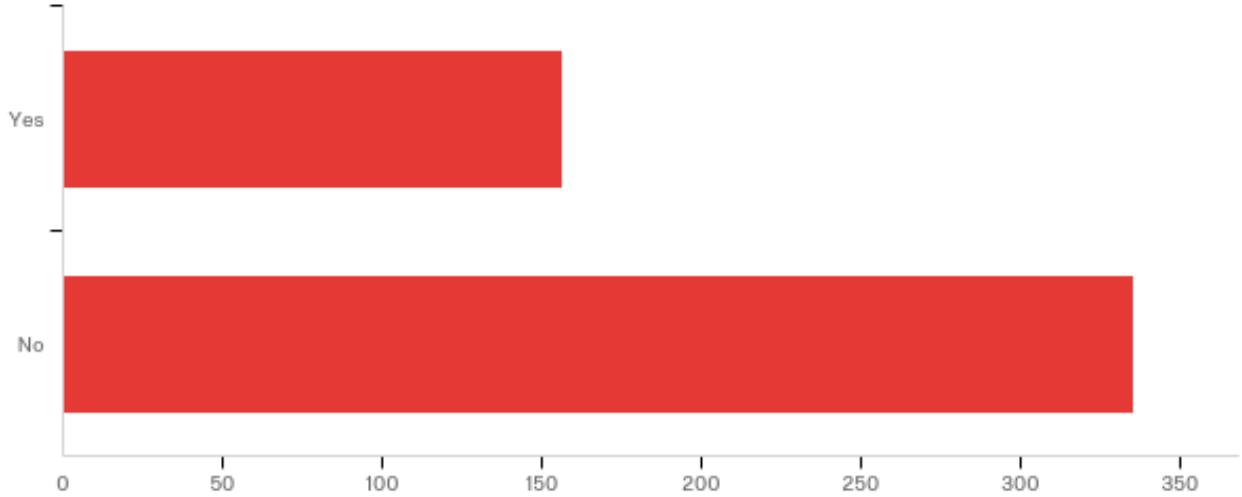Other (Please Specify): - Text

school laptops

Personal laptop, Computers in computer labs, and sometimes Laptops2Go Computers

Have never used technology on campus.

school issued computer

Q39 - Have you utilized the ServiceNow self-service portal to report incidents or submit requests to the CaTS Help Desk? View the self-service portal at servicenow.wright.edu.

#	Answer	%	Count
1	Yes	31.77%	156
2	No	68.23%	335
	Total	100%	491

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

staff very professional and friendly. Knowledgeable

The CaTS team is very customer service focused. They do a fabulous job at deploying lockdown browsers and exam specific shortcuts to the needed labs for exam proctoring.   Additionally, they are also thorough with troubleshooting laptop issues.

Scheduling classes, remindings, warnings, I am very proud of you and what you do

CaTS does a great job daily keeping all of our services up to the minute. They are always quick to respond and resolve issues when I've had them.

I had a new computer installed. Pat did a great job getting it done in a timely manner.

I have not used the ServiceNow portal to submit requests, however, I have received follow up communications from ServiceNow and those are helpful. I feel that CaTS performs well with responding to helpdesk calls and getting issues resolved in a timely manner.

CaTS does a very good job of handling issues and responding in an expedient and thorough manner. If I ever have an issue, regardless of who picks up the phone, I have always felt that I was heard, that my problem was addressed, that the individual who worked with me took the time to diagnose the issue and explain why it was happening. Customer service is a priority with CaTS and that is exemplified in their actions/response to inquiries.

Timely responses, breadth of knowledge, competent staff.

CaTS has constructed a Help Desk of first line support professionals (including students) that is a shining star. This is evident in the rapid resolutions and frequency of first line resolutions that we have seen across the campus. Also having a leader in that area who is excellent at maintaining healthy relationships with the department and the campus is a huge plus. This was clearly evidenced when that group was recognized as an award recipient.

Help Desk is great

Everything. All calls are answered promptly and I have had all issues resolved quickly.

Laptops to Go is great!

The Help Desk crew are usually very helpful. John Meyers is an outstanding employee, who should be recognized. He is the only person in CATS who knows the operating system of my workstations (Open VMS), and has helped me on so many occasions that I cannot count. He even vacuumed out the dust in my computer once!

After retiring from WSU I have contacted CATs for some assistance.   The quick response was as usual professional and curteous.   Thank you!

I'm a retiree of WSU and on more than one occasion I had called the cats help desk and have been helped tremendously. I wished I'd remembered the second young man name because he was very patient and supportive. The first young man did a great job in helping too. It's was my second call to the help desk that just amazed me with the patient and mannerism of this young man he was just awesome my only regret is not remembering his name so that I could place it in this comment. I love WSU help desk.

Expediting solutions to computer problems with positive outcomes.

CaTS performs well in terms of responsiveness, efficiency, and timely resolution of reported problems or issues.

Cats answers questions quickly and efficiently, plus provided 100% satisfactory service..

Responsiveness and willingness to help, regardless of the situation and how long it takes.

No matter what my issue they are willing to help and see that they fix it in a timely matter. Excellent service!!!

Anytime I have contacted CATS they have always been very helpful, courteous, timely and friendly. I appreciate all of you!

they do well

They did an outstanding job helping me get my PHstats working.

I love that CaTS gives students heads up on what the problem is and give estimate on when the problem will be fixed.

I've only been to CaTS once for a login error. They provided quick and thorough help. They did a great job.

one of the most well-functioning units on campus!

Always friendly and helps troubleshoot quickly and relentlessly.

CaTS is always professional, courteous, and fast to respond to any issues I have.

They were alright they just need to get there stuff together and need to be more professional

CATs is one of the great services in the Wright State University. I reached to them couple of time s , one is for reset my Wings password and another is there was some proproblem in my friends PC. CATs people fixed the problems perfectly.

Urgent classroom help

Online learning environments are really nicely done.

Have never had issues where I needed to deal with CaTS

Recently the CATs team came to our Department due to a virus on several of our computers. We were overwhelmed with the excellent level of professionalism and customer service. The team was prompt, friendly, and efficient! There is nothing that we would have changed about the service and follow up.

Generally when I have had to contact CATS, it has been due to tech issues in the classroom and usually right before I'm suppose to teach a class. The CATS staff have been amazing in responding quickly and coming out to help solve the tech issue. The response time is phenomenal.

Customer Service: Prompt, courteous and informative

Great and very quick customer service.

Staff are courteous and very helpful

Desktop services - troubleshooting/virus/malware issues - they've always been very knowledgeable, courteous, and understanding.

Granting door access through the Prowatch system within a hour or even minutes after a request has been submitted in the self-service portal, thank you Scott and Jeff!

Help Desk employees are always very helpful and try their hardest to resolve the issue.

They know what's going on with technology and I have no clue so it's very helpful.

Quick responses are common.

The help desk is fantastic. They are able to take care of my issues 100% of the time.

Idk, I feel like my wifi works everywhere on campus.

Student was friendly and helpful, and explained how to solve the problems. He tested the results and encouraged me to come back if there were more problems in the future. It was a good experience overall.

CaTS has provided meaningful and effective service in response to every request I have sent. I am grateful. Yo have helped me when I've been stressed or simply inquired about potential issues. Thank you for the services you offer and for the courtesy you provide with it.

Good customer service and timeliness.

This is a well-run organization so far as the objective is core/basic services. For well-defined services, things go smoothly.

Customer Service is the Best!. They have always been helpful, efficient and my issues are always resolved in a timely manner.

On-line support is good

Fast response.

The help desk has gone out of their way to be helpful. Classroom response is rapid. The customer service overall has been excellent.

The help desk staff are always patient and polite when i call with issues. They help me resolve them quickly.

always keeps you up to date with what's happening

The help desk is very responsive.

Help desk + response to classroom issues.

CaTS is great at ensuring the technology in the classrooms is ready for use, and if there is an issue, they are very quick to respond. They have helpful personalities and utilize their skills to give students a range of options to fix any issue.

I have been very pleased with the overall service from CaTS.

They helped me load Office on my laptop for home use. I have also used their HomeBase services to restore my hard drive on my home desktop computer.

Blah

The team is always ready to help and is always prepared for my questions. They are knowledgeable.

I like the program that allows CaTS to remote access your computer to help you fix something rather than talking you through something.

Always do a great job!

The folks that come and work on our computers in our offices are great! They typically go above and beyond what I would expect and really talk you through what they did. Also thankful there is someone asking about our computers age and trying to get them replaced. This would be my only complaint, that our computers are slow, but that is a money issue at Wright State and not a Cats issue.

help desk is always quick and helpful. Problem is always resolved. Love the ability of CaTS to access my computer remotely so they can see what is actually going on and not have to rely on my verbal interpretation.

Prompt response and remote support

All good

General assistance

Computer has crashing problems, I just hope it holds up till new ones!

I always have swift response, feedback and follow up.

Service requests and helpline.

CaTS staff has frequently gone above and beyond to assist when needed. This is even in light of losing many staff. We know you are doing the best you can with what you have but you still impress!

Customer service-Always to reconcile issues as to not disrupt student activities. Helpful in the development of new student learning technology projects!

I don't work at Wright State (I work at the Dayton VA) so I have no idea what specifically CaTS does because I have only interacted with them once, and that was 2 years ago.

very quick at responding and always polite and helpful.

I feel that all services are well taken care of and generally timely.

I have never used CaTS services.

Why are we on email lists until the end of time? I graduated over a year ago. Good use of resources when the offices don't even have telephones anymore.

Larry Minnich has been extremely helpful in resolving classroom and lab issues, as well as software installs.

I have contacted CATS for various issues, long distance access problems, lab computer problems, security matters, difficulty with computer programs, and others, and I have always found a solution if not by the answering person, by the specialized ones.

Help Desk response for Faculty, Staff, and students has improved. As people use Service Now more and more, resolutions have become more efficient.

The CaTS Help Desk has been fantastic in solving basic issues and routing advanced issues to the people who can fix them, and all in a timely manner. Reid and his team should be proud of the work they do.

We recently (within the last week) had a virus hit several of our computers. The CaTS team swooped in and had everything taken care of with minimal disruption. We proctor a high volume of exams so computer access is imperative. Thank you for such a quick response. Everyone that came to the rescue was extremely nice, professional and helpful.

The few times I have needed something, the response was quick and helpful.

I love the kids (and grownups?) that run CATS!

They eventually resolved issues i had at knoesis

Remote help is awesome! And the staff works very hard to help me.

Nathan Seim who has now been rolled over to CATS is knowledgeable, professional and responds in a timely manner.

We rely heavily on CaTS staff and I am thankful for the support and responsiveness.

Service Now is very efficient.

Couldn't remember

help desk, screen sharing to detect and fix problems, imaging computers, recommending hardware, service now, detecting and removing spam email so I don't have to see it; keeping network and wifi running with very few interruptions

Following through with HelpDesk calls/tickets; responding to campus-wide system issues; providing instruction via the website (this is MUCH improved from previous years)

They try to resolve the issue at the earliest time possible.

CaTS techs have good practical knowledge of how to solve problems, they give excellent and timely service, and they are helpful patient with the users.

Software downloads and updates, information security issues, desktop computer problems, bulk hard drive destruction. I work directly with CaTS on a variety of surplus equipment issues relating to the Excess Surplus Property Management function at WSU and I enjoy a respectful relationship with many of the CaTS staff members. They are always patient and helpful regardless of nature of the issue.

Timely responses to IT problems, schedules maintenance in off-peak times

Those who come work on our computers are knowledgeable and quick at resolving our problem.

Any services requested through the help desk are addressed quickly and professionally. The staff are all very personable and easy to work with.

Responses to requests for technical assistance. I've always been completely satisfied.

Help desk Scantron

They answer questions to their best ability and try to solve technical issues of faculty and students.

CaTS is great. I love CaTS.

CATS keeps in contact with faculty through Newsletters and emails, and the technicians are always very helpful.

As a retired staff member I am thankful for the email privilege. I have only needed assistance a few times but I was always treated with respect and always received proper answers/guidance/assistance each and every time. Your staff knows it's stuff and I appreciate that!!

Responsive to service requests and trouble reports. Most techs do a nice job of not just resolving problems, but helping user learn how to avoid the problem in the future, or first steps to take if it recurs.

Thanks for continuing service for retirees. Great way to keep contact with colleagues.

very responsive and knowledgable

Desktop re-imaged one of the PC's in our area and found other issues. Desktop staff keep working on the issues until resolved and followed up to make sure that everything was still working.

CATS helped completing job application and 32 section security questionnaire I neede to complete for upcoming and post-hire job opportunity.   Also, occasional computer problems, either in {"Disability Computer Room" or at home have oftern helped.

Usually ahead of the game with security standards and protections.

The network and security teams are fantastic.

You are always able to answer any of my questions via phone or email in a timely manner.

The specialists who set up the laptop projector in my classes are very good, quick, courteous.

Always solved the problem in a timely manner.

CATS does an excellent job at classroom support!

I took some computer help classes over the summer. The instructor was very helpful.

Responsiveness of staff to problems, connectivity issues, etc.

I don't really use CaTS.

Follow up to emails

great customer service.

timeliness and quality of communications coming from CaTS for scheduled and unexpected service disruptions

Fast service.

kind, patient, helpful, profesional... nice job!

When I walk in with questions about my iPhone or iPad you are very responsive and timely. Unfortunately, at times the techs aren't as familiar with Apple devices as they are with PC, but if the manager is around (and he usually is) he always seems to figure it out.

Response time

I am a new enrollee - for the Fall term and have not yet interacted with the various systems yet. But I have been in the email, Wings, and Pilot and all seem to work well.

I've always gotten very fast, helpful support whenever there's a technology issue in a classroom I teach in. Thank you!

the helpdesk responds quickly and completely to the calls I've made.

CaTS does a good job of indicating spam and contacting the college, reminding everyone about how to stay safe online and to never accept spam.

I don't really know any, I just use the emailing system.

Great group of folks...highly organized and knowledgeable.

The HelpDesk has turned into an excellent resource - if faced with a challenging question, they usually know the correct direction to point me.

If you guys are doing your job, nobody even thinks about you. And for me, the systems just work. I don't even think about you!

I have had issues with work accounts and passwords needing to be reset. CaTS has been very quick and helpful with resetting passwords and accounts so I am able to keep working

Are you actually handling the service now emails or are we paying for that service and having some other company in our business?

So supportive and kind. Cannot appreciate you all more for all that you do daily to make our lives easier!

Thank you

Resetting passwords and connecting students with answers.

Great timely response to computer issues and classroom technology issues.

Quick classroom response time.

I am quite pleased that Asadi and Frank are still involved in serving the library. They know our needs better than anyone.

Responding and helping quickly when forgetting your pin and needing a new one

Very responsive to day to day problems with office computers and special needs involving solutions outside the normal day to day operations.

I can call the CaTS helpdesk at any point and time and almost always receive the assistance I need. One can find most information of how to get help on the website. CaTS helpdesk rocks! They are great. A+ service

Good at being helpful in terms of figuring out the situation and assessing it

Timely response to a tv monitor issue in a classroom in the CONH on 3/26/19

I think I have, I don't remember the details.

came quickly and fixed my computer; very gracious.

The staff at CaTS has always been very responsive and helpful. Since we are off-site it makes it difficult to get quick service from most campus departments, but CaTS always responds asap. Everyone I've had contact with in CaTS has always been patient and pleasant.

The CaTS staff replaced the hard drive on my laptop after helping me troubleshoot. They were very friendly and knowledgeable, and they had my computer fixed quickly.

I call with a problem or question, and they take care of it. No delays, no issues. They are knowledgeable, and so helpful.

Responses to incidents are quick! CaTS provides timely communication on various issues. Our CaTS staff are engaged & knowledgeable re our business processes.

Your office is always prompt, courteous, and knowledgeable. That, paired with the pleasant personalities of the folks employed with CATS, always makes my interactions with you all GREAT!

Amazing timing for fixing issues and good communication about problems at hand.

Cats could be faster at processing things

Help desk function has an outstanding service orientation.

They answer the phone promptly, provide excellent customer service, and always double check that things are done well and completely. I appreciate you!!!

CaTS is always responsive when a professor has an issue and comes to the room within minutes, maximizing class time. There's also no issues that I've had with personal devices thanks to their work in setting the network up nicely.

I have had an issue with Pharos and printing in color. CaTS was on the problem right away and had several people looking into it. CaTS came out to run test and found a work around. They are all great to work with and always help!

Always available when I have a problem. They have always solved my problem.

staff is courteous and professional.

Whenever I have had an issues, and they have been few this past year, I have gotten excellent customer service. I appreciate the patience of your staff while explaining the steps I need to take to solve an issue.

Great customer interaction.   Rare for IT services today.

Everything....continuing to nudge us towards more efficient methods of communication and data management.

CaTS is extremely responsive to faculty needs in the classrooms, especially in "emergency" or off-the-cuff situations. I have been very impressed by their system -- from the phones in the classrooms with excellent signage, to their friendliness, responsiveness and competence. As a faculty member, I feel well supported by the CaTS team.

Diagnosing and fixing problems. Also, the various trainings are very helpful.

Help Desk is usually available and helps resolve problems in a timely manner.

Pilot support for faculty and students

Password reset support, even after hours, has been excellent!

Well trained techs on the Help Desk who are great at diagnosing issues and professional in their service level. They never act like any question or concern is stupid and they offer suggestions on software work arounds when needs are not being met with other programs.

very prompt attention and quick resolution of problems

They do everything well and are very friendly and professional - I like that!

The requests I make are acted on in a timely manner.

Nothing

Basically you are wonderful!! Every time I call I am kindly greeted and my problem is resolved in a timely manner. Thank you!!!!

all services provided are of high quality

Nathan - timely, responsive, accurate

I have always been very pleased with the prompt service and professionalism from all staff in CATs. I feel they do way beyond their means based on the lack of support from the university.

Overall, I have called a number of times for various issues from trivial to significant. At no time were my concerns ignored but everyone has been a genuine support to help me accomplish what I need to do.   Technicians are upbeat and positive and often find a solution in a short amount of time.

CaTS gets high marks for responsiveness and clear explanations of problems/solutions in my book!

The help desk team is very knowledgeable and typically resolves any issues I may have very quickly. They are great with walking me through things that I don't understand.

They fixed my computer quickly

I really like the move to ServiceNow tracking, single sign-on, DUO

Quick responses and fixes. Through in explaining if I have questions. Very professional staff!

Great when I called and had questions that helped me to the fullest intent

Telecommunications (telephone) members are always quick to respond to our specific and sensitive needs.

They helped me even on the weekend to solve a vital issue; it just was one example of how they go above and beyond! Thank you!

Considering the reductions CaTS has faced this past year, all activities and services provided have been excellent.

Customer service, and being able to walk anyone through any technical issue.

They patiently answer my questions. I'm also an elementary teacher by day and can't always contact them during the day - they'll answer emails and try to coordinate when we can make a call together. They also come to the TED adjunct summer meeting and train us, which is awesome since that's the only time I'm on campus (I teach online).

Always pleasant and helpful answering questions on HELP line. If they are unsure, the check with others and call me back. We are off-site and present challenges, but are always received well.

Customer service

Quick, efficient service.

Classroom support is always speedy in getting to the classroom and fixing problems.

I oversee our office. We have partnered with CATS several times to upgrade our computers and everyone has always been accommodating and flexible with our schedules. Whenever we have issues they are quick to respond and help out. We appreciate all that you do for the university!

Thanks for allow me to access Python.

Computer issues, equipment check-out such as projectors etc. All addressed in an extremely timely, efficient and helpful manner. Help on the weekends is also a great plus. CaTs goes above and beyond and is one of the best, if not THE best service on this campus!

The notices on when it's plaining on being down

good

Chris Roberts, Chris Flannigan, Bryan Beverly are amazing!!!!!

Whenever I have computer issues or get another weird spam email, they always respond quickly and I get exceptional service.

In general I appreciate the positive attitude displayed by/projected by the CaTS employees. Makes crazy, wild, and disruptive situations far more tolerable. Thanks!

When ever I put in a problem I know I will see someone soon. On a personal level. I ran into a problem with a scam and the person got into my computer. I called cats and the guy calmed me down, removed the guy and checked my computer. I was so very thankful. Everyone that works there is always number 1 in customer service

Computer repair, software upgrades and acquisition. The RSCOB Rep , Nathan is just phenomenal. CATS in general also have excellent response time to issues.

Quick and helpful response. Professional and courteous.

Providing help in the classroom.

CATS has been extremely helpful whenever I've had questions....and most recently the CATS staff was very professional and helpful when I had issues with my new Windows 10 office computer. They solved all issues quickly and efficiently.

I believe that the help desk is top notch. The operators are always friendly and willing to help (even when the problem is PEBCAK)

Quick and customer friendly service

Communication during any open issues. CaTS is always very forthcoming with status updates and support.

very responsive and knowledgable

very quick at responding and always polite and helpful.

very prompt attention and quick resolution of problems

timeliness and quality of communications coming from CaTS for scheduled and unexpected service disruptions

they do well

the helpdesk responds quickly and completely to the calls I've made.

staff very professional and friendly. Knowledgeable

staff is courteous and professional.

one of the most well-functioning units on campus!

kind, patient, helpful, profesional... nice job!

help desk, screen sharing to detect and fix problems, imaging computers, recommending hardware, service now, detecting and removing spam email so I don't have to see it; keeping network and wifi running with very few interruptions

help desk is always quick and helpful. Problem is always resolved. Love the ability of CaTS to access my computer remotely so they can see what is actually going on and not have to rely on my verbal interpretation.

great customer service.

good

came quickly and fixed my computer; very gracious.

always keeps you up to date with what's happening

all services provided are of high quality

Your office is always prompt, courteous, and knowledgeable. That, paired with the pleasant personalities of the folks employed with CATS, always makes my interactions with you all GREAT!

You are always able to answer any of my questions via phone or email in a timely manner.

Why are we on email lists until the end of time? I graduated over a year ago. Good use of resources when the offices don't even have telephones anymore.

Whenever I have had an issues, and they have been few this past year, I have gotten excellent customer service. I appreciate the patience of your staff while explaining the steps I need to take to solve an issue.

Whenever I have computer issues or get another weird spam email, they always respond quickly and I get exceptional service.

When ever I put in a problem I know I will see someone soon. On a personal level. I ran into a problem with a scam and the person got into my computer. I called cats and the guy calmed me down, removed the guy and checked my computer. I was so very thankful. Everyone that works there is always number 1 in customer service

When I walk in with questions about my iPhone or iPad you are very responsive and timely. Unfortunately, at times the techs aren't as familiar with Apple devices as they are with PC, but if the manager is around (and he usually is) he always seems to figure it out.

Well trained techs on the Help Desk who are great at diagnosing issues and professional in their service level. They never act like any question or concern is stupid and they offer suggestions on software work arounds when needs are not being met with other programs.

We rely heavily on CaTS staff and I am thankful for the support and responsiveness.

We recently (within the last week) had a virus hit several of our computers. The CaTS team swooped in and had everything taken care of with minimal disruption. We proctor a high volume of exams so computer access is imperative. Thank you for such a quick response. Everyone that came to the rescue was extremely nice, professional and helpful.

Very responsive to day to day problems with office computers and special needs involving solutions outside the normal day to day operations.

Usually ahead of the game with security standards and protections.

Urgent classroom help

Timely responses, breadth of knowledge, competent staff.

Timely responses to IT problems, schedules maintenance in off-peak times

Timely response to a tv monitor issue in a classroom in the CONH on 3/26/19

Those who come work on our computers are knowledgeable and quick at resolving our problem.

This is a well-run organization so far as the objective is core/basic services. For well-defined services, things go smoothly.

They were alright they just need to get there stuff together and need to be more professional

They try to resolve the issue at the earliest time possible.

They patiently answer my questions. I'm also an elementary teacher by day and can't always contact them during the day - they'll answer emails and try to coordinate when we can make a call together. They also come to the TED adjunct summer meeting and train us, which is awesome since that's the only time I'm on campus (I teach online).

They know what's going on with technology and I have no clue so it's very helpful.

They helped me load Office on my laptop for home use. I have also used their HomeBase services to restore my hard drive on my home desktop computer.

They helped me even on the weekend to solve a vital issue; it just was one example of how they go above and beyond! Thank you!

They fixed my computer quickly

They eventually resolved issues i had at knoesis

They do everything well and are very friendly and professional - I like that!

They did an outstanding job helping me get my PHstats working.

They answer the phone promptly, provide excellent customer service, and always double check that things are done well and completely. I appreciate you!!!

They answer questions to their best ability and try to solve technical issues of faculty and students.

The team is always ready to help and is always prepared for my questions. They are knowledgeable.

The staff at CaTS has always been very responsive and helpful. Since we are off-site it makes it difficult to get quick service from most campus departments, but CaTS always responds asap. Everyone I've had contact with in CaTS has always been patient and pleasant.

The specialists who set up the laptop projector in my classes are very good, quick, courteous.

The requests I make are acted on in a timely manner.

The notices on when it's plaining on being down

The network and security teams are fantastic.

The help desk team is very knowledgeable and typically resolves any issues I may have very quickly. They are great with walking me through things that I don't understand.

The help desk staff are always patient and polite when i call with issues. They help me resolve them quickly.

The help desk is very responsive.

The help desk is fantastic. They are able to take care of my issues 100% of the time.

The help desk has gone out of their way to be helpful. Classroom response is rapid. The customer service overall has been excellent.

The folks that come and work on our computers in our offices are great! They typically go above and beyond what I would expect and really talk you through what they did. Also thankful there is someone asking about our computers age and trying to get them replaced. This would be my only complaint, that our computers are slow, but that is a money issue at Wright State and not a Cats issue.

The few times I have needed something, the response was quick and helpful.

The HelpDesk has turned into an excellent resource - if faced with a challenging question, they usually know the correct direction to point me.

The Help Desk crew are usually very helpful. John Meyers is an outstanding employee, who should be recognized. He is the only person in CATS who knows the operating system of my workstations (Open VMS), and has helped me on so many occasions that I cannot count. He even vacuumed out the dust in my computer once!

The CaTS team is very customer service focused. They do a fabulous job at deploying lockdown browsers and exam specific shortcuts to the needed labs for exam proctoring.   Additionally, they are also thorough with troubleshooting laptop issues.

The CaTS staff replaced the hard drive on my laptop after helping me troubleshoot. They were very friendly and knowledgeable, and they had my computer fixed quickly.

The CaTS Help Desk has been fantastic in solving basic issues and routing advanced issues to the people who can fix them, and all in a timely manner. Reid and his team should be proud of the work they do.

Thanks for continuing service for retirees. Great way to keep contact with colleagues.

Thanks for allow me to access Python.

Thank you

Telecommunications (telephone) members are always quick to respond to our specific and sensitive needs.

Student was friendly and helpful, and explained how to solve the problems. He tested the results and encouraged me to come back if there were more problems in the future. It was a good experience overall.

Staff are courteous and very helpful

Software downloads and updates, information security issues, desktop computer problems, bulk hard drive destruction. I work directly with CaTS on a variety of surplus equipment issues relating to the Excess Surplus Property Management function at WSU and I enjoy a respectful relationship with many of the CaTS staff members. They are always patient and helpful regardless of nature of the issue.

So supportive and kind. Cannot appreciate you all more for all that you do daily to make our lives easier!

Service requests and helpline.

Service Now is very efficient.

Scheduling classes, remindings, warnings, I am very proud of you and what you do

Responsiveness of staff to problems, connectivity issues, etc.

Responsiveness and willingness to help, regardless of the situation and how long it takes.

Responsive to service requests and trouble reports. Most techs do a nice job of not just resolving problems, but helping user learn how to avoid the problem in the future, or first steps to take if it recurs.

Responses to requests for technical assistance. I've always been completely satisfied.

Responses to incidents are quick! CaTS provides timely communication on various issues. Our CaTS staff are engaged & knowledgeable re our business processes.

Response time

Responding and helping quickly when forgetting your pin and needing a new one

Resetting passwords and connecting students with answers.

Remote help is awesome! And the staff works very hard to help me.

Recently the CATs team came to our Department due to a virus on several of our computers. We were overwhelmed with the excellent level of professionalism and customer service. The team was prompt, friendly, and efficient! There is nothing that we would have changed about the service and follow up.

Quick, efficient service.

Quick responses are common.

Quick responses and fixes. Through in explaining if I have questions. Very professional staff!

Quick classroom response time.

Quick and helpful response. Professional and courteous.

Quick and customer friendly service

Providing help in the classroom.

Prompt response and remote support

Pilot support for faculty and students

Password reset support, even after hours, has been excellent!

Overall, I have called a number of times for various issues from trivial to significant. At no time were my concerns ignored but everyone has been a genuine support to help me accomplish what I need to do. Technicians are upbeat and positive and often find a solution in a short amount of time.

Online learning environments are really nicely done.

On-line support is good

Nothing

No matter what my issue they are willing to help and see that they fix it in a timely matter. Excellent service!!!

Nathan Seim who has now been rolled over to CATS is knowledgeable, professional and responds in a timely manner.

Nathan - timely, responsive, accurate

Larry Minnich has been extremely helpful in resolving classroom and lab issues, as well as software installs.

Laptops to Go is great!

I'm a retiree of WSU and on more than one occasion I had called the cats help desk and have been helped tremendously. I wished I'd remembered the second young man name because he was very patient and supportive. The first young man did a great job in helping too. It's was my second call to the help desk that just amazed me with the patient and mannerism of this young man he was just awesome my only regret is not remembering his name so that I could place it in this comment. I love WSU help desk.

In general I appreciate the positive attitude displayed by/projected by the CaTS employees. Makes crazy, wild, and disruptive situations far more tolerable. Thanks!

If you guys are doing your job, nobody even thinks about you. And for me, the systems just work. I don't even think about you!

Idk, I feel like my wifi works everywhere on campus.

I've only been to CaTS once for a login error. They provided quick and thorough help. They did a great job.

I've always gotten very fast, helpful support whenever there's a technology issue in a classroom I teach in. Thank you!

I took some computer help classes over the summer. The instructor was very helpful.

I think I have, I don't remember the details.

I really like the move to ServiceNow tracking, single sign-on, DUO

I oversee our office. We have partnered with CATS several times to upgrade our computers and everyone has always been accommodating and flexible with our schedules. Whenever we have issues they are quick to respond and help out. We appreciate all that you do for the university!

I love the kids (and grownups?) that run CATS!

I love that CaTS gives students heads up on what the problem is and give estimate on when the problem will be

fixed.

I like the program that allows CaTS to remote access your computer to help you fix something rather than talking you through something.

I have not used the ServiceNow portal to submit requests, however, I have received follow up communications from ServiceNow and those are helpful. I feel that CaTS performs well with responding to helpdesk calls and getting issues resolved in a timely manner.

I have never used CaTS services.

I have had issues with work accounts and passwords needing to be reset. CaTS has been very quick and helpful with resetting passwords and accounts so I am able to keep working

I have had an issue with Pharos and printing in color. CaTS was on the problem right away and had several people looking into it. CaTS came out to run test and found a work around. They are all great to work with and always help!

I have contacted CATS for various issues, long distance access problems, lab computer problems, security matters, difficulty with computer programs, and others, and I have always found a solution if not by the answering person, by the specialized ones.

I have been very pleased with the overall service from CaTS.

I have always been very pleased with the prompt service and professionalism from all staff in CATs. I feel they do way beyond their means based on the lack of support from the university.

I had a new computer installed. Pat did a great job getting it done in a timely manner.

I feel that all services are well taken care of and generally timely.

I don't work at Wright State (I work at the Dayton VA) so I have no idea what specifically CaTS does because I have only interacted with them once, and that was 2 years ago.

I don't really use CaTS.

I don't really know any, I just use the emailing system.

I can call the CaTS helpdesk at any point and time and almost always receive the assistance I need. One can find most information of how to get help on the website. CaTS helpdesk rocks! They are great. A+ service

I call with a problem or question, and they take care of it. No delays, no issues. They are knowledgeable, and so helpful.

I believe that the help desk is top notch. The operators are always friendly and willing to help (even when the problem is PEBCAK)

I am quite pleased that Asadi and Frank are still involved in serving the library. They know our needs better than anyone.

I am a new enrollee - for the Fall term and have not yet interacted with the various systems yet. But I have been in the email, Wings, and Pilot and all seem to work well.

I always have swift response, feedback and follow up.

Help desk function has an outstanding service orientation.

Help desk + response to classroom issues.

Help desk Scantron

Help Desk response for Faculty, Staff, and students has improved. As people use Service Now more and more, resolutions have become more efficient.

Help Desk is usually available and helps resolve problems in a timely manner.

Help Desk is great

Help Desk employees are always very helpful and try their hardest to resolve the issue.

Have never had issues where I needed to deal with CaTS

Great when I called and had questions that helped me to the fullest intent

Great timely response to computer issues and classroom technology issues.

Great group of folks...highly organized and knowledgeable.

Great customer interaction.   Rare for IT services today.

Great and very quick customer service.

Granting door access through the Prowatch system within a hour or even minutes after a request has been submitted in the self-service portal, thank you Scott and Jeff!

Good customer service and timeliness.

Good at being helpful in terms of figuring out the situation and assessing it

Generally when I have had to contact CATS, it has been due to tech issues in the classroom and usually right before I'm suppose to teach a class. The CATS staff have been amazing in responding quickly and coming out to help solve the tech issue. The response time is phenomenal.

General assistance

Following through with HelpDesk calls/tickets; responding to campus-wide system issues; providing instruction via the website (this is MUCH improved from previous years)

Follow up to emails

Fast service.

Fast response.

Expediting solutions to computer problems with positive outcomes.

Everything....continuing to nudge us towards more efficient methods of communication and data management.

Everything. All calls are answered promptly and I have had all issues resolved quickly.

Diagnosing and fixing problems. Also, the various trainings are very helpful.

Desktop services - troubleshooting/virus/malware issues - they've always been very knowledgeable, courteous, and understanding.

Desktop re-imaged one of the PC's in our area and found other issues. Desktop staff keep working on the issues until resolved and followed up to make sure that everything was still working.

Customer service-Always to reconcile issues as to not disrupt student activities. Helpful in the development of new student learning technology projects!

Customer service, and being able to walk anyone through any technical issue.

Customer service

Customer Service: Prompt, courteous and informative

Customer Service is the Best!. They have always been helpful, efficient and my issues are always resolved in a timely manner.

Couldn't remember

Considering the reductions CaTS has faced this past year, all activities and services provided have been excellent.

Computer repair, software upgrades and acquisition. The RSCOB Rep , Nathan is just phenomenal. CATS in general also have excellent response time to issues.

Computer issues, equipment check-out such as projectors etc. All addressed in an extremely timely, efficient and helpful manner. Help on the weekends is also a great plus. CaTs goes above and beyond and is one of the best, if not THE best service on this campus!

Computer has crashing problems, I just hope it holds up till new ones!

Communication during any open issues. CaTS is always very forthcoming with status updates and support.

Classroom support is always speedy in getting to the classroom and fixing problems.

Chris Roberts, Chris Flannigan, Bryan Beverly are amazing!!!!!

Cats could be faster at processing things

Cats answers questions quickly and efficiently, plus provided 100% satisfactory service..

CaTS techs have good practical knowledge of how to solve problems, they give excellent and timely service, and they are helpful patient with the users.

CaTS staff has frequently gone above and beyond to assist when needed. This is even in light of losing many staff. We know you are doing the best you can with what you have but you still impress!

CaTS performs well in terms of responsiveness, efficiency, and timely resolution of reported problems or issues.

CaTS is great. I love CaTS.

CaTS is great at ensuring the technology in the classrooms is ready for use, and if there is an issue, they are very quick to respond. They have helpful personalities and utilize their skills to give students a range of options to fix any issue.

CaTS is extremely responsive to faculty needs in the classrooms, especially in "emergency" or off-the-cuff situations. I have been very impressed by their system -- from the phones in the classrooms with excellent signage, to their friendliness, responsiveness and competence. As a faculty member, I feel well supported by the CaTS team.

CaTS is always responsive when a professor has an issue and comes to the room within minutes, maximizing class time. There's also no issues that I've had with personal devices thanks to their work in setting the network up nicely.

CaTS is always professional, courteous, and fast to respond to any issues I have.

CaTS has provided meaningful and effective service in response to every request I have sent. I am grateful. Yo have helped me when I've been stressed or simply inquired about potential issues. Thank you for the services you offer and for the courtesy you provide with it.

CaTS has constructed a Help Desk of first line support professionals (including students) that is a shining star. This is evident in the rapid resolutions and frequency of first line resolutions that we have seen across the campus. Also having a leader in that area who is excellent at maintaining healthy relationships with the department and the campus is a huge plus. This was clearly evidenced when that group was recognized as an award recipient.

CaTS does a very good job of handling issues and responding in an expedient and thorough manner. If I ever have an issue, regardless of who picks up the phone, I have always felt that I was heard, that my problem was addressed, that the individual who worked with me took the time to diagnose the issue and explain why it was happening. Customer service is a priority with CaTS and that is exemplified in their actions/response to inquiries.

CaTS does a great job daily keeping all of our services up to the minute. They are always quick to respond and resolve issues when I've had them.

CaTS does a good job of indicating spam and contacting the college, reminding everyone about how to stay safe online and to never accept spam.

CaTS gets high marks for responsiveness and clear explanations of problems/solutions in my book!

CATs is one of the great services in the Wright State University. I reached to them couple of time s , one is for reset my Wings password and another is there was some proproblem in my friends PC. CATs people fixed the problems perfectly.

CATS keeps in contact with faculty through Newsletters and emails, and the technicians are always very helpful.

CATS helped completing job application and 32 section security questionnaire I neede to complete for upcoming and post-hire job opportunity.   Also, occasional computer problems, either in {"Disability Computer Room" or at home have oftern helped.

CATS has been extremely helpful whenever I've had questions....and most recently the CATS staff was very professional and helpful when I had issues with my new Windows 10 office computer. They solved all issues quickly and efficiently.

CATS does an excellent job at classroom support!

Blah

Basically you are wonderful!! Every time I call I am kindly greeted and my problem is resolved in a timely manner. Thank you!!!!

As a retired staff member I am thankful for the email privilege. I have only needed assistance a few times but I was always treated with respect and always received proper answers/guidance/assistance each and every time. Your staff knows it's stuff and I appreciate that!!

Are you actually handling the service now emails or are we paying for that service and having some other company in our business?

Anytime I have contacted CATS they have always been very helpful, courteous, timely and friendly. I appreciate all of you!

Any services requested through the help desk are addressed quickly and professionally. The staff are all very personable and easy to work with.

Amazing timing for fixing issues and good communication about problems at hand.

Always solved the problem in a timely manner.

Always pleasant and helpful answering questions on HELP line. If they are unsure, the check with others and call me back. We are off-site and present challenges, but are always received well.

Always friendly and helps troubleshoot quickly and relentlessly.

Always do a great job!

Always available when I have a problem. They have always solved my problem.

All good

After retiring from WSU I have contacted CATs for some assistance.   The quick response was as usual professional and curteous.   Thank you!

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

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

purchasing equipment

n/a

n/a

n/a

internet in the dorms

i don't see anything they need to improve on, but as employees, they will likely know better than me what they are lacking in. so ask 'em instead

good

email log in, support hours increased, take care of ourselves. Do an in-depth, whole department (and sub departments) job task analysis, regroup. Get rid of high paid, not skilled employees.

charges for telecom and networking should not be passed on to the units. CaTS should get central funding for these

better control over phishing and spam emails

Wifi signal throughout campus. More clear language on what CaTS actually does

Wifi connectivity on campus, when using the secure wifi the signal gets dropped depending on where you are on campus.

WiFi sucks at various locations around campus

When I have a problem in the classroom and I call in, sometimes the person taking the information is extremely slow (as far as getting my name, w00 number, location, etc.). Also, I have an 8:00 a.m. class MWF in 171 MM, 8:00 a.m. class on T in 170 MM, and 8:30 class on R in 170 MM. Twice I have been locked out and had to call to get someone to unlock the classroom/lab. I was told the morning person called in sick and/or didn't show up, so CATS should make sure someone fills that role.

Well, I often need help at odd hours... like 2 am. Not reasonable but it would be nice to have 24/7 support at possibly scripts that can automated certain services.

Use cell phones as swipe cards

Updating and maintaining equipment is classrooms

Training in basic IT areas like Excel, Word, Outlook software packages

Time it took to get it figured out, i know it takes a little while but they worked on multiple people at once.

This maybe be more of a University or Facilities comment, but I do think that upgrades to computers in classrooms could happen soon. Some of the equipment (like monitors showing weird colorations) and speed seem like they're becoming a bit tired.

They were unable to solve my issue with pilot

They should be able to come to the individual's office when necessary, if its more efficient to see the issue and efficiently resolve the problem.

They could improve their service speed

There was one time where I scheduled services for a specific date the following week when I would be out of the office. Unfortunately I received a text from a coworker on my way in to the office the next day informing me a member of CaTS was here and needed my username and password to unlock and access my computer. I inquired about why they did not honor the requested date and my coworker informed me the employee essentially stated, 'Well, we're here now." That was my sub-par CaTS experience.

There are cases where timeliness is not as good as it should be. I feel this is probably mostly a lack of people for the amount of work that needs to be done. On a different topic, I feel that sometimes there are too many solutions for a particular problem or the preferred solution changes too often. Maybe try to minimize the number of options which might also help with workload of staff.

Their needs to be some increased clarity - I'll provide two areas. I would still like to see a full list of everything the University has licensing to, and maybe some one on one meetings with departments to streamline our processes based on these options. I would also like a firm policy on Apple products - one day we are registered to do in house repairs, the next Pomeroy does it and wants to charge (and breaks it more than the original problem), the next we need to fill out non-support forms.

The web site is very hard to navigate. Using wings or pilot is very generic, it is hard to navigate.

The hand off / workflow for laptop issues can be a little confusing at first. Having a better idea of the handoffs would be helpful. Thanks.

The folks in Desktop Services often don't seem to understand how anything outside their small world works. The don't seem to have the "big picture" of how all the parts of a computer and network and security fit together. They also don't seem to be very good at troubleshooting. If they don't have a "script" of how to fix something, they can't figure it out very quickly, nor seem to know how to look things up.

The emailing system works well...? I don't know again, I'm sorry.

The classroom technology failures are frustrating. The last time this happened, a fix could not be worked out until the next week. I lost two days of class with my DL students.

The Managed Print System is frustrating. Before this is installed all over campus, there needs to be a resolution for jobs being auto-deleted when using Secure Print.

The Help desk is very helpful when it comes to personal log on and how-to computer issues. However, when our computer systems go down or need updated/cleaned up. It seems to take a while to have a response.

Teach the University's half-million dollar lawyer how Pilot operates, so said lawyer does not mislead a public agency on behalf of WSU. (I am expected to believe that either he is too stupid to learn it or our CIO is too stupid to explain it.)

Sometimes the wifi wouldn't connect to my devices quickly, but that's ok.

Some of their equipment to check out can afford updating. University: Invest in this service please.

Setting an appointment time for a technician to come out and work on installing software or upgrades is usually long.

See above

Securing assets, accounts and systems better of people that are no longer at the university. Upgrade systems and available resources so not so dated and restrictive to the productivity of the organization.

Reaching out to individuals who submit requests for services to let them know timelines for service.

Provide "absolute" courses of action for home computer problems.

Possibly consider adding training on how to use certain software packs offered by the university.

Personnel with a better knowledge base on computers and advanced hardware.

One of my passwords expired for my therapy program and I was on vacation when it happened. Getting back into the system was pretty difficult and time consuming. Wish there was a better way to do it.

One area of improvement that CaTS could improve on is the speed of the Internet service at Wright State University.

Once (and only once) the person at the Help Desk lied to me, and told me that they had contacted John Meyers about a problem I had with my Alpha on a weekend, but it turned out that they had not. I hope that this does not happen again!

On the app, the timing out time could be longer

On the Sign In page. It says "sign in" and below that phrase it says "sign on". Please use one or the other for a more professional appearance.

On said computer, I was not able to install certain features I had on my old computer, due to not having administrator privileges. I sent an electronic request, but after an initial response, there was no follow through. I finally called CaTS and had someone help my by remotely accessing my computer. But I still had to walk her through the process of what I wanted done.

Offer more computer classes

Nothing this year.   In the past, being forced to change my password was a major pain.

Nothing at this time.

Nothin everything is great

Not sure CATs have this service or not. It would be great to include the service, to be able to solve the issues in phone without reaching to CATs help desk in-person every time.

None.

None!

None that I can think of.

None that I can think of at this time.

None

None

None

None

No suggestions

No negatives known

No improvement needed from any of my service calls.

No comment Already doing good job

NA

N/a

N/A If Nathan is in the College, all is good

N/A

N/A

N/A

More software (if possible) offerings

More automation. More alignment with industry best practices. VOIP would be a huge plus.

Microsoft Classes. Intermediate Classes. Less disruptions

Maybe schedule educational opportunities for summer. Staff is on campus and the pace is slower so it is an excellent opportunity to get ahead on learning. Some learning could be enhance with weekly sessions and "homework" to be accomplished between sessions. Watching someone navigate is not the same as doing and while you are in class it makes sense but is often challenging to remember exact steps when removed from the course. Offer a "master certificate" at course completion.

Maintaining wifi access in all parts of campus

Maintain classroom supplies.

Longer evening hours

Location and emailing less

Lay out and making sure everyone is trained to help so students are not transferred from person to person

Keep up the great work, I have no complaints and do not know of anything that you have done wrong or poorly.

Just keep doing what you are doing. Thank you!

It would be nice to see more-regular "brown-bag" offerings to help employees improve their technology skills (e.g., Adobe Acrobat - fillable PDF creation, Microsoft Office skills (mail merge, pivot tables, OneNote, etc.). Additionally, it would be nice if there were a means for staff to work toward Microsoft Certification and take the certification on-campus.

It would be helpful to have more services/training/workshop opportunities at Lake Campus. Our IVDL systems are under-utilized for Dayton-to-Lake meetings. Due to the budget, many of our employees cannot drive to Dayton for relevant meetings and often told IVDL rooms/streaming capabilities are either unavailable or only available for a fee. Therefore, we are often missing out on opportunities to connect with our counterparts or be included in pertinent topics.

It would be great to have open, walk in staff and or faculty sessions once or twice a month for a 1-2 hour window. Maybe during the summer? Time for those who have questions to learn about different ways to use e-tools.

It would be great if the Help desk stayed open later in the evening, so students that need help can get it that day.

It is great services that CaTS has improving over year.

It is always a challenge to renew the license for SPSS since I am off campus. REDCap support is not yet where it needs to be.

I've never had any negative experiences with CaTS, so my suggestion is to build on what they're doing right through training and development and seeking continual feedback from their customer base to make changes and improvements as indicated.

I'm not familiar enough with CaTS to know what could be improved upon.

I'm at a loss, I think the amount of services you offer meet most of the needs of the students on this campus. I love that, if you don't offer it, you can point us in the right direction. Thank you for that!

I would love to see you have a more diverse work force when you get the chance to hire again. Honestly, that is all I can think of at this time.

I would love more workshops.

I think additional training for software packages might be offered.

I teach synchronous online courses in the evening and the few times that I had an issue, and it's after normal business hours, I've had a harder time getting support. This is NOT to say that the staff wasn't supportive - just not as quick as during the day.

I have two. First I believe there should be emergency laptop support for faculty. Departments cannot afford to keep loaners. I had to use my personal laptop while my device was repaired and all the file transfers that entails. Second, I believe that the IR should be less insular, provide access to data in intuitive portals and allow some form of access (with safeguards in place) for those who can write their own SQL. Give the restrictions in the staff this seems prudent, with controls.

I have never used CaTS services.

I have been very pleased with the service.

I feel it would be helpful for CATs to send out a campus wide alert notification when there is a known widespread issue. I am considered a "super user" so my entire day and job is to perform processes on my computer in the Banner Database as well as having access to other Programs. There have been occassional emails sent in the past stating CATs is aware of a particular problem but there are many times that you have to call or just ask around to see if others are having issues.

I don't know if this is under CaTS' control, but the Pomeroy ordering process is a bit slow and opaque from the outside. My department ordered a computer for me in February, and I had to ask for an update a week ago to even get confirmation that it was still coming.

I don't know if this is necessarily a service, but it would be nice to have an improved Wings website.

I do not have any suggestions.

I did not have any problems

I cant think of anything at this time. Except your hours are very limited for online students.

I cannot think of any.

I cannot think of any off hand.

I appreciate the flexibility of solutions, but a piece of string to repair a broken screen is not a permanent fix.

How all the technology depts interact. Telecom vs. CaTS vs. desktop or whatever. CaTS helpdesk is marketed as a one stop shop, but if there are services being provided by another part then the helpdesk sometimes can't help its clients, and the clients have no clue who they are supposed to be communicating with.

Hands on training.   Hoonuit is okay, but some of us do better with hands on training instead of watching videos.

Getting rooms unlocked and remembering to continue to unlock them every week. This is a fracturing event and should not continue to happen.

For one of a type of service, the workflow could be improved.

Expanded hours. We use our computers 24 hours a day! I understand this really may not be feasible.

Ensuring there are properly trained students workers that answer phones or sit at the helpdesk. I feel that some are poorly trained or just don't care and that hurts the image of CaTS as a whole. Customer service is key and that first contact is very important no matter if its a student, staff or faculty having a issue that CaTS needs to solve.

Due to staffing limitations, some of our open ServiceNow tickets are aging. Monthly meetings & prioritization helps.

With recent increased university turnover & job duty changes - training is even more important (Excel, Outlook, Hoonuit awareness, etc)

Don't know of any.

Definitely how they go about Internet services for Student Housing. I think they are in need of a major overhaul to their network architecture. I wish there was an option to drop certain things, and do an actual "plan" or "package" for either faster internet (even if it costs more), or a reduced cost for things we dont use. Possibly even just the option to outsource to an ISP for apartments. It could even bring in some money in for Wright State by offering students that package idea I mentioned

Conveying information about opportunities--unless you know the questions to ask or whom to talk to, it is difficult to get information. An example is authentication--it can be difficult to determine what options are available for departments that use authentication for access to resources.

Clarity on what software is and is not available for certain users (e.g., I was told that I had access to Acrobat Pro and I do not)

Can't think of any improvements needed.

CaTS is perfect. I love CaTS.

CaTS does a good job maintaining aging hardware, but majority of computers in our area are old and slow, and getting worse

Blah

Be more responsive. Fix classroom computers in a timely manner. Monitor the status of the systems you're responsible for.

As technology advances and becomes available, I hope investments will be made to advance the real-time options and reality of the online learning platforms!

Activities and services CaTS could improve on include updating desktop computers in offices. Recently, they have been running slower and require more updates than usual. I understand that there may be little budget to provide the quickest machines, and what we currently use are getting the job done.

1. SLOWNESS. I think this is in part the internet but mostly the age of our computers. They are so SLOW. It often takes 15 minutes to start up in the morning. Likewise when shutting down it can take that long and always takes about 10 minutes. 2. K AND H drive AWOL. For example, this morning I had to shut down, wait and start the computer again **5 times** because my K and H drive were missing. I realized due to the budget situation these cannot be fixed as quickly as needed.

Please provide any additional comments (maximum of 500 characters)

All and all - CaTS does a fine Job.   Please try to consolidate all the WS accounts into one. It is still frustrating to know when to use the W#, the U#, the finance #, the proposal approval number, and on and on. ONE account password would greatly help.

As a retiree, I appreciate continuing to have email access

BANNER - I call "Bad Banner" and very disappointed that the university left employees stuck with a database that they don't support with proper training and continue to pay Elucian big bucks for many support staff trying to trouble shoot and fix their issues on a consistent basis. This is an ongoing issue and one that needs to be resolved soon.

Banner Admin Student training session was a waste of time. I felt the presenter was not well prepared and not knowledgeable. I came away with "call us if you can't figure something out and we will put you in touch with someone who can answer your questions." You can also ask a co-worker to show you. The whole point of training is to walk people through the different screens or at least the most used screens so they don't have to call or find a co-worker to ask.

Blah

CaTS is an invaluable engine that drives WSU. The fact that WSU has benefited over a long period of time from centrally managed IT Services may be the single thing that saved it from total ruin. The process needs to be completed to remove the redundancy and strengthen the central IT group. Having a purposeful and well rounded strategic plan would be a big improvement as well. Hopefully, as the University defines its strategic path to 2025, CaTS can come along side that to enable it fully.

CaTS is probably the only thing that works right at WSU.

CaTS is the true hero of WSU.

CaTS's staff is always helpful, knowledgable, and responsive. So grateful for their service to the campus community!

Caller ID w/ name on phones would be nice

Cats has been great to us this year! Always easy to work with.

Chris Flanagan is such an asset to the University with his wealth of knowledge and caring personality to WSU staff!! The Nursing Simulation Learning Resource Center really appreciate all of his assistance!!!!!

DO NOT CUT THIS SERVICE!!! It is invaluable.

Didn't know about Service Portal.

Every time I've called the Help Desk, the person I have spoken with has always helped me - they are awesome! :)

For all that CaTS does I applaud you for working with very few full-time staff. Your hard-work and efforts don't go unnoticed and I appreciate you!

Glad that CATs provide service to retired faculty like me

Great job--good communication--keep up the nice work!!!

Great job. I especially appreciate the helpful and patient attitude of all the CaTS people who have helped me.

Great staff, wonderful to work with, and very helpful

Have not had to use cats enough to have a strong opinion. Have not been dissatisfied when I have had experience with them.

I am very proud of you and what you do,and you really deserve much

I am very satisfied with CaTS.

I believe CATS was involved in the set-up of the "No Talking" Computing Lab in University Hall. Thank you!!!! It was of great help in finishing my Master's Project paper. I wish such a computing space had been available earlier in my work, as it was very much a struggle to find a space with a computer that enforced no talking. Thank you.

I cant complain of services provided. You are facing the same financial constraints as other departments and you do best you can with what you have.

I don't understand why I cannot install extensions on Google Chrome on my new computer. I was able to install an ad-blocker on my old one. On the new one, I cannot even block pop-ups. It makes using the internet almost impossible. Maybe that's the point. Anyway, not a fan of the new Dell. I wish I had my old HP back.

I got a bad experiences as a freshman attending here especially with the strike

I have always been pleased with the services of CaTS; both during my work experiences as well as during retirement.

I have been pleased and satisfied with the service CaTS staff have assisted me with over the years, since I've been retired. Thanks much!

I have been very pleased with the overall service from CaTS.

I have never had to consult CaTS. I might suggest better advertising the services you provide.

I haven't had much interaction with CaTS.

I love CaTS.

I rarely have the opportunity to interact with CaTS but when I do, I'm always satisfied that my issues have been resolved well.

I would like to thank the entire team for all they do to keep us running!

I'm not sure if he works for CaTS or not, but the person who I deal with approximately once every few weeks is David McMeans, the InfoEd Module Administrator. David is fantastic! Whenever I have questions or need help with systems issues in InfoEd, David is always right there and I never have to wait.

I've always had great service on any issue that has come up.

I've only had to call in a couple of times with computer questions and I leave the call very satisfied every time!

Is there a way to make sure this survey just gets to Wright State students? I'm from DRSS, and I use this emailing system for my daily school life.I think this survey is more directed towards Wright State students though, and it may be a good idea to only send it to Wright State students. Though if you can't, I understand. For there are most definitely a lot of people that use this for emailing, and it's much easier to just email this to everyone. Thanks! :)

I'm taking a class ANT2120 in MS 120. It keeps having problems with the overhead device the professor can write on. I checked with you and it seems that someone keeps switching around the cables to where he can't use it. It has taken quite a bit of our available class time. It was again fixed recently for Dr. Ritucci. Can't you either put a sign saying "don't mess with these cables", or post a schematic of the correct cable order so we can fix it ourselves?

Keep hanging in there! Better days are ahead.

Keep up the good work!

Keep up the good work! Congratulations to the Help Desk on your President's Award of Excellence.

Keep up the good work! I appreciate your excellence in our time of financial struggles!!

Keep up the great work! CaTS rocks!

Keep up the great work.

Like with many service departments, people mostly don't notice when you're doing your jobs well. My sympathies on that, and thanks for your hard work.

N/A

N/A

N/A

N/a

NA

No other comments.

None

None.

Occsional lab computer power on/off reset or different computer doesn't solve problem, so other suggestions are always welcome.

Overall they were helpful.

Overall, CaTS does a great job of keeping the Internet network safe for everyone on campus at Wright State University.

Overall, CaTS is a much more customer-focused organization than it ever was under the previous director.

Overall, I have been quite satisfied with how CaTS has adapted to the challenges faced internally and externally.

Pay employees what they are worth. Many deserve more and others should be fired or at least demoted and receiving the pay they are really worth. Going to meeting is not a skill that should be paid a high salary.

Ryan is super nice and dedicated to his job, things I absolutely adore in any person.

Seems like CATs has made some big improvements over a span of a few years.

Still missing Acrobat Reader in CAC 201, 049, & 052 computers. Adobe suite does not include this and we need to install on teaching stations and work stations every time we need the layer application from the reader. Enternet PDF doesn't cover this function for us.

Thank you for all of your hard work!

Thank you for being the resident geniuses for the technical realm on this campus. It's good to know I can take my personal computer to you for advice. You're like a center for gurus, but will direct us to outside help if we need it. We all need that in this world, thank you!!

Thank you!

Thank you!

Thank you, it's great having such a wonderful team for support!

Thanks for all you do

Thanks for all you do!

Thanks for the work you do.

Thanks for your help.

Thanks to all for everything you do and for how well you perform your duties.

The Help Desk is amazing, as evidenced by their Staff Excellence Award!

The Staff at CaTS is always very patient and polite.

The infrastructure of the university in regard to technology is behind. If we want to stay relevant, then the institution needs to channel more money into this department. We need dedicated CaTS workers for each large department - especially auxiliaries, so that we can get more timely and innovative service. The folks at CaTS now are more than capable; however, they, like everyone else, is severely understaffed.

The primary mission of a help desk is to offer help. Most of my interactions with CaTS has reflected this mindset. Thank you! :D

The staff on the CaTS Help Desk was so helpful and thoughtful answering calls during the faculty strike. You have a great group here!

The use of two separate IDs is very confusing. The UID and WID should just be one ID.

They do a great job overall. I greatly appreciate their support.

They quickly isolated a virus that attacked the network in our building and had our computers up and running within 2 days.

Very satisfied with CATS when I was a student. Very dissatisfied with communication, ability to log on, with WSU and with CATS after graduation. You received my money (which I am paying back to Sallie Mae for Y-E-A-R-S, and now I am forgotten from WSU and from any CATS support for an alum account.

We're getting close to needing new computers. We are able to incorporate costs in our next budget; however, as far as I know University has and still imposes 'no' new computer purchases-- ?

Well staffed and customer focused operation. Nicely done

When I did call to have the room unlocked, someone came right over, but I still started late.

When and where can one buy old electronics from Cats?

Wright State has been a waste of money and anyone considering an education at this institution should strongly reconsider.

fyi...I am retired faculty.

good

hope y'all have a good summer

very satisfied with all my interactions with CaTS!