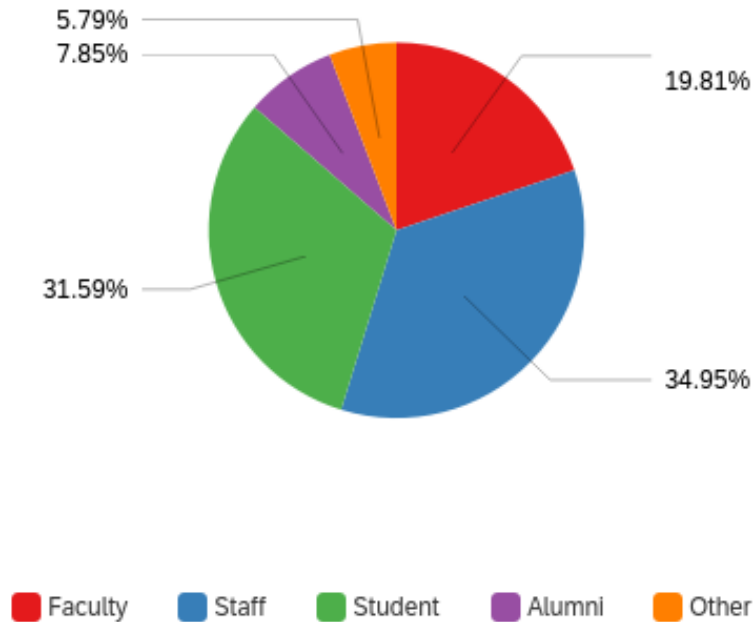


2020

# CaTS Annual Service Survey

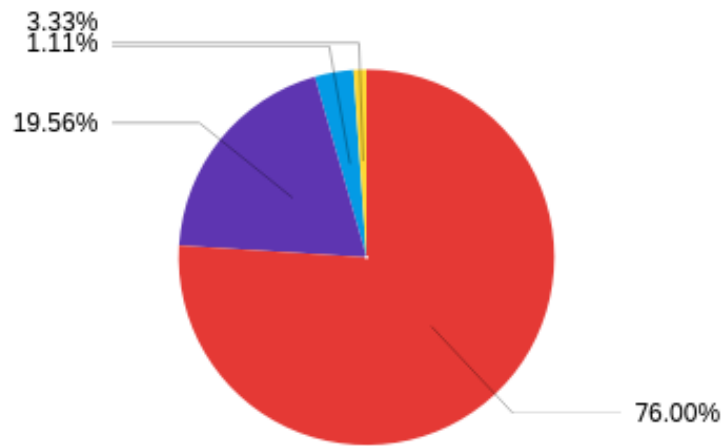
# CaTS 2020 Annual Service Survey

Please select your primary role:



#	Answer	%	Count
1	Faculty	19.81%	106
2	Staff	34.95%	187
3	Student	31.59%	169
4	Alumni	7.85%	42
5	Other	5.79%	31
	Total	100%	535

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



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

#	Answer	%	Count
1	Very Satisfied	76.00%	342
2	Satisfied	19.56%	88
3	Neutral	3.33%	15
4	Dissatisfied	0.00%	0
5	Very Dissatisfied	1.11%	5
	Total	100%	450

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

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Could not assist with what I was asking for. Had a question regarding the use of Banner and was told there are no instructions available.

---

I called about my error message with lockdown browser which was along the lines of: "there is a problem with the setting of this exam and the instructor needs to access the dashboard etc..." Before contacting CATS I emailed my professor and she said everything was fine on her end, and double checked her settings. I let the person I was speaking to know that she had double checked her setting and I tried logging in after my professor checked. The person from CATS thought the best solution was for me to email my professor again saying they needed to take care of the issue and there was nothing on her end she could do. This didn't seem like a good idea so I googled lock down browser error message help and my issue was my security settings on my virus software and I had to log into the test right next to my router. I wish the person on the other end would've thought of trouble shooting the issue with me versus telling me to email my professor again. I hope this feedback helps you all since it looks like everyone will be online in the fall too.

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I graduated at the end of 2017, why are you still sending me CaTS satisfaction surveys and outage updates?!?!

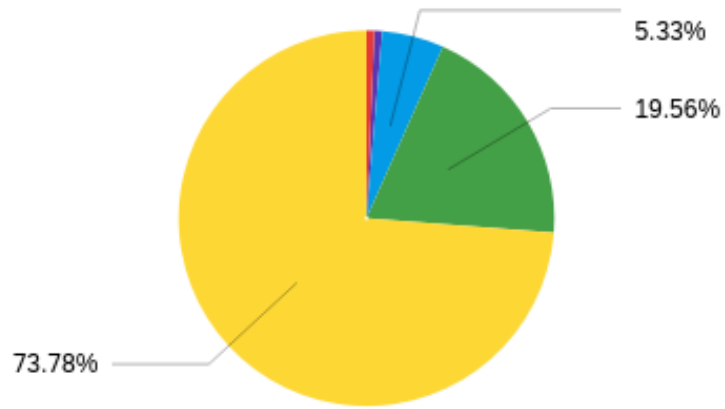
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I had email password issues, and the Helpdesk gave me a temporary password and also helped me with downloading the mobile appsof ellucian go. Thanks!

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Dorm Internet is very slow

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



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

#	Answer	%	Count
1	Very Dissatisfied	0.67%	3
2	Dissatisfied	0.67%	3
3	Neutral	5.33%	24
4	Satisfied	19.56%	88
5	Very Satisfied	73.78%	332
	Total	100%	450

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

Times are tough for many people and it has taken weeks to hear anything about possible assistance due to Covid....Grocery assistance is needed for some but a lot of people need help with bills.

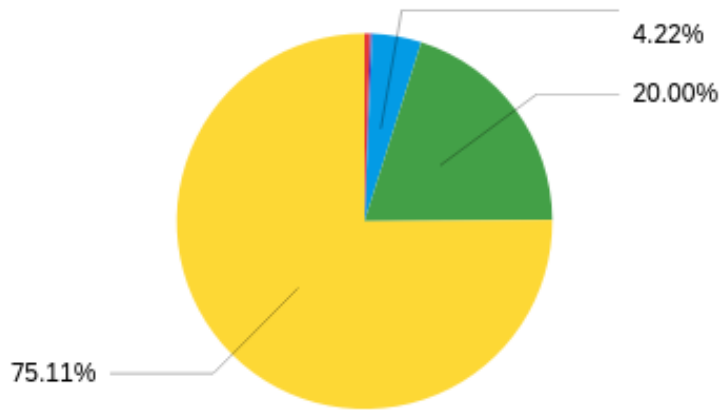
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I am getting ready to start summer semester and just now received my acceptance letter. I still am trying to figure out how to register for classes and which books I need.

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I submitted a help request about 6 months ago and, after not having received an answer in over a month, I visited the CaTS office and they pulled it up and said it must have fallen through the cracks. I was very disappointed.

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



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

#	Answer	%	Count
1	Very Dissatisfied	0.44%	2
2	Dissatisfied	0.22%	1
3	Neutral	4.22%	19
4	Satisfied	20.00%	90
5	Very Satisfied	75.11%	338
	Total	100%	450

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

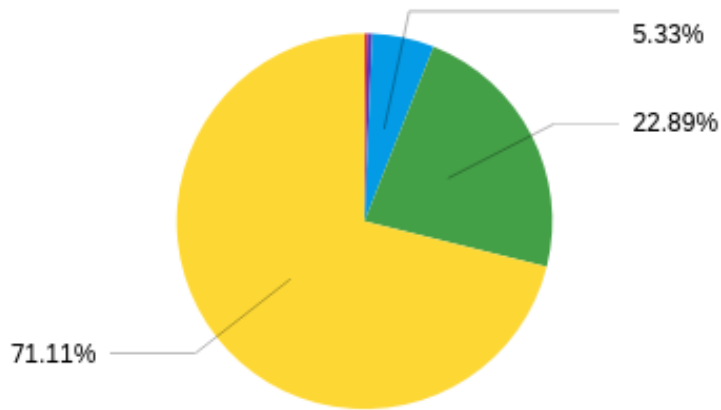
Very annoyed that I cannot get out of receiving these emails, but do another survey that you won't read and give someone in administration a raise for it.

---

I don't need notified regarding service disruptions. I don't use WSU services, nor am I ever near the campus to use services.



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



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

#	Answer	%	Count
1	Very Dissatisfied	0.22%	1
2	Dissatisfied	0.44%	2
3	Neutral	5.33%	24
4	Satisfied	22.89%	103
5	Very Satisfied	71.11%	320
	Total	100%	450

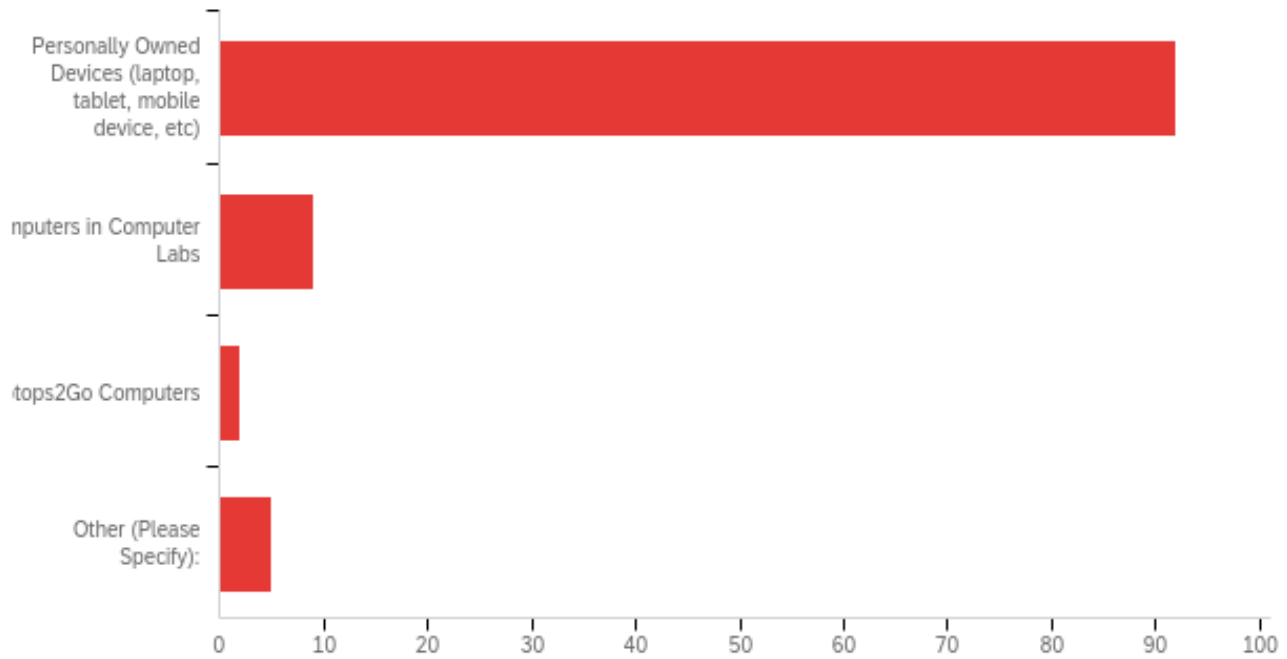
**Please specify why you are dissatisfied with the variety of services offered by CaTS:**

I have made various calls to CATs for different things and about 50% of the time they were unable to help or point me in the right direction.

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I would like to be able to get my laptop screen replaced there or any other mechanical issues if I buy the part.

## What is your primary piece of technology used while on campus?



#	Answer	%	Count
1	Personally Owned Devices (laptop, tablet, mobile device, etc)	85.19%	92
2	Computers in Computer Labs	8.33%	9
3	Laptops2Go Computers	1.85%	2
4	Other (Please Specify):	4.63%	5
	Total	100%	108

### Other (Please Specify):

Never used CATS

In my organization

library computers

Not on campus

I am - approximately - never on campus.

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

The activities and services that I feel CaTS performs well is their live desk service especially when you call them they always pick up the phone quickly and solve your problem quickly. That was always amazing for me!

No complaints

The Russ engineering lab is run very nicely. Very rarely is there anything wrong with any of the printers, and if something does go wrong with one I can easily use another one.

Response to classroom service requests were handled promptly, and I received a timely reply to a request about software purchasing. Also, laptop checkout was pretty neat.

It is performing great and I have no concerns on my part.

desktop help for office and lab computers, issues with logging in for part time on call staff

Responding to reported computing problems or needs; notifying users of updates, changes, issues; providing Knowledge and understanding of technology when responding to maintenance calls.

Timeliness of response to questions and concerns is great!

The thing that I liked was how fast emails were answered and being able to use the portal to check on the application status. Also I enjoy how user friendly the wright state website is

Always very helpful and efficient and very friendly

CATS representative have been friendly, courteous and very helpful each time I have called or e-mailed in the

Its hard to imagine anyone could improve on the CaTS hard drive destroyers. These folks wreck computer

Computing assistance is great. I have always been satisfied with the staff and their knowledge of our hardware and software. Customer service is always excellent.

You really stepped up your game for remote support. Can't thank you enough for being so flexible and helpful. The remote access to my computer feature came in very handy.

Excellent customer service and communication. Very friendly and welcoming with everyone.

CaTS is always very nice and customer-oriented.

CaTS is nearly always able to resolve any issues I've had with a simple call to the Help desk. And when someone does need to come to our office for an issue, they are professional and prompt in their service.

It has always been a pleasure working with Chris Flanagan and the crew from CaTS. They are always prompt to address any computer technical issues in the labs. We really appreciate Larry Minnich's and his crew's expertise and assistance in building cost effective innovative medication carts. Thanks to Myke Cooney for her expertise and patience with Molly and I when working with SharePoint. Thank you for all your hard work! We

Informative!! No one else told me that the DUO was ended...it cut off without notice...they were very apologetic and thought I should of been told PRIOR to the turn off date Thank You once again through my 21

I am a retired professor. I am grateful for being given the privilege of an email account. I appreciate keeping in touch with Wright State news. When I've had questions about the few changes in technical procedures that apply to me, CaTS explains and assists me. The people on duty give clear and helpful information and

Very impressed with Ryan Ley. He kept the STAC running and was always able to troubleshoot our unique difficulties. Now that he is working with the Help Desk, Ryan was able to help me get my work MACBOOK up to date and with the software I needed remotely. I should mention this was on a Saturday and Ryan called me

Cats Operations manages to keep the onlines up an operating smoothly and the HelpDesk area always

CaTS has done a phenomenal job helping get staff/faculty/students running remotely during the COVID-19 crisis. We are all so appreciative of this! The entire team is fantastic!

Whenever I've had a problem with anything, the CaTS employees always help and solve my problems. They

CaTS is great about responding right away if there is a problem. I've sought help several times this term. A couple of times it was because of a problem with Microsoft 365 and another time it was for an exam access in Lockdown Browser. They figured out that it was something on the CTL end and my Professor was able to get it fixed pretty quick. Also, I met a CaTS employee in a class and he told me that if I ever had a problem with

no opinion

Quick response to classroom IT problems. Workshops, online guides, and individual help via email.

Short wait times to speak with someone and you all are easy to access

Smart kids who always get right back to me with solid answers.

Given the limitations you are all dealing with service is still impressive. I had a pretty long wait today after being acknowledged for service (about 15 minutes) which is unusual for you all but I do understand the issues

Fixed bug on my computer

Super efficient responses for troubleshooting pretty much any problem.

Always very helpful when I don't know what I am doing. Very polite and understanding while I try to get up to speed. Staff are always professional and very friendly.

I haven't had many issues with technology on campus so I assume that means CaTS is doing well in all areas.

I only needed Cats to assist me with computer problems, and the technicians have always resolved my

The handling on unexpected situations that arise where a phone call to the help desk is needed. They are

Good at trouble shooting when I have a problem.

I only two routine issues access to some accounts from home and password change the services were fast

Fixing login issues and students computer software problems.

Quick to respond and very thorough explanations given to whatever concern may arise.

Setting up new computers is a breeze!

I did not use CaTS this year

Fixing WiFi

They send out emails for emergencies on campus well

The HelpDesk, Desktop, and CTS teams react quickly to fix issues that occur with library staff and in our labs.

They've worked with us to institute support processes for specific library services. The server administrators

the help desk is my reference point for my responses. I always find them extremely friendly and

knowledgeable and helpful. They make a great impression --- thanks!!

Helping with issues related to my computer and programs. Customer service when checking out items.

CaTs is excellent at communicating changes that are made to the email address and in the student portal.

CaTs is very efficient at communicating via phone call, answering questions, and resolving issues.

The CATS people are always kind and patient - gratefully appreciated!

My questions always earnestly and helpfully answered on time. Thanks!

Nathan Seim and Mr. Rutter have gone above and beyond. Great job, gentlemen

CaTS does a wonderful job in supporting our department. I have never had a problem getting the help I need--- even for some products that we don't fully support. I special Thank You for their service during this trying

Quick responses to issues and favorable resolution

The CaTS team has been extremely helpful and prompt on all of my inquiries since I have been working at home.

Even after 30 years here, I still don't know where CaTS ends and CTL begins, but I will say that I'm very pleased with the support I receive from both organizations. My classroom systems in Rike Hall work reliably. Even before the virus, I was doing most of my classes online, and the tech support I received has allowed all my

In the past the quality of service from CaTS could be variable. Over the past several years I think quality of

The Help Desk is very helpful. If they aren't able to help, they always refer my issue to someone who can. The

They do set-up well very consistently, and any time I have a problem they are incredible at getting it fixed

Quick Help service, Telephone assistance with computer questions/problems

CaTS is amazing. I so appreciate the folks who help me with technology questions and issues, especially with computer/software concerns. They are also so helpful and friendly.

Thanks so much. Keep up the great work.

If WSU continues teaching courses on line, I will be contacting them in the Fall for help.

Thanks.

Helps answer questions about passwords and log ins. Helps resolve technical issues with software/hardware.

help desk team is great at providing easy to understand instructions on how to get my system to work the way

CaTS personnel are amazing on providing Services, I have to work from home recently, I was very nervous about the transition, but thanks to CaTS I now have no problem working from home. They answered all my questions, they were very helpful and patient with me, they resolved any problem I run into. They are the Every time I have contacted CATS, the folks there have been very patient with my overall lack of technical ability with computers and they always solve my problems right away. I think we are very fortunate to have All problems I had over the last year were quickly and competently solved.

The CaTS Help Desk is second to none. This is one of the critical resources for WSU as we have seen though They are always courteous professional and prompt when helping me with whatever problem I have -Thank Help Desk personnel have always been helpful and amazingly polite and patient. They are a great group. Helped quickly work password lockout. Very friendly as well.

Everything is just wonderful!

Always receive timely, professional assistance - they really stepped up during this online crisis.

excellent service in all categories

Helping me set up remote, helping update programs / software on computer , helping navigate connection Pilot and collaborate ultra worked well for me this semester.

Very responsive and can always figure out the problem. Working at home has been great as far as CaTS

Nice services provided.

When I reach out for troubleshooting my problems are taken care of in a friendly, calm and timely manner. This is true whether I walk into your facility with my laptop of you take it over remotely.

CATS Help desk has always responded to my technical needs right away, even in this remote climate. CATS staff specifically have helped me create One Drive folders for campus-wide projects, which I could not have I mainly interact with CATS through the helpline, and they've always been great.

I think they did good job

Installing and setting up new computers. I had a great experience in getting help setting up VPN for working Very quick response to inquiries.

Very impressive and helpful. Knowledgeable and professional.

very well

Whenever I reach out for an issue the CaTS staff is extremely pleasant and helpful!

I have been having problems preparing and administering quizzes and exams in Pilot. Slack has been totally Quick, effective service. Very professional and cooperative. Whatever the issue, it seems they always get it

I don't have much interaction with CaTS, but I appreciate the email/Outlook services provided by WSU.

Every person I've worked with in CaTs has been kind and helpful. I have appreciated this most especially when Responding to faculty needs & issues.

Iâ€™m an adjunct and work primarily from home, and CaTS has always responded quickly to my questions/problems, has been extremely helpful and courteous, and has always resolved my concern. I LOVE Communication, I call in whenever I have issues with my login or email and the help desk does tremendous step by step instructions to guide me through. Iâ€™m sorry I forgot the young man name who really helped me last fall. I was truly amazed at how he helped me with my iPhone set on for wings/email considering he When I make a call or visit, I'm attended to with speed and efficiency and patience. All so appreciated from a faculty member who lacks technological adroitness; it takes me awhile to comprehend what went wrong, how it can be fixed, and how I can prevent the problem in the future. CaTS takes my lack of expertise into account, I am very happy to have an alumni account... Proud of my time at WSU

Keeping users aware of phishing scams and other data security issues that concern users of email and I'd like to thank the CaTS staff for the great help with the classroom equipment in Fall 2019 and first half of Spring 2020 semesters (when classes were face-to-face).

As for online classes, I did not experience any significant problems and did not need help. I guess, this is thanks to CaTS, too :-)

Thank you very much, and stay well!

Anytime I've called, they have resolved my request within hours. Whether it was a password reset to setting up a Microsoft team, they communicated timely and had issues resolved quickly.

No complaints. The students and staff always do their best for us.

Every time I have reached out to CATS it has been excellent customer service.

The day-to-day (majority of my requests anymore) are always handled efficiently.

Hours available, forms for how to use wireless technology, and always answer the telephone!

I only had to use CaTS when I was a student worker

I'm very satisfied with the CaTS service.

CaTS has done an excellent job helping me load software. They are very professional and provide great

CATS is very good especially at responding when I have an in-classroom problem that needs to be fixed right away. I have especially appreciated their service during the COVID-19 emergency

I am extremely pleased with the service and support I get from Frank Wolz, Ibrahim Asadi, and the folks at the HelpDesk (especially Cory, I'm sorry I don't know everyone's names!). Also I'm really happy with the new

Always helpful, prompt, and courteous.

Email does not go down. \*Thumbs up\*

Every time I call or email CaTS they are always helpful and knowledgeable. Even if they do not know the answer to a question (like Word or Excel), they take the time to figure it out and help me. The people in CaTS Help Desk is awesome!

I have never had an issue with CaTs response time or resolutions.

I appreciate the help and advice they give.

Always responsive - I am very appreciative of the support I receive.

Willingness to stick with a problem until it's fixed. I had a couple of issues that were just bears to solve. CATS people stayed late, or met me in person (when we were still allowed to) to get things working.

Very good at communication!!

I get immediate resolutions and have had no issues with CaTS

When contacting CATS for quick troubleshooting assistance via phone, the individuals that have assisted me CATS always gets the work done, but I miss the personal service of having embedded tech support in our area. CATS has done a fabulous job with the remote work!

Kindness, understanding and never patronizing are the three qualities of exceptionalism as to the assistance I received from CATs this year. I believe CATs should help prepare some of the College offices.

CaTS provides communication, educational assistance, and well-coordinated students, faculty and tutorial

Providing information

I was a student worker in the VMC. Sometimes there were issues logging in. The CaTS staff was always extremely patient with me and helped me trouble shoot what the problem was. They did a great job of

I'm good

I really appreciate CATS and the service they provide the university. Thank you.

Very knowledgeable in all areas. I don't think I have been on any longer than 30 minutes and any issues I had

Everything from downloading software to opening files with weird extensions.

ALWAYS helpful never a problem

The times that I have called, even before the mess we are in now, the reps have always been helpful and very

Really fast when I call. Will be in my classroom asap.

I am a retired employee and whenever I have had CATS questions they are always polite and quick to respond.

Whenever I call for help, especially when I'm in the classroom, help is very quickly dispatched!

I needed help with a discussion board for my students . while initially the service was delayed , the help was very good when it finally got thru to the correct individual.

I needed my passcode to wings express reset and they had it all taken care of in a half hour. I was very

The team is great about setting up the computer labs with our specific lockdown browser. It definitely promotes a smoother start to the test!

In addition, I have contacted the team for questions regarding software as well as remote support and they have always been professional and responsive.

Always satisfied with CaTS. Everyone is always helpful

CATS has always been very helpful and I love working with them because of their customer service. I have no fast response to questions. Coming to off-campus location (Research Park) to deal with computer issues.

CaTS personnel do an excellent job of troubleshooting, especially in this time of working remotely. I used the remote support service twice in as many weeks during remote work and the service was outstanding. Both analysts were extremely patient and responsive to all questions and they stayed online with me until the issue was resolved. I don't know too much about what CaTS does. I don't think I've ever had to contact them about any issues and I mainly use my personal laptop when I'm on campus.

Excellent!

I think they've been very helpful - especially during the shutdown. I appreciated all the work they did to help employees and students to get the materials that they needed.

Very helpful

CaTS is exemplary and a model organization that the rest of WSU should aspire to be like.

One of the things I have to do is request activation of the Wright One cards for access to Hamilton Hall for individuals providing care to students with severe physical disabilities. CaTS has been outstanding at fulfilling those requests in a very timely and efficient manner. This is very much appreciated. The Help Desk has also been extremely efficient whenever I have had to call them with an issue with my computer whether from campus or off-campus. The staff is friendly and they do a great job walking you through the steps to fix a problem.

Really try hard and mostly good info

Never used

Very professional service

All of the techs are very helpful and patient. Customer services is excellent. I never feel embarrassed or stupid. The Help Desk assistance has always been a much appreciated resource. The specialists who visit us in the office for ticketed tasks have been excellent project partners, making suggestions for equipment setup and making us aware of things we didn't know were available - sometimes these are things not related to the ticketed project but to something else beneficial to us. Services provided to assist with work-from-home, such as setting up a printer, are excellent. Fixing issues with new office (printer hook up and new computer upgrades)

CaTS excels in HelpDesk support for a wide variety of issues; planning, communication, testing & downtime are also well planned & executed for various system needs; software/security we are given to use generally work well; analysts are very competent & try to understand business needs when helping provide solutions;

Very helpful with set-up of computers in the Library Annex to administer our resident in-training exam. All of the computers were at the log-in page for the exam expediting getting our residents logged into the exam

Excellent service during remote activities,

Good customer support

Good consultation services

Great job installing new computers

The staff are usually very good at what they do, including how they treat me.

Support portal and chat box work great. So quick!

CaTS is great on installations, problem-solving, answering questions, repair. Always friendly and helpful.

the Help Desk is very responsive. Also the notices about shutdowns and interruptions are timely and helpful. Cats has been very responsive during this COVID shutdown period and it's much appreciated.

I have always found CaTS staff to be very prompt and helpful when I have had to call upon them for support

CaTS has always been there for us and provided excellent service to our detachment 643. When an issue could not be resolved, technicians would get back to us in a timely manner until problem solved. Thank you

All of them - CATS staff is always calm/friendly/patient when I call in a panic.

I don't have much to say. Every time I've need help, I received it in a very timely manner.

CaTS has ALWAYS been helpful anytime I've called with an issue.

Quick response to problems with resolution, and always pleasant



The Help Desk is AMAZING. I seem to talk to Corey and Virginia a lot but I don't think I've ever talked to anyone who couldn't help in some way. Their help in remote work has been a life saver. I send my account requests for incoming trainees to Jeff Bowman annually and the turnaround is fantastic. Reid and Darrin are CaTS has always been there to help/fix what ever the problem is. They are courteous, prompt, and Recently during this trying time when I reached out to contact CaTS...I was well pleased with the customer The access to Microsofts' apps across the board, has been great, especially Teams and Notes.

CATS has been an absolute star during the COVID19 transition to working remotely. So much info and capacity pulled together so fast, and in my area no major bumps in the road. Being available by chat on the WINGS homepage has been a lifesaver for me a couple of times too. People at CATS have always been very helpful to me, and I feel they deserve a lot of appreciation now.

Amazing!

CaTS is the BEST service, program, office in the whole university. You keep us running. Your techs are knowledgeable and helpful. They are polite and patient. I cannot say how much I appreciate CaTS.

CATS always does an amazing job whenever I need them! I have never been dissatisfied with their services in the 9 years I have been a part of the faculty of WSU.

Great response to the COVID-19 crisis by providing lap tops and hot spots to students, staff and faculty. No The friendliness of the CaTS employees is always present and makes me feel comfortable in addressing any issues I've had. My problems have always been resolved. Thank you.

Speed of responses, friendly service

I just want removed from all communication with WSU. I am not longer a student.

I love all the help and training the CaTS team provides everyday!

Individuals that answer the phones at the help desk are always very helpful and work to resolve any issues. They seem knowledgeable to assist with the problem or will reach out to someone else in the office to find an answer. My issues have been resolved in a reasonable amount of time but mostly resolved while I am on the These folks are so critical to our overall mission, now even more than ever. What they do, they do well. More

Excellent

They keep things running well, and they are awesome at providing support to end users. Whenever I have called the help desk, whether I talk to staff or a student worker, I sense that there is interest in helping me.

They were very helpful getting us set up to work from home, and assisted us with many questions and problems. I've never once gotten bad service from CATS. They can solve any problem, and they are always

Customer service is outstanding!! Wish others on campus would follow your lead!

You are doing a great job. Even in this time when most of us are working from home. Thanks

Dan

I feel the Cats staff is amazing. I have always had such a terrific working relationship with everyone that answers the call when I dial 4827. They are kind, thoughtful, never make you feel foolish and overall are so Luckily, I haven't had to use CaTS that often as not much has gone wrong. But they are always quick to reply.

CaTS is quick to respond with both scheduled and unscheduled service. The technicians are thorough and especially good about explaining the problem and the fix. Big KUDOS!

I had someone troubleshoot the installation of pip for python on my laptop and it worked out great.

CaTS has had to remote into my computer a couple times while working at home to fix things, and they've done a fantastic job making sure my problems get resolved.

All the CaTs staff was very helpful and patient helping me to set up my work-from-home applications. I appreciated their prompt response whenever I had issues. They are very knowledgeable, patient and helpful. months, everyone on the CaTS team has gone above and beyond to help the campus community. THANK YOU!

CaTS staff is amazing! They are knowledgeable, fast to provide solutions, efficient and friendly.

I had my traditional HHD swapped with an SSD and was very satisfied with the promptness of the service.

Furthermore, I am blown away by the help that CaTS has given to the community during this time of remote Anytime I need assistance with login and tech, CaTS staff is very helpful and solves my problem.

All the staff in CaTS have always done a great job in helping me out as quickly as they can. Their patience and

advice on phishing and privacy protection

They were friendly and knowledgeable

I appreciate the competent software and other desktop services support provided by CaTS staff, and I truly appreciate how patient and courteous all CaTS staff are in solving problems.

I have called CaTS frequently over the course of several years. Every time I have talked with them, they have been very friendly and helpful. They have been absolutely essential to my ability to do my job when problems arise, and they are part of the foundation that is keeping Wright State going in my opinion. Thank you CaTS!

Good reliable service

Always responsive and courteous. Make it simple to complete work, as they take initiative in problem solving

Much Appreciated - always have good service from staff.

Customer service is excellent, help desk is very helpful, most things run quite smoothly.

CATS Has always responded quickly and enthusiastically with requests from our department.

CaTS has done a FANTASTIC job during these times! Quick response time!

CaTS is normally very responsive and timely any time I submit a request online or call on the phone

CaTS performs well considering the reduction of staffing and budget constraints.

CATS staff is super!

Awesome department as usual!!!

CaTS always does a good job at responding to requests. I greatly appreciate their ability to work with everyone right before we had to work from home to get the software we needed. I needed SPSS on my personal laptop and they were willing to work with me to get it. I have used it many times in the past month

Tech support with computer problems

When ever I call for help, usually I'm panicking, they are very calm and walk me through the steps. many times they take over the computer and fix it for me. Then they tell me what they did. I know I can count on

responsive to requests for help; ability to troubles-hoot and provide response options

CaTS is a model of responsiveness, effectiveness, and efficiency, with quick turnaround on tickets and very helpful staff. My issues are typically resolved the same business day, which is astonishing. Thank you for being

Password resetting, helping with computer issues and account reactivation.

CATS is extremely prompt in attending to my needs. They've never let me down. Even if they can't help me with a particular issue they always suggest options I could try. I really don't know what we would do without

Always super helpful, never takes long for response. Appreciate patience with my TLD (technology learning

## Please provide any additional comments (maximum of 500 characters)

A nice service for faculty, students, and staff. Very responsive to the needs of the university!

A special shout out to Paul Downing. I always breathe a sigh of relief when Paul Downing answers the phone, when I call the Help Desk. He always provides me with the BEST customer service. He 'knows' what he's doing Always a pleasure getting help from your team :)

As a retiree, I am pleased with the assistance I have received when I have experienced a problem.

Basically, I love the job they do.

CaTS has always been friendly, prompt, and very professional. Whenever I call in with an issue, they always fix it right away (aka the same day). WSU is lucky to have such knowledgeable and professional CaTS personnel.

CaTS has been a lifesaver in this very difficult situation. Thanks so much for your hard work and good humor.

CaTS has done an EXCELLENT job supporting me during the pandemic, which is a testament to their stamina  
CaTS is AWESOME!!!!!!

CaTS is amazing. I so appreciate the folks who help me with technology questions and issues, especially with computer/software concerns. They are also so helpful and friendly.

Thanks so much. Keep up the great work.

If WSU continues teaching courses on line, I will be contacting them in the Fall for help.

Thanks.

CaTS performs at a superior level,

Considering the constraints of the budget and revolving staff door, CaTS has done a very good job.

Customer service is outstanding.

Dorm Internet is very slow

Every time I've had to reach out to CATS the people have been very patient, kind and helpful. Thank you!

Everyone in CaTS I have worked with has always been very helpful.

Excellent student assistance and knowledge of computer related issues.

Great job all around. Keep up the good work. Keep Frank and Ibrahim. Your Directors are top notch - especially Kenny and Michael Stankas. Please don't forget about the 100+ pubic computers in the library

Great job to everyone!

Great job! Continue to keep up your good work!

Great team!

I am glad to get help from CaTS always.

I am no longer a grad student, as I withdrew and am now paying off WSU's funded portion of my loan. It is always a good experience to speak with the WSU staff about my billing questions.

I am still very happy with CaTs. Although I'm an alumni, I use this email as my professional form of

I cannot speak highly enough of the help, support, and patience that all of the CATS folks have shown this semester. It was difficult for many of us faculty to shift to online, but it had to be worse for CATS: an onslaught of panicked faculty (me included) screaming for help on all kinds of things. Your people showed real I felt that CaTS was knowledgeable and well informed of how to assist me with my questions and concerns.

I wish the computers could save some of our user data locally, at least for a few weeks. I log into the computer every day and have to completely reload all of my information.

I'm a big fan of CaTS. Thanks to all for what you do for the University.

I'm sure everyone working remotely has created a tremendous workload for CATs and I appreciate everything I've worked at various different companies. CaTS is the most responsive and customer friendly IT department I've ever worked with. Your customer service is outstanding. Keep up the great work because CaTS is definitely Is there any way to make the Sharing Whiteboard in Collaborative Ultra more functional. We liked it; yet, the screen would clear inadvertently losing the student's work. Also, is there anyway for students to load Word

Keep up the GR8 work!

Keep up the good work, and thanks!

Keep up the good work.

LOVE CaTs!

My office is in the Wright State Physicians building. Life would be much simpler for faculty in our building if we had WSU WiFi rather than a system that is managed by Back to Business. The current system is ripe for confusion which frequently happens (e.g., this is a university laptop so the hardware is CATS' responsibility but connectivity is Back to Business). Since we teach classes in the building and since the Student Health is My requests have always been handled in a timely fashion, no complaints.

N/A

N/A

N/A

Need to support CATS personnel as 'essential' we could not do anything without them!

Never used

Nope. I think that cats is doing a good job and while internet speeds are slow, they aren't unbearably slow. Our partnership with CaTS is invaluable for providing user access to library resources. Thanks for all your Overall I'm satisfied.

Overall excellent. Thank you!

Overall great job!!! I really hope the new printer/copier contract will make that process easier as well. Our Overall satisfied with my CaTS experiences

Overall, CaTS is an overworked and underappreciated area. I think everyone does a dynamite job and should be recognized for all that you do. Every now and then something falls through. That is only because you all

Overall, highly satisfied with CaTS helpdesk

See above.

Stop sending communications to former students if the information does not involve former/non-students

Take alumni off the list, or explain what, if any, services CaTS can be used for by alumni because I am unaware

Thank You

Thank you for all you do!

Thank you for being active listeners who are supporters of the learning experience in my classrooms.

Thank you for everything

Thank you for everything that you do for us!

Thank you for helping us, I couldn't do it without you.

Thank you for your service.

Thank you!

Thank you!

Thank you!

Thank you, immensely. I have worked here 15+ years and CaTS never fails to provide excellent service.

Thanks

Thanks again!!

Thanks again, I really can't say it enough.

Thanks for being a great unit to work with; I'm glad to have you as a resource!!

Thanks for keeping the campus running in the technology department!

Thanks!

The library is an extraordinary resource! As a medical researcher it is invaluable.

The past 5 years have been truly transformative for CaTS and many of the I.T. related services at WSU. We have seen the incredible value presented by Centralized I.T. services and many other universities around Ohio are playing catch up to realize the economies of scale and efficiencies that have been created by having a They do excellent jobs.

They're great!!!!

This, to me, is one of the most important offices on campus!

Under such pressure, you all have and are doing a fantastic job!

We are grateful for your hard work!

We are really fortunate to have such dedicated, knowledgeable, patient, and friendly technology personnel. I have to say that I don't recall any situation where I have felt disrespected or condescended to by CaTS personnel. They are always polite and answer questions in a complete way. They explain things in clear

Why are COGNOS reports (full of FERPA protected sensitive data) sent through email without encryption?

You are doing a great job.

Thanks

Dan

You guys are great!

excellent response time in my experience, real time would of course be better but would require much more

n/a

none

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