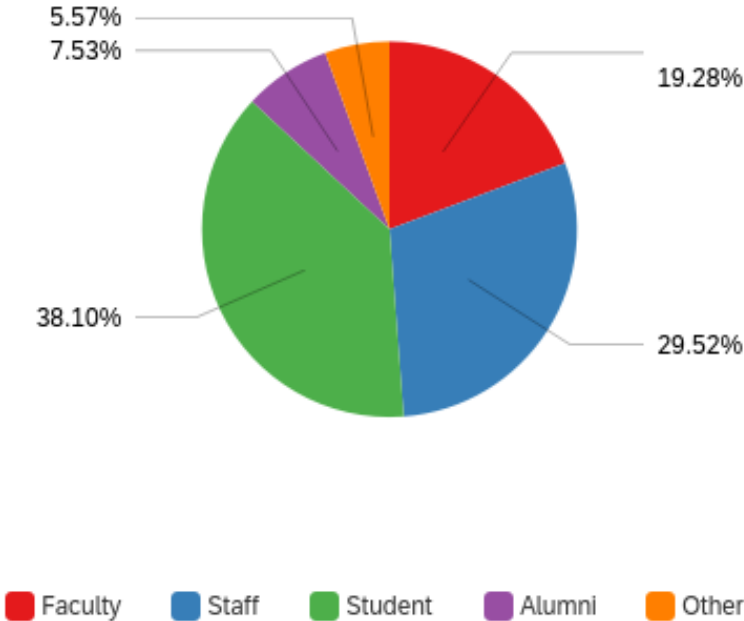


2021

CaTS Annual Service Survey

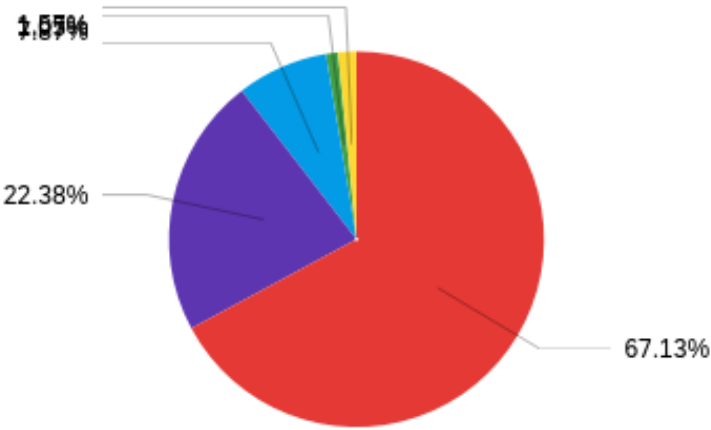
CaTS 2021 Annual Service Survey

Please select your primary role:



#	Answer	%	Count
1	Faculty	19.28%	128
2	Staff	29.52%	196
3	Student	38.10%	253
4	Alumni	7.53%	50
5	Other	5.57%	37
	Total	100%	664

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	67.13%	384
2	Satisfied	22.38%	128
3	Neutral	7.87%	45
4	Dissatisfied	1.05%	6
5	Very Dissatisfied	1.57%	9
	Total	100%	572

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

I am told to go find my own answers from easier connect

I am unhappy that masks are required and that Covid-testing is required. I am close to graduating but am now considering dropping out.

I don't need any services, nor do I want any emails from CaTS.

I didn't receive laptop and my request got rejected everytime

slow internet speeds even with LAN

Problems are seldom solved

Below is the response I got to a printer problem. It was in no way helpful and had an aggressive, disrespectful tone. I feel like there is no reason to expect any help from CATS ever. The assumption that departments have funding to replace computers is highly flawed. I am from CaTS and I wanted to let you know that both of the iMacs that you are having issues printing from are both OUT OF SUPPORT and can NOT be upgraded to a SUPPORTED OS anymore. That is probably why they will not print anymore as the printers have had software updates that now do NOT allow for older OSs to work. Since the Macs are NOT SUPPORTED anymore we can't work on them anymore. Those Macs should be sent to ESPM and gotten rid of. You will then need to talk to your department and see if you can get replacement machines for them. I will be closing this ticket as we can NOT help you out further. Thank you. Ref:MSG1656933_mIBUAAFrIkliHgJVopxO

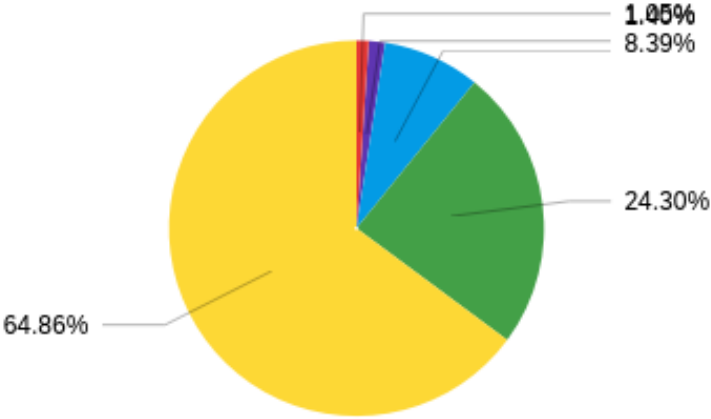
The support provided by the CTL to faculty for the LMS, Web Conferencing, and other technologies has been absorbed by CaTS. Now when I call to get support, I talk to the help desk, they log the ticket, and I have to wait to get a call back from someone. The call back could be a day or two long and it is usually at a time I am not available. Then when I call back another ticket is placed and the process continues. Faculty should be able to call and talk directly to a human being at a time that is convenient for them.

No one can answer Pilot questions. It has been a mess since these services were moved from the CTL. Things used to be so easy - call Chris or other staff, and get an answer that was easy to understand. The phone techs only speak tech and that isnt helpful.

Stop sending emails.

Bad advice on how to use BlackBoard. More reliable to just Google for info.

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	1.05%	6
2	Dissatisfied	1.40%	8
3	Neutral	8.39%	48
4	Satisfied	24.30%	139
5	Very Satisfied	64.86%	371
	Total	100%	572

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

The timeliness and quality of communications coming from CaTS for scheduled and unexpected service disruptionsd.

I don't need any services, nor do I want any emails from CaTS.

Response is slow. Seems not understanding the issue fully.

Service was not provided

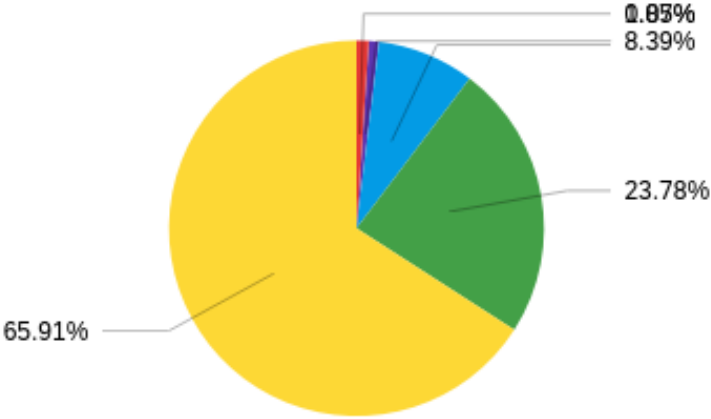
I teach at night and you have no one available for very rapid service like we always get during the day. I do not blame you for this as I believe this is an administration decision to save money since students do not come first.

No one can answer Pilot questions. It has been a mess since these services were moved from the CTL. Things used to be so easy - call Chris or other staff, and get an answer that was easy to understand. The phone techs only speak tech and that isnt helpful.

Emails frequently go unanswered for weeks

We were downsized and need IT support to automate the processes from emails to web-based requests. We have not been able to request the bigger projects and have been trying smaller projects or just not requesting anything. We receive high quality actions when it is our turn. The BSOM IT staff are great. Just not enough of them.

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	1.05%	6
2	Dissatisfied	0.87%	5
3	Neutral	8.39%	48
4	Satisfied	23.78%	136
5	Very Satisfied	65.91%	377
	Total	100%	572

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

See the comment below for a better succinct answer to this question that can be found below.

I don't need any services, nor do I want any emails from CaTS.

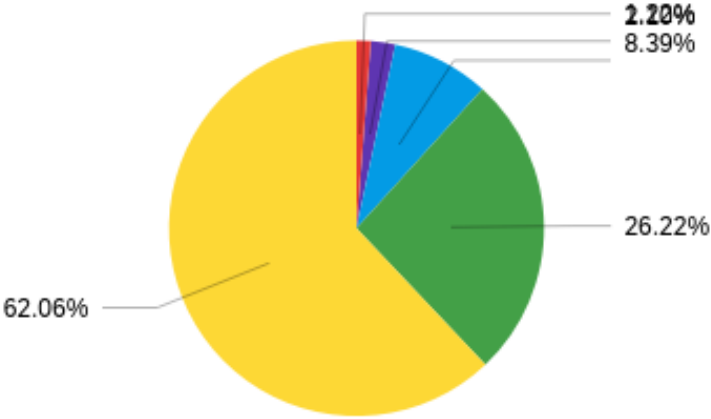
too much communication!

see above

No one can answer Pilot questions. It has been a mess since these services were moved from the CTL. Things used to be so easy - call Chris or other staff, and get an answer that was easy to understand. The phone techs only speak tech and that isnt helpful.

Many changes happen without proper communication, creating unstable environments for teaching

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	1.22%	7
2	Dissatisfied	2.10%	12
3	Neutral	8.39%	48
4	Satisfied	26.22%	150
5	Very Satisfied	62.06%	355
	Total	100%	572

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

Limited software options

I work for one of our many research core facilities on campus, and due to the very nature of our work, we must order very specialized pieces of equipment that allow us to do our research that happens to provide a computer with some of these items. For instance, we purchased a couple of very expensive Mass Spectrometers that came with PCs with specialized software pre-installed on them for us. There are many other examples of PCs that were provided with unique and specialized equipment. The thing that really makes us (Yes, more than just me) very upset with is the lack of help to assist with simple problems with the PCs because they were not bought through the Wright state system. Wright state should not hold it against people because we did not go through you guys for the PCs. The lack of help with these PCs that are provided to us with some of our Capital equipment should not be tolerated. These specific PCs aid us in our jobs, trying to research deep into the sciences and pushback from assistance with our equipment provided PCs are intensely infuriating. This rule that you guys have has hampered our ability to do our research. This affects our faculty, staff, and graduate students who rely significantly on our equipment with computers that came with it connected to it. When I first heard of this rule, I was sure that it would not impact us, but it does every day. Can you please change this policy and just assist us within the Wright State community to allow us, to help us, when needed, wherever the computer comes from?

I don't need any services, nor do I want any emails from CaTS.

Difficult to obtain help outside of certain hours

CaTS no longer provides the quality of service that the University has come to expect. CaTS has become extremely HANDS OFF and pushed DO IT YOURSELF. Some of us are not "techy" and prefer the HANDS ON approach we used to receive.

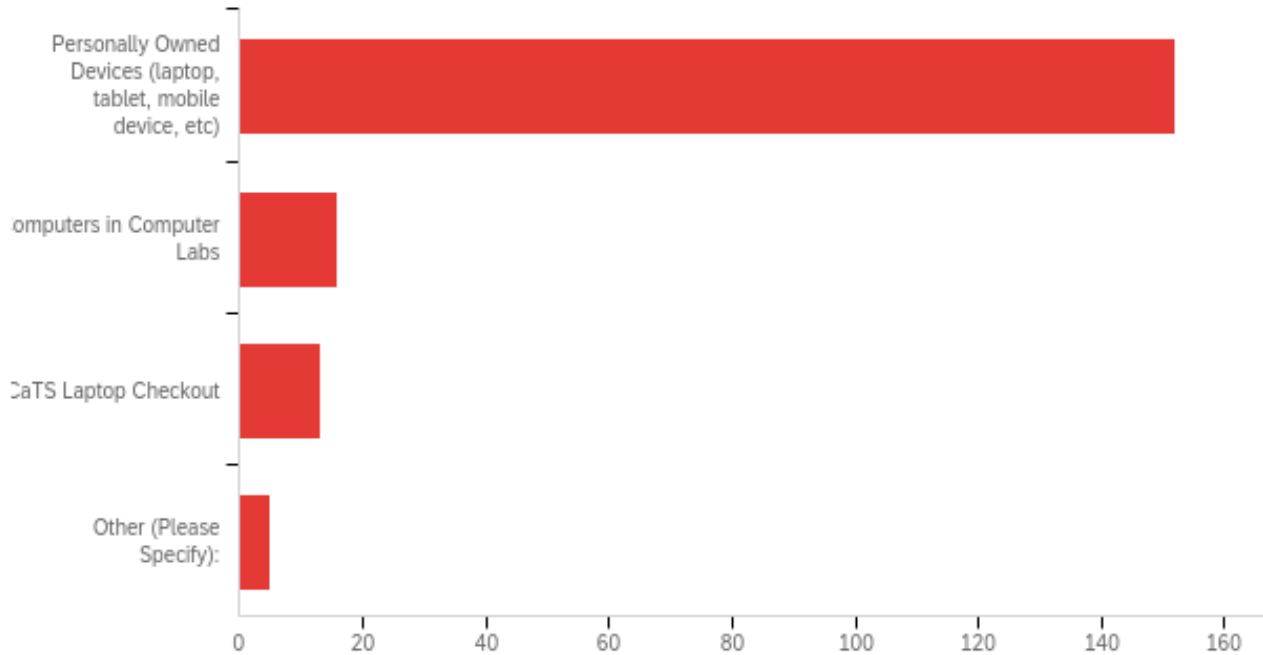
I was told that CaTS no longer helps with personal computers, just WSU owned devices. As a student, I do not have many resources to help with my computer issues.

Faculty should have a direct line to talk to live support.

No one can answer Pilot questions. It has been a mess since these services were moved from the CTL. Things used to be so easy - call Chris or other staff, and get an answer that was easy to understand. The phone techs only speak tech and that isn't helpful.

Abrupt discontinuation of a program that I used frequently, without any information or notice. A program which was previously offered (remote computer lab access) allowed me to access a statistical software program (Stata) which otherwise is very expensive. I was using this program frequently for research projects. One day the remote computer lab access simply was not functional anymore, and no one from CaTS was able to give me any information about it.

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



#	Answer	%	Count
1	Personally Owned Devices (laptop, tablet, mobile device, etc)	81.72%	152
2	Computers in Computer Labs	8.60%	16
3	CaTS Laptop Checkout	6.99%	13
4	Other (Please Specify):	2.69%	5
	Total	100%	186

Other (Please Specify):

I work from home primarily.

Computers in office on campus

None

It is a combination of my (CATS) laptop and desktops in the library. Every now-and-then I will use the computer labs, but they do not stay open as much as they used to; especially during "crunch-time."

Wsu computer

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

We had a problem with the settings for the classroom computer and WebEx meeting set-up for a hybrid class this summer. CATS came out to troubleshoot it while we were still in the room (we'd come in to familiarize ourselves with the set-up) and took care of one issue immediately and had the other resolved prior to our first day of teaching. They also came quickly when we had an issue arise during class and were able to resolve it so it had a minimal impact on class time.

Inquires and troubleshooting have been my primary needs and CaTs had done an outstanding job there. The staff is very attentive and friendly.

They do great work!

I think that cats help a lot of people who need them for a class but also with our websites.

Is always available when needed.

Every service that I have needed has been performed well. No complaints

Thanks Pat for all your help. Greatly appreciated! All is running well.

You're the best. Whenever I need help (which isn't often), CaTS always delivers. I'm so satisfied that I could do commercials for CaTS. You're an invaluable resource. Thank you, and keep up the fantastic work!

Help desk calls--very helpful, courteous and efficient.

Replies from help desk are fast and helpful.

This is a great initiative.

Communication and services completed are always done well.

They give clear communication in a very timely manner when there will be services unavailable.

I love the Help Desk. They are always able to assist me with issues that I have!

Respond to the online class problem

I returned back to school after being disabled and out of school for many years. Because of CATS, I have been able to take two online courses. My technology level is very poor (I used to be much better) but am improving a lot. CATS saved me early in the term when I was having trouble downloading my HW to dropbox and also when my computer did not have sound when it was classtime, etc. Their timeliness has enabled me to keep up in my classes and now I am getting super grades. Thanks, CATS!

Very helpful with my online data collection using WebEx during Covid. They were also phenomenal with assisting us to create an inventory of available technical/computing resources for grant applications. I could not be more impressed by the staff at CaTS.

Warnings about phishing, etc. are very valuable.

Classroom support, helpdesk, Pilot support, campus office support (desktop group), remote support, technology loan, computer accounts, course evaluations, computer labs

N/A

CaTS has been very responsive to questions and requests.

I was brought on board within a week of the start of Fall semester and the CaTS helpdesk was invaluable in getting my access and credentials within a very short time-frame. They were a great help.

No direct interaction with CaTS. The notifications regarding common and known scams going around were both informative and helpful.

The CaTS performs well in solving issues over the phone, and finding someone to help if needed.

After I graduated, I wanted to keep my email account. the CaTS team has helped me with that, and has made sure my account stays active. I'm not a student anymore, and so they didn't really have to do that. I feel like they went above and beyond to help me keep my email account and told me the steps needed to ensure it stays active going forward.

CaTs helped me when I was having trouble with my internet. They have great service and the help was straight forward.

I don't need any services, nor do I want any emails from CaTS.

People working in CaTS are very responsive and very humble, and have the ability to solve the problem, I think that's the best thing.

Always there when we need you!

They've always troubleshot any issue first time around. Greatly appreciate their competence

I'm consistently impressed with the communication, timeliness and quality of services.

Responding in a timely manner that exceeded my expectation, very patient and understanding over the phone, trying multiple solutions, and succeeding in helping with technical issues.

Very good with communication and updating the university

your doing great by sending things as emails on time

Good

Any time I have a classroom situation, the response has been very fast and helpful.

Support techs are always personable, kind, knowledgeable, and patient.

N/A

Excellent customer service, very patient, comfortable with collaboration with other CaTS colleagues until problem is fixed.

Quick reply time, willingness to problem solve and support no matter if it's a big or little issue, always kind and supportive

they are good

Good it will be useful for every student

I haven't needed any services lately because there seems to be more self-service than ever.

I received a quick response for any issues I have had.

Helpdesk is very friendly and helpful.

Despite the cutbacks and shifting of personnel, when I call needing assistance or troubleshooting with my computer, I receive excellent service. When I need Wright One cards activated for Hamilton Hall the service is extremely fast which is exactly what I need.

DUPLICATE RECORDS - Resolve duplicate records quickly and make sure all data is merged correctly. COMPUTER ASSISTANCE - The help desk provides exceptional assistance when I have computer problems - always knowledgeable and very friendly. NOTIFICATIONS - CaTs is good about providing email notifications when we are experiencing system issues or if we are going to have a system outage. CLASSES - I have taken classes from CaTS in the past and they have always been great.

Very satisfying

I have come to believe that CaTS is the backbone of this institution!

I really appreciate the quick response, professionalism, and knowledge of helpdesk staff.

CaTS always has someone available to answer questions when needed. If they are unsure of how to help they always offer to ask someone else with more experience.

short inquiries are taken care of quickly and well.

Staff is always kind, knowledgeable and willing to help.

By far the best service and expertise on campus of any administrative department.

Responded to my query and request for my mail box with a timely manner.

CATS is always able to help when I get a technology problem - and promptly, even remotely.

CaTs doing an amazing job . All the activities and services well done by CATS

Customer Service, knowledge, and guidance have always been top notch in my experiences with this team - I think they are all awesome and I know they are so appreciated!!!

CaTS employees are always so helpful and so friendly. Dealing with technology can be frustrating, but I know the issues can be fixed no problem with CaTS helping out!

Availability of computers for use. Email services and Office 365 Internet speed Information security

CATS has always solved our IT problems very quickly. They are great at what they do. Very knowledgeable, and professional.

Immediate solutions both in the classroom and other times

The folks at CaTS are super friendly and patient. I've never had an issue that wasn't resolved quickly and efficiently.

Sending emails to people who haven't been on campus in over two years.

quick response to Service now requests

ProWatch requests are very quickly processed.

very intelligent, good communication

Very fast and professional.

The CaTS team provides prompt and professional services to the Calamityville site. Special kudos to Mr. Shane Dewalt who is always available and his network support has been essential to us and our AFRL partners on site.

They have always been very responsive. I have had trouble a few times with a projector, and they have responded quickly. They have been helpful the few times I called with a question, too. Much better than other places I have worked.

Timeliness of responses

They are extremely helpful and provide immediate service.

The email account for alum is really convenient to keep local connections going, thanks!

CaTS is always quick to respond when I have an issue or if one of my professors has a problem in class.

Good Wifi

I really appreciate the services available to Alumni especially webex and the verifiable email account in O365

Staff is spot on 75 percent of the time. You, however are a hindrance.

When I started back at WSU during the pandemic, I needed lots of helping setting things up and everyone was wonderful; kind, patient and efficient.

everything they have done for me has been fine

I have found that members in CaTS are very knowledgeable and helpful.

Any time I contact CaTS I receive excellent service, thank you!

Every time I have contacted CaTs they have always been very quick to respond. I have met with the nicest people and are most helpful.

Cats has been helpful whenever I've had a problem.

CaTS has helped me solve software issues that were critical to my online learning.

Directory when I don't know who else to call

I was able to get in contact from someone from the CaTs team very quickly!

Helped get MATLAB back up and running

CaTS does a superb job of resolving my computer issues. The staff is very knowledgeable.

CaTS did a very good job at working out problems with online classes to begin each online semester.

Explaining, in detail, how to fix a problem I am having.

I had to use CaTS services once last year, in my first year at WSU. My dad (who is very knowledgeable about tech) and I visited CaTS in person and they understood each other very well. It turned out to be a hardware issue rather than software, however they were very helpful in leading us to that conclusion.

Respond to issues and questions.

As a new student, they were extremely helpful and caring. People aren't always patient or caring. They really helped me and made me feel like the issue I was presented with mattered.

Responsiveness and professional interactions are appreciated.

They solve all my problems whenever I contact them from finding a course on Pilot to a technology issue with a laptop or printer driver. They even help with my cell phone sometimes!

I am very happy with the services available to alumni.

CaTS is always prompt and effective in solving my tech related issues and takes the time to explain why it happened and what they did to fix it.

Cats help desk people are very courteous, and they help you very patiently to address any issue

Everything

I have no complaints for the services given and I understanding the impact of limited resources can have to get tasks accomplished.

I feel secure that when in the classroom CaTS will show up quickly when there is a problem. I will say that in the past several years I have had few problems, but I usually show up to class early and when every thing is working I play music videos for the students who are waiting. this means that the few times there is a problem it gets handled before I have to teach.

CaTS is essential to my job in helping me as needed with computer questions, solving computer problems, etc. Thank you for all you do.

All

I'm grateful to CATS employees, who went well above the call of duty to provide us with remote teaching resources last year. I teach in Theatre, Dance and Motion Pictures and could never have taught last year without those resources. We continue to depend on them, even now. Thank you!

CATS staff has always been great to work with and is very helpful in resolving any issues.

Fairly quick turn-around time.

helpful

CaTS troubleshoots all possible options before coming to a conclusion.

They are very friendly and respond quickly to requests and questions.

I think CaTS does a good job at telling us about scheduled maintenance an wings or pilot will be unavailable. I think they do a good job about telling us about phishing scams and job offer scams because I think there are people who would not catch onto the scams and would fall for them.

Very responsive and helpful with step-by-step walk through directions.

Always perform all services to best of their ability

I only rate this "neutral" because I have had minimal content with CATS

Great! They're very helpful, and PROMPT!

All of our service requests are handled quickly.

CATS is always available and gives great service!!!!

Communication and short length of time to resolve the issue is definitely a strong suit in this department. Job well done.

It was nice being able to work with Cats prior to the semester starting to make sure everything is up and running for the classes we are running that are taking place in Dayton and being streamed to the Lake Campus.

Help Desk is great! Big or small issues are handled quickly and professionally.

Responsiveness to critical issues

Communication of outages and issues are consistently prompt.

I have needed to call the Help Desk on a few occasions, primarily for software issues. They have been very helpful and, if my initial contact could not help, they would refer me to someone who could.

All the techs and help desk personnel are patient with me and are helpful in explaining what needs to happen or their recommendations; I love working with this team!

CaTS is fantastic. They are always helpful and courteous, and make sure to see the problem through. No complaints!

Very fast and efficient

University updates very timely.

Although the HelpDesk does get busy and service may be delayed, I have experienced positive interactions with he helpDesk staff and classroom/desktop support staff.

The majority of the workers are knowledgeable and know what they are doing. They are quick and efficient.

I have contacted CATS on several occasions within this past school year, and each time my issue was handled quickly, professionally, and in a friendly and helpful manner. I'm very satisfied with the service CATS offers.

CaTS always went out of their way to help me with any issue I was having (outside of what they were there for). Excelled at connecting to VPN, updating software (virtually).

Support for using classroom equipment is excellent. Responsiveness to internet, email, related issues is excellent. Support for laptop purchases and set up is excellent.

CATS has always been incredibly helpful, responsive, and efficient whenever I have needed their services.

Whenever tech breaks, CaTS is always there to try and find the solution to the problem. Often the university programs just break randomly and you guys are always there to fix it.

Their timeliness and willingness to help.

I have utilized CaTS approximately 5 times this past year. Every time, my call was picked up within 2 minutes, all HelpDesk staff were extremely helpful and able to resolve my computer issue during the call.

Every time I call, CaTS is prompt to fix the problem.

Timeliness of response. Patience

They are very helpful when in need of help. I really like the remote feature and the remote desktop they've added.

We have had several technology issues relating to our test proctoring computers. CaTS has gone above and beyond - getting to them quickly and installing new software and hardware.

Chris Flannagan is the most helpful and dependable staff member associated with your department. He will go out of his way to help with issues and make sure I feel comfortable using the equipment for my classes.

This team is very responsive to requests (even if they are late...not popular I know). Always professional and willing to go the extra mile!

Great at answering my questions and helping me with the very few issues I've had.

I very much appreciate when a CATS team member remotes in to my computer to update something that I can't update myself (administrator)

CaTS NEVER fails to resolve our problems in a timely, professional, and efficient manner, even when the problem is new to them.

Responsive to helpdesk requests

Requests are always addressed immediately (within 24 hours), which is outstanding. The in-person help desk staff are always knowledgeable and friendly. Our IT infrastructure seems very effective.

Satisfied with all CaTS has done so far.

When CaTS has been called to the Communications Center they have always responded in a timely manner and fixed the issue or advised what needed to be done if it was out of their area, meaning it was a 3rd party vendor issue.

I am a retiree of WSU and love everything about CaTS, keep up the awesome job.

Very friendly and quick response.

MY personal computer was hacked and I needed a school computer- and I was able to borrow a computer in one day. All the service that I receive from CATS is always helpful. I am not a techie person so the cats team can always explain the problems I have encountered in a way that I can understand. Thank you

Customer service is phenomenal

CaTS explained their services to me very clear and concisely as a new student, and I appreciated it so well. When I visited the CaTS office, they were very kind and welcoming.

When called very responsive to needs and efficient in taking care of problems.

Have always had superb assistance from CaTS. They have always been able to take care of the problem/situation in a timely manner. Your help personally and campus wide at the start of the pandemic was phenomenal under incredibly difficult circumstances. The skillful assistance provided remoting into my home computer was vital to me being able to perform my job duties.

WebEx updates that eliminate scheduled events for classes without even giving faculty a heads-up is simply unacceptable. Generally, CaTS needs to test things properly before rolling things out.

The online databases of medical journals are excellent.

In my role I have the pleasure of dealing with Premier IT and WSP IT. CaTS customer service is far superior. I can't think of a time my issue wasn't solved on the first call. Their technicians are polite and knowledgeable.

I very much appreciate the one-on-one help that I receive.

They have always been quick to reply to my emails.

I've only had really good experiences with CATS in my year here at Wright.

I was so impressed with CaTS staff ability to deal with computer problems during the pandemic. The staff is very patient and knowledgeable.

Overall, I've never had any problems ordering software through CaTS or getting routine IT questions answered. The few times I've run into ordering issues that I was unable to resolve myself, the CaTS customer service staff responded quickly and resolved the problems.

All service is professional and high standards based.

Always ready to help and usually able to help the day I call. Never hesitate to help and offer good suggestions for improvement of my work computer. And always friendly!!! :)

Response time for any concerns. Professionalism.

Consistent quality work in response to requests and questions.

Rapid, comprehensible responses that directly address whatever issue I bring. Unlike tech support from any other source I deal with. Mostly, CaTS runs the system so well, that in 31 years of dealing with them, I've only rarely had an issue to raise.

This is not just a lazy survey response of "very satisfied" because I am timid or passive. CATS inadvertently help many individuals get better grades because of technical support. You would be surprised at the number of students that cannot even "copy-and paste." I was one of them!!! However, the CATS crew helped me with many technological aspects, and simultaneously, showed me how to do it myself (classic).

Every time I've called to consult about an access issue, I received clear and helpful information. Also, I was appreciative of the tutorial I received as I prepared to use the new technology in the classroom. Based on that training, I was able to navigate my class this fall with ease. Thank you for the excellent service you provide!

Very responsive.

individual desktop support and consultation by Bomgar and phone

The services offered are top-notch! The emails from the CATS department are very timely and helpful.

I have no problems with my WSU technology (One Drive and email), and any time I have submitted a helpdesk ticket, it has been resolved quickly.

I had one heck of a time getting a W number, getting a badge (I still have not picked it up) and getting email set up. People were helpful, but I think the system and processes worked against them. I would suggest having greater access to ID badges during the first week of classes. Expanded access beyond the hours of 10 am and 2 pm (as an adjunct, I have a day job and can not easily get to campus during those hours) would be helpful.

Setting up the computer in my office

I have received prompt and kind responses to all of my requests for assistance.

I think cats in general is very well run. I've asked questions, rented things, gotten help, etc. All very professional and quick.

Before this academic year, I'd say that there was nothing that CaTS couldn't do well - from helping me set up new tech on my computer, to answering student questions, to assisting in the classroom as needed.

Thanks for your continued dedication to Alumni.

I think this is one of the best perks about being here. I've been at other universities where the wifi is unreliable and support technicians are not always friendly or helpful. I've had the opposite experience here.

My questions were always answered; no matter how simple or complicated. The staff was/is always pleasant and willing to go the extra step to assist. I have not had a lot of activity with CaTS the past year (I am retired), but I know they are there if I need them.

I am retired faculty with emeritus privileges. CATS has always been helpful when needed. They seem to enjoy assisting when they can.

Updates to webpages are done extremely quickly.

Addressing technical and software issues. Has been very helpful with other issues and needs as well.

CaTS helped me when I was having an issue opening a website on my computer. They understood that I was frustrated and were able to talk to me in a way to not frustrate me more.

I love the support.wright.edu function allowing them to remote in and see what's going on with my computer or laptop.

CATS responds quickly for faculty and classroom computer issues. It remains the best functioning unit on campus. Thanks, Mike!

I'm with the WSU Foundation. The support we receive from CaTS is incredible. Your willingness to provide services to the Foundation helps us in our mission of supporting the university. Thank you!

The sys admin group has been wonderful and I appreciate all that they do.

CaTS is my most valued service department on campus. They are ALWAYS on top of issues and are so fast, and efficient. Everyone down there is so Professional and is always willing to help you. I never feel rushed or feel like I'm asking something stupid. I love CaTS They have helped me out numerous times. They're my best friends.

I appreciate the patience that your people at the Help Desk provide and the willingness to address my concerns. When I have a computer problem, I CAN'T WORK!! So their timeliness and service are very important and greatly appreciated!

Help desk is very helpful and timely.

When I needed assistance with a problem with my computer and information , the staff member was very helpful and polite.

I love how CaTS fixes problems with my computer in a timely manner.

The gentlemen at the Help Desk were awesome! Very helpful and supportive! They should be rewarded for their efforts!

I appreciate the assistance of CATS. I am always able to reach someone and they go above and beyond to ensure questions are resolved. Much appreciated.

I just talked to a CATS tech Monday about an issue I was having with Pilot. The tech honestly didn't know why Pilot was automatically transferring my deadlines for assignments in the Drop Box over to the Grades page, resulting in students not being able to see their scores after the assignment cut-off date and time. But the tech told me how to work around the situation; she ws very helpful and professional, as all the techs at CATS have been.

Excellent response to classroom distance learning equipment issues. Help desk is responsive.

CaTS services helped immensely in easing the transition to working from home and helping me with technology concerns. Thank you so much!

I believe that the staff at CATS are very hard working and dedicated professionals. The problem is that you seem to be short staffed. It has taken close to a year to have a server upgrade complete and it is still not completed. I wish that you were better resourced, as I'm sure that you are as well.

Always quick to respond and I can't think of an issue that CaTS has not been able to correct any issues in a timely and professional manner.

The customer service is outstanding! Everyone I have ever called for help [or has returned my call] has always been patient and pleasant and follows through in correcting the issue at hand. Having been here for 14 years, I have seen the CaTS department trimmed, and trimmed, and trimmed and still they are able to keep us all connected and "up & running" with only a small dedicated staff. The CaTS flexibility and response to the pandemic closures was extraordinary. That was a monumental task!

I am fully satisfied with the IT services I have received from CaTS: a checkout laptop, computers in the library and classrooms, and wifi service on campus.

I have always appreciated how well I'm treated on the phone with a CaTS staff member. I feel like my questions are always answered appropriately with a friendly voice and friendly explanations.

I love the tracking in Service Now. It's so helpful to know where things are in the queue, and if they have been assigned to anyone. I only wish all service parts of the University did this - *cough* Facilities *cough*

I've thrown a lot of weird problems at CATS this year and they always work it out.

Someone is always available. Quick response time. Most employees are knowledgeable and quick to help or fix.

Always very cheerful and helpful, even when I am most frustrated :-). The ability to "remote in" to my computer makes the process much quicker.

Always tries to fix my problem right away and won't give up until it is reconciled.

I am very proud of the excellent service Raider Connect has received from CATS. From helping set up new employees to going virtual and taking on your extreme challenges of all the different programs we need to do daily business. We are a front line customer service department and can not be down for long. CaTS always makes a priority. So thank you for the hard work and excellent service.

They respond to requests quickly. They are knowledgeable and always solve the problem They are friendly and patient with any issue when I have needed help

Call in computing service issues and how CaTS is able to help correct computing issues your experiencing.

Help Desk (these folks are fabulous!) Break/fix for labs Information about purchasing new hardware; replacing/upgrading broken/old hardware

The employees are very knowledgeable and very calm in listening to the problem and explaining the solution,

I have NEVER had bad service from CaTS. All of the phone calls, etc to the Help Desk and how I describe things -- people have ALWAYS been respectful and helpful. Brian, Virginia, Myke, Jeff, Catherine -- all SUPERSTARS in my book. (And others whose names I am forgetting.). Turning tasks around quickly is what you all do really well.

They are great at providing help right when needed.

Always very helpful, understanding, polite, and prompt.

I needed help on accessing a piece of information in WINGS one time and the guy helping me was very calm to show me how to access it. So I think friendliness as well as over all knowledge of how systems work is something CaTS is good at.

The CaTS staff is always helpful!

C.a.T.S. is usually very helpful in terms of getting things done and fixed in a timely manner, in nearly every single capacity.

CaTs always responds to me quickly and resolves my issues usually same day.

Responds professionally to tickets and follows up to make sure the problem is solved. Can handle anything and shows patience during complaints.

Questions and concerns are answered in a timely manner.

Very helpful with requests. Help desk is great too!

When computing issues pop up in the library CaTS makes it a priority to get right on it, and they do! Regular communication between CaTS and the library is also very good. The CaTS representatives that visit our library meetings keep us informed of changes and give us a chance to voice our ideas and provide feedback. This is all very much appreciated.

N/A

Fast responses for routine issues, tickets are made and resolved quickly

Troubleshooting, advising on software and hardware. Everything they do is great.

I can't ever say enough nice things about any and all interactions I have with CATS staff. I never wait long. You guys are super patient with my lack of tech knowledge. Things are always promptly resolved. Would be lost without y'all!

Pilot related services

Always helpful and responsive - impressively so.

Every time I have needed help or had a question someone is right there to help me.

When I call the help desk I have never had to wait more than 5 minutes on hold. They can almost always resolve the problem, and if not, will set up a call back with someone who has the expertise necessary. The once or twice I've had a call back, they always called when they said they would and got the problem resolved to the best of their ability.

Response to service tickets is great. I have never had a wait longer than an hour to get a response, sometimes longer for a resolution, but rarely.

Timeliness is great and reporting is great.

The phone is always answered. Emails are always answered. CaTS is the only department on campus that is consistently available and helpful.

Help Desk is super responsive and timely, super nice, always sticks with something until it is resolved.

So helpful and patient to me. I am not really tech savvy. Appreciate that so much!

Timeliness and responsiveness from CATS has been well

They were very good at explaining my issue in a way I could understand

The help desk is always on point. great communication all around and a great CaTS team!

Everyone is always very courteous and helpful. If the person on the line is not able to immediately fix my issue they always get it to someone who can and get back to me in a timely manner.

Timely in every way for all of my requests.

I have dealt with since I have worked here and have never had any problems with getting problems solved. All staff members have always been helpful to resolve issues.

You answer the phone and are ready to offer assistance. You are friendly and patient, realizing we are not all IT experts. You stay with it until the problem is solved. You offer education while you work so I may better understand why something happened. I appreciate you all so much! Thank you.

Answering questions via phone and email in a timely manner Assisting staff with student inquiries pertaining to technology

I teach a business course as well as provide career services in RSCOB. I always know that if I have a question regarding use of technology and/or virtual platforms, CaTS will respond quickly and make sure that my issue is resolved.

Very good and explaining issues, not just fixing them. That way we are empowered to try and fix them ourselves, if it's something simple.

Outstanding service and timely as well.

I rely on CATS for a great deal of trouble-shooting when my desktop acts up.

CaTS team members are always highly responsive, patient, and informative when assisting me.

Help Desk staff/students are always helpful and very knowledgeable!

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

None, that I'm aware of at this time.

They do great work!

N/A

the only thing that I can think of is a broader range of operating hours.

Supporting classroom technology for hybrid course delivery. Presentations must be thorough and accurate.

N/A

Can't think of any.

-

I'm feeling so much happy.

You all do great work!

N/A

None at this time!

Extended hours. I understand that may not be possible.

CaTS staff should be paid more.

Unlocking classrooms (had some issues this term), more staff for desktop and classrooms groups, personal device support (the old Home Base)

N/A

I have no improvement suggestions at this time.

No direct interaction with CaTS. Not sure if they're responsible for this or not, but communicating planned and known internet outages is important, as is the reason for the outage and any solution(s) to keep service running for the duration of the outage. For example, the outage(s) that occurred in-between semesters for students staying on campus. There was no reason provided for one where ethernet ports were disabled, and the only way to re-enable it was to call disability services...?

I have no complaints

I don't need any services, nor do I want any emails from CaTS.

There is nothing I could think of.

We should be using Zoom. Collaborate Ultra is not good and lacks many of the features that Zoom has. Seems like we are lagging behind.

The general staff that's trained to do generic things (granted, probably most of your requests) are not very knowledgeable about things outside their training. I've known John Meyers almost the entire time I've been here, and he's my go-to guy if I really need anything done.

NA

None

I don't have anything at this time, I am very happy with CaTS.

None

be jovial and communicate

Good

On site check ins? It might be nice if a tech went to the various offices for an hour or two once a month to "be on site" for questions and issues.

N/A

Can't think of any

nope

Good

I'm not sure why CATS won't allow me to update my Wright State issued Mac to the next operating system. It seems way over-controlling to me.

Communication with process changes.

On rare occasions a student worker at the Help Desk does not know about Read&Write Gold and how our licensing works.

I can't think of anything.

Support

Timely university wide licensing of software. The faculty had major difficulties with Adobe acrobat license expiring just at the start of the school year.

Keep it up, even though your employee/staff numbers have been hacked.

Communication between CATS and college/department/faculty is non-existent when it comes to ordering equipment. I waited for a whole year for a replacement of my office computer. Each time I enquired, I was referred to a different person and the line of enquiry stopped without resolution. This went on for over 12 months.

The individuals on duty are almost always students and while capable, do not always have access to everything they need.

communication on who does what for the help desk or someone else. Getting passed around from person to person trying to figure out who can/should help me happens a lot.

Hope that CaTS can help extend the expire date of mail box for alumni.

Start to offer more training classes even if they are virtual. On REDCap, new versions of software such as Office and windows, Chrome River seems to be a mystery to most - training would be great. Trainings seemed to have disappeared with Covid.

They are really good at what they are

Maybe web filtering to block malicious sites.

Cats needs more support & personnel

Not sending emails to people who haven't been on campus in over two years.

Better follow up with service requests. Actually talking to the person who submits request and doing a test run to see if the "fix" actually works with the employee (not just for CaTS) before closing the request.

Possibly some additional coverage on weekends or evenings when professors are preparing for classes.

Apts need faster LAN speeds

There has been a few times where my organization has had a room reserved and on the day and time it is reserved, the room is not unlocked. On the weekends, when this usually happens, there is not someone at CaTS with keys so we have to call campus police. I hate having to take them away from what could be real emergencies to come unlock a door for us. Not sure if there is a way to have someone at CaTS with keys on the weekends.

Stop locking the doors

More staff, less administration.

they are fine

Nothing that I saw

"Manners" as in common courtesy. Not everyone but on occasion I talk to someone there who could use a few tips on how to deal with the public including: speaking clearly and enunciating their words, saying thank you, please and other common courtesy words. The proper response to "thank you" from a "customer" is "you're welcome" NOT "uh huh" or no response.

I have not been in contact with CaTS enough to provide feedback.

None

none comes to my mind.

I wish they had 24/7 assistance in house!

Informing other offices on this campus how to be as effective as you are.

More people to help with Pilot

After hours. Evening classes sometimes do not get support

None

Better phone etiquette. Better walk-throughs when assisting with processes or troubleshooting.

N/A

I have not had a bad experience with CaTS.

N/A

HATE HATE HATE ServiceNow. It is confusing, hard to use and the reaction time is terrible!

Improve the technical levels.

Never had any issues to date.

see above

NA

We would appreciate a more timely notice when some software/systems are down. (Understand it is difficult to work on a problem and notify all of us at the same time!) Also, it difficult for employees to locate the training or changes. Just found out about the digital forms.

I feel like it would be more effective if there was an option to directly email CaTS instead of using the "web support" link at the bottom of a webpage. That web support link is like a middle man and wastes time since I end up communicating directly with CaTS via email after my request is submitted. Also, there isn't enough space to put an description of what needs fixed when using the "web support" link.

Not sure if this is the correct area, but being able to print from 2 copiers at the same time. It doesn't happen often but sometimes it would be nice to save time.

The absence of live phone support for faculty seeking assistance on Pilot support is concerning and I am hopeful that this will change as the staffing situation stabilizes.

If the WiFi is your domain, this has been lacking this semester, as many times, I have had to switch from the secure server to the public just to be able to download research papers. Also, communication when services change or stop would also be helpful (see above issue).

I do not know this, but I suspect they are understaffed and that even better service could be offered with adequate staffing.

N/A

None

N/A

Doing fine

sometimes as soon as a help desk analyst hears "BSOM", they immediately revert to talk to greg kojola or john needles for things that are not their responsibility. I have to insist that CaTs attempts to fix the issue. I feel like we are treated differently than other schools because we have IT professionals dedicated to the school - but their job duties have morphed over the years.

The majority of CATS workers were pleasant, I had one time where the worker was rude, condescending, and very disrespectful. An improvement would be to make sure all workers are trained in customer service, not just service.

NONE

My main complaint is about the number of emails I receive once I submit a ticket. I got six this past time--when my file was downloaded, when my ticket was opened, one from Proofpoint, when comments were added to my ticket, when the ticket was closed, and then an email for a survey.

The link between CATS and CTL and students and support for use of pilot is not clear anymore.

Please continue to have staff who specialize in Mac/Apple products. There is a big difference between Mac and PC, as you know, and once or twice I've initially worked with someone who was not very familiar with Macs who clearly was trying to "guess" about what to do. I provided more information for him than he was able to provide for me. Not a big deal, but please know that many faculty still use and prefer Mac products and have university-owned Macs.

Nah, the things that can improve are out of your hands, such as stability of certain programs like VDI. Service is always on top of any problems that happen.

na

None

It would be beneficial to expand their horizons to Linux and more programming-oriented needs. For example, the remote desktop is great, but since I can't run code in the background, I don't have much use for it as it currently stands.

None. Very satisfied with all services from CaTS this year.

I wish all of your employees worked as hard as Chris Flannagan. He has more information and knowledge about the equipment and how to make things work seamlessly and smoothly every time. I can't imagine what our classrooms and technology would be if he were not part of your team.

If the budget is there, it would be a great benefit to have access to more free/reduced cost software.

I am a newer part-time doctoral student and I still don't really understand my options for file storage. I know this happens in the Microsoft Outlook or Office interface but I feel like it will take a good tutorial to figure it all out.

The updates tend to mess some things up that can cause work disruptions and inconveniences.

None

continue to hire service oriented staff

I feel that your voicemail should state the hours of operation.

I have not had enough experience with CaTS to have a time where I think CaTS could improve.

newer people may need more training...i.e. one time I called about a problem with PPT -- she was looking up the same articles on the web that I had already looked up.

As a retiree it would be helpful to know what CATS can do, or not. A set of guidelines would be helpful. For example, my lap top was purchased by funds from WSU some time ago. Can CATS still do upgrades e.g.Windows, for me? Would I need to take the computer in or can an instillation be done remotely. Do I have to pay for service?

Nothing other than doing whatever is necessary to get them fully staffed.

Classroom support could improve, particularly with the provided equipment in the classrooms. Similarly, services such as Pilot, WebEx, etc. need to be more reliable and fully tested.

Can we update the new AP invoice submission form? If I have to login in with my credentials why doesn't my name and email pre-populate on the form? That would be a big time saver.

The computer lab in the basement of Rike could be better. The computers seem slow and sometimes don't work properly without a restart.

Nothing so far.

I cannot think of any.

Pay increases to CaTS staff for retainment and recruitment

Expand their services.

I have no suggestions for improvement. I feel completely supported as a faculty member and administrator at WSU.

N/A

See above - good people, not so good process. I didn't understand why ID badge was not available for pick up (even with a reasonable wait time) when the badge ID pic was taken.

Send Pilot back to the CTL and let those folks who know how to talk to faculty do so.

I teach an online course and so many students have connectivity issues. I refer them to you for assistance. Perhaps you already feel you are doing what you can but is there a way to promote a specific help feature for off campus students taking virtual classes?

This year though, a couple of service people told my students that they don't support FlipGrid, so not assist them, tell me something would not be charged to my department when my department (and college) business managers said it would. There have been a couple of mistakes that I have NEVER seen before. I think some of the issues this year are because we're back to F2F so some knowledge has been lost over the time we were totally remote. However, my unwavering support in CaTS has been shaken.

No suggestions.

I have nothing but positives to say about the CATS help desk! They are much appreciated!

The WINGS Announcements, though done very quickly, could be better serviced with an email to the requester with a "preview" of the ad so edits can be made before posting.

I feel like they did a very good job and I do not have any complaints.

None at the moment

I have some one off projects that I work on with CaTS and the communication area could be improved. Communication about timelines and when things should get done could be improved. It has been a two way street though. we could definitely do better on our end as well. I know some I am working with have been hit with covid and other things take priority. Things are tough right now. I just feel like communication can be better. Even a "sorry, I cant get to it until X would be nice

None, they're proficient at everything.

I believe tickets sometimes linger for quite a while.

I am not aware of any.

DVD players in classrooms should be able to livestream and show on the projectors in the classroom.

NA

No improvements needed.

N/A

Better communication about inventory - especially with CARES act funding purchases. When COVID first shut campus down, there were a ton of emails back and forth about getting webcams, checking out computers, cameras being put in classrooms, etc. Since then, though, there isn't an easy way for anyone to know if CATS has a specific item before buying it themselves for PDF or College/dept even personal money, without emailing their college IT person (assuming they have one?)

Training student employees

N/A

Information about software solutions; information about Office 365 apps

Nothing at this time!

I know CaTS like lots of areas on campus are understaffed. Is there anyway to make an interface with finance and Engage? We had a meeting about it with a programmer -- name is escaping me. It would make life for student organizations much easier.

Access to FREE Camtasia

NO issues

All that I am looking for is continued ethernet for students on campus that would like to use it, not just ADA required students.

The beginning of fall semester has repeatedly had printing problems for new students. Not sure if this is a Wright1 Card issue or something else, but it causes a lot of stress the first few weeks.

Telecommunications on campus seems to be deteriorating. My office phone has static and I can barely hold conversations via phone at times. This aging infrastructure needs to be addressed.

Allowing updates on Macs, testing new MacOS versions takes far too long.

Communications. Working with faculty and staff in a manner that cares about the core teaching research mission of the University

N/A

Anything out of the ordinary is met with bureaucratic deflection - "Oh, you need to contact X" even when other CaTS workers are able to solve the issue.

N/A

None.

Laptop purchasing

Possibly added "tech" training opportunities for fac/staff...e.g., honing skills in using Excel, Word, etc...

Perhaps longer hours. I know that probably won't happen with finances the way they are right now.

I have no complaints, I've been happy with CaTS service.

However, the structure of who to contact when is vague and needs to be made clear. Also, all people running the call center need to be either educated on the third party tools or know who to refer people to with third party tool questions.

Too many frequent password change requirements.

I know there are a series of questions and trouble shooting things the help desk workers need to go through when they get a service request. but when an entire application is down (university wide; in wings express finance, for instance), I wish they could just test what we are saying (see if they can log into it) instead of doing the screen share thing and walking through the whole thing, sometimes making us erase our cache, etc. makes people not want to report things.

None

I would recommend that if there is a plan for the abrupt discontinuation of a service which had previously been offered, that some sort of information be provided to the users, as well as to customer service representatives so they can answer questions that users might have.

Michael Stankas answering my emails.

No improvements needed. They do a great job.

Nothing- you rock/

Filtering out all of the fake job offer or personal assistant emails. I get 5 of them a day. I think there has to be a way to identify an email about a job offer that gets sent to 26 other people all with the same or similar names alphabetically as spam.

Please provide any additional comments (maximum of 500 characters)

Any time I have reached out to CATS, each staff person I have ever worked with, were always so personable, knowledgeable and kind in helping me to work through whatever issues I was having. Thank you to the CATS Team!! I appreciate you!

As a fulltime staff member and fulltime student, I feel lucky to have CaTS services available to help with any technology glitches.

Before I worked for CaTS I always bragged about WSUs IT Services to peers and family. I always got "Really?" "Our IT Dept. Sucks" or doesn't exist or is "So Slow". Keep up the great service! Thanks

Bravo for jobs well done!

CATS offers a wonderful service!!!

CaTS does a great job following up and fixing issues in a timely manner.

CaTS is amazing. I can't thank them enough for the work they do. Everyone there is so helpful, knowledgeable, and friendly. CaTS also deals with some not so nice professors and they stay professional even when dealing with people like that. I appreciate everything they do.

CaTS is one of the best things about being WSU faculty. My husband works for OSU and is always complaining about IT/Tech support, while I brag about CaTS!

CaTs is a valued resource for the University and deserves more recognition from at higher level management.

CaTs staff is always willing to assist!

Currently, I'm working from almost halfway around the world. Dealing with CaTS is like being in the office next door.

Every team member I have had the opportunity to work with has been helpful, friendly, professional, and provided outstanding customer service. Thank you.

Everyone in CATs has been very helpful and responsive. Always very polite.

Extension of office hours

Good

Good

Great customer-services skills...all of them.

Great job!

Great job, thank you!

Great service from a retired faculty member!

Help desk is always professional and quick to respond.

I always get Great service from CaTS. thank you for all you do!

I appreciate all that CaTS does to keep us running. They are quick and accurate and are doing an incredible job with few staff and increased job duties. Applause all around!

I appreciate all that you do to assist and serve our campus! Thank you for being a great campus partner.

I don't need any services, nor do I want any emails from CaTS.

I generally don't give all of the highest scores on surveys, but in this case, it was warranted! Great job!

I have a wishlist for the PD for CATS to help with, but in the end I truly appreciate everything you all do!

I have not had an interaction with CaTS that successfully resolved an issue in the last 6 months. Many times issues were closed and required manual reopening only to find out most of the content in the ticket was ignored.

I have not utilized CaTS services often, but have been satisfied when I have.

I really appreciate being able to keep my alumni account! I have used this email for almost 15 years & would be lost if I had to transfer all of my important account info to a new email. Thank you all for making my life easier!

I really do appreciate what you do.

I spoke with someone from the cats desk regarding the library computers. I have a online class that requires the lockdown browser, which is not compatible with my personal chrome book. The waitlist for a university laptop is over 80 people. The man I spoke with was very helpful and said that his team would be out to update the library computers, but in the meantime I would be able to take my exams in the lab next to the cats office and if there were any issues, they would be there to help.

I think CaTS does a great job! Thanks!

I think it is all good!

I'm always impressed by how well cats does their job.

I'm hoping that the university shows the CaTS staff their appreciation for their hard work and keeps the staffing levels in sync with the needs.

I'm mainly thinking of an online inventory/reservation system what would give some general info about what excess or other WSU-purchased hardware is available. I had a prof ask me if we had a spare iPad laying around. I laughed at first, but then our Business Manager was like.. well, maybe one was bought with CARES act money or turned in by a professor that left? It would be nice to know that without a bunch of emails back and forth (Out IT support person was on a well-deserved vacation)

I've been at Wright State for 22 years and can't recall ever having bad or concerning service from CaTS. They are efficient and quick to respond. Any issue I have ever had has been resolved, quickly and professionally. Keep up the great work!!

In general very useful service, should get more resources

In my experience, CaTS has done well with maintaining high customer service standards during this time of major university transitions.

Is the CTL now a part of CATS? If so, it would be helpful to have a list of all the people in CATS and the roles they play. It has become more difficult to get help for online course preparation and troubleshooting now that the CTL seems to have been subsumed by CATS.

It would be helpful to have a central means of consulting on IT solutions, to determine if what we want to do is already be done elsewhere on campus, or if an enterprise solution is already possible

I'm not very sure how they do, because I've never required their services. It's like insurance, you hope you never need it, but you're happy it's there

Keep up the excellence

Keep up the excellent performance.

Keep up the good work! :-)

Keep up the good work. Thank you,

Keep up the great and efficient work that you do! Thank you!

Keep up the great work!

Larry England is excellent at providing service and helping get issues resolved!

Love CATS!!!!!!

N/A

N/A

N/A

N/A

N/A

NA

NA

No additional comments. CaTs did a very good job.

No comments

None

None

None

None

None

Overall, I think CaTs staff are friendly and knowledgeable. They genuinely want to help staff and students.

Overall, considering reduced staffing, CaTS does a wonderful job.

Overall, great service and support. There seems to be some difficulty in tickets getting assigned and no follow up, so i wind up having to reach out again to get the ball rolling. For instance, i have a ticket i opened back up in July and while its low priority no one has reached our nor does it seem anyone is actively working it. This seems to happen about twice a year or so for me, so did not affect my overall rating of how i see the services provided. I appreciate the team and their hardwork!

Overall, you are doing great! Thank you for all the help recently! One request: make all computer labs (or the ones that people teach in) Cisco rooms. (I can't record one class a week in one of my courses because of this.) Also, resurrecting Home Base would be nice so people can get help with their personal devices. This is all I can think of right now, but there might be more stuff.

PLEASE CONTINUE ALLOWING RETIRED FACULTY TO RETAIN THEIR WSU EMAIL ADDRESS AND ACCESS. THANK YOU.

Please stop sending me surveys, maybe?

See above.

THANK YOU FOR ALL YOU DO!! I bet you don't hear that enough. I have always appreciated the work that CaTS does. Thank you!

Than you for always being so helpful

Thank goodness for CaTS. Whether it is answering the goofiest question I have or coming by to look at my desktop, everyone is knowledgeable and professional. They are amazing.

Thank you for all of your hard work and dedication. Keep up the good work.

Thank you for all your hard work!

Thank you for being responsive and helpful

Thank you for letting alumni continue to use WSU email!

Thank you for providing services to alumni

Thank you for the professional, timely, and excellent service!

Thank you so much for a top notch team.

Thank you!

Thanks to the whole team for keeping us operational during the pandemic! We quite literally couldn't have done it without you!

The help desk are normally super helpful and try their hardest to complete whatever issue I have. It is when I need something other than a quick fix that the service I receive becomes laborious. Back and forth calls and emails, switch from person to person, to still not have my problem or need resolved.

They do Great Work!

They repeatedly went above and beyond. Just a great team of people at CaTS.

This type of assistance should continue for the students.

Very helpful staff. In particular Kim Tusing. Thanks

Yall do a good job!

You guys are knowledgeable and very willing to help. I appreciate your services.

You guys do a great job and are very knowledgeable!

You're doing a great job.

Your initial form should allow the choosing of more than one option: I am former staff AND an alumnus. THX!

good job guys

nope

2021 Survey Themes

Extended Hours of Operation

The Help Desk's current hours are set based upon an analysis of past call data. For example, from July 1 to December 14, 2021, approximately 2.5% of total phone calls to the Help Desk came in after closing. Help Desk call volume also decreases in the hours leading up to closing with only ~5.8% of the total calls coming in the two hours leading up to closing time. Calls received after hours are afforded the chance to leave a voicemail that the Help Desk team responds to first thing the next morning, with only 1/3rd of after-hours callers electing to do so. Phone calls originating from a Wright State classrooms are routed to the evening Classroom Technology Services team for response until 9PM when the Help Desk is closed. Weekend support is provided on both Saturday and Sunday from 12PM-6PM. With this level of call volume, it is not economical to provide staff during later hours as more resources are needed during the work day.

Pilot Support

CaTS recognizes the need to continuously improve Pilot support for faculty. Since this service was transitioned to CaTS in late summer, the team responsibly for direct support for this service (CaTS – Instructional Technology Services) went through changes in personnel that unfortunately contributed to the decline of resources dedicated to support Pilot and other services. However, CaTS is committed to providing the best support possible to our faculty and has spent time this fall semester identifying areas where improvements can be made immediately. Early in the semester we offered several Pilot and other instructional technology virtual training sessions, instituted virtual drop in office hours, and recently sent out the first monthly newsletter to faculty highlighting upcoming training courses offered virtually and in person. We will continue to work with faculty to identify areas were we can improve and welcome the feedback.