CaTS 2023 Annual Service Survey

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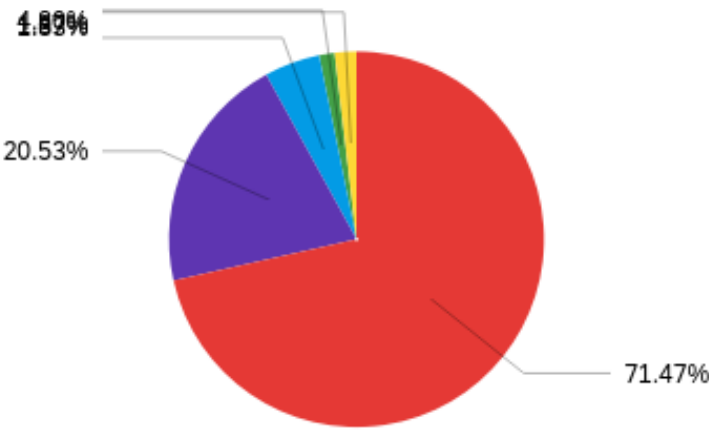
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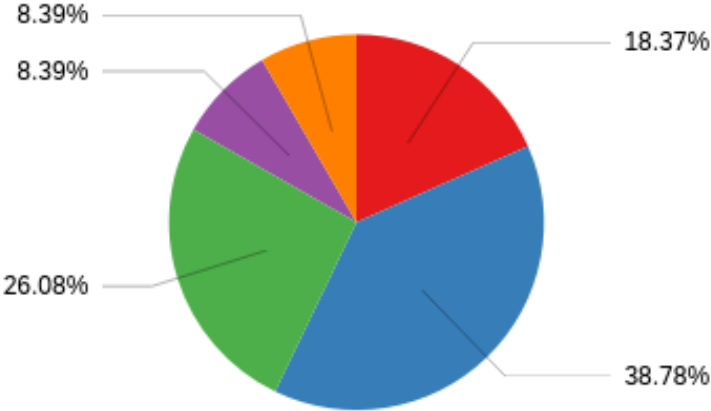
#	Answer	%	Count
3	Student	26.08%	115
2	Staff	38.78%	171
5	Other (please specify)	8.39%	37
1	Faculty	18.37%	81
4	Alumni	8.39%	37
	Total	100%	441

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

#	Answer	%	Count
1	Very Satisfied	71.47%	268
2	Satisfied	20.53%	77
3	Neutral	4.80%	18
4	Dissatisfied	1.33%	5
5	Very Dissatisfied	1.87%	7
	Total	100%	375

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

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So many losses of personnel. People won't call you back. They just want to email you — way too late to be helpful

I hate servicenow.

CATS has forgotten that there is a "Service" word in its name. All new policies are created to appease and protect administration rather than facilitate faculty job and student success.

Rigid, too focused on security rather than serving the community needs.

I have sent email to helpdesk@wright.edu multiple times in order to extend validity of my alumni mailing address. Mail sending fails every time.

They are terminating Ethernet to dorm rooms, the WiFi is as slow as 4G LTE data (This is not a complement, this is 2023, and games are 100+ gigabytes), and the WiFi is constantly dropping out.

I got one-on-one help in which the employer walked me step-by-step to set up my gradebook on pilot. she was patient and informative

Overall, please rate your level of satisfaction with the timeliness of service you receive from CaTS.
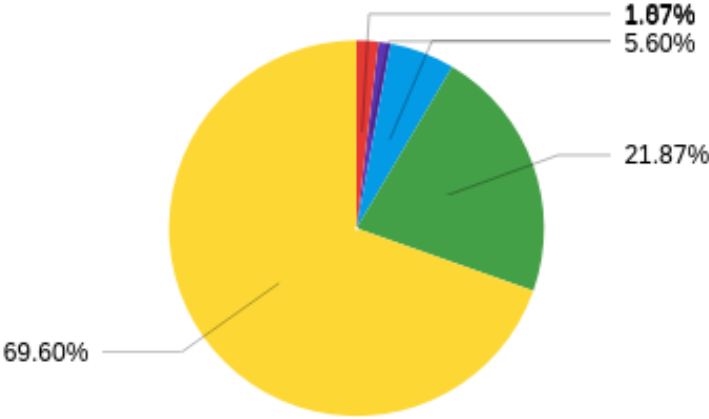
#	Answer	%	Count
1	Very Dissatisfied	1.87%	7
2	Dissatisfied	1.07%	4
3	Neutral	5.60%	21
4	Satisfied	21.87%	82
5	Very Satisfied	69.60%	261
	Total	100%	375

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

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Nowhere near what it used to be. Now waiting several hour or days for someone to return my call. Instead they just email me, even though I asked for a return call

I used to be able to interact with human beings.

Takes forever to get anything done.

They take more time shutting things down than making them actually work.

Service was never prompt, we always had to wait for them to finish whatever they were doing before they got to us

I have sent email to helpdesk@wright.edu multiple times in order to extend validity of my alumni mailing address. Mail sending fails every time.

The ethernet problem response was more than a week. Most places take three days at maximum.

I sent the email asking for help that day and next day I received it. no delay

How satisfied are you with the timeliness and quality of communications coming from CaTS for scheduled and unexpected service disruptions?
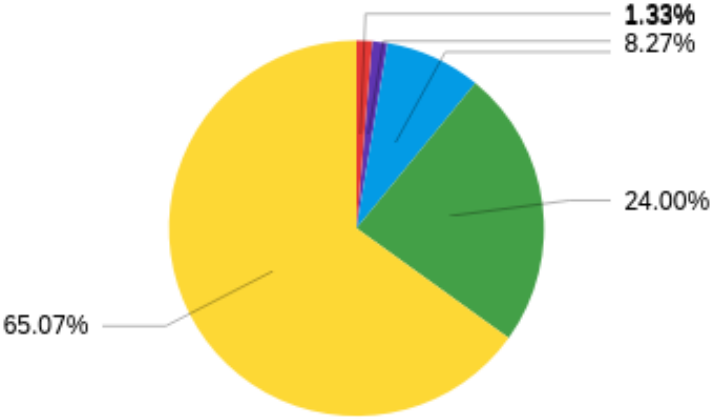
#	Answer	%	Count
1	Very Dissatisfied	1.33%	5
2	Dissatisfied	1.33%	5
3	Neutral	8.27%	31
4	Satisfied	24.00%	90
5	Very Satisfied	65.07%	244
	Total	100%	375

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

I have sent email to helpdesk@wright.edu multiple times in order to extend validity of my alumni mailing address. Mail sending fails every time.

An example is midterm grades. A system error occurred for some people, and a solution was posted to Pilot in a banner, but not emailed.

Same as the other ones. A week is too long.

Need Ipad Loaners. Took 3 weeks to get them and when ready never told to pick them up.

Overall, please rate your level of satisfaction with the variety of services currently offered by CaTS.
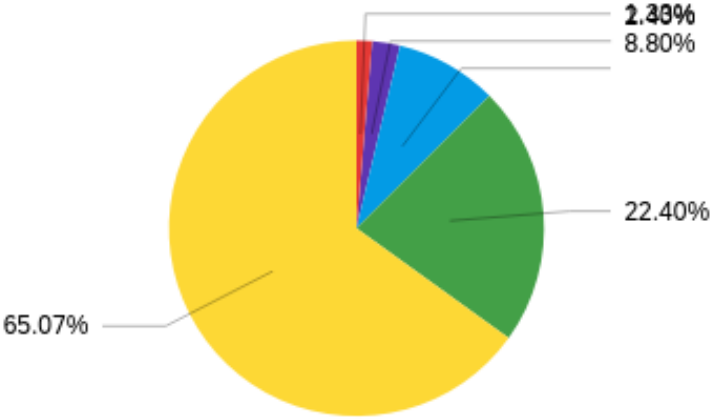
#	Answer	%	Count
1	Very Dissatisfied	1.33%	5
2	Dissatisfied	2.40%	9
3	Neutral	8.80%	33
4	Satisfied	22.40%	84
5	Very Satisfied	65.07%	244
	Total	100%	375

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

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I don't feel as if I am receiving the level of service that I was with the Center for Teaching and Learning (CTL). When calling CTL, I could reach a person who could answer a question in a quick minute. Now, I have to submit a "ticket" and sometimes it is the next day before receiving a response.

The CTL services absorbed by Cats are a shell of what they used to be. Such a dumb move. We need an independent and fully resourced CTL team

Because most "services" do not actually provide any real service, only offer excuses why something cannot be done

I have sent email to helpdesk@wright.edu multiple times in order to extend validity of my alumni mailing address. Mail sending fails every time.

CaTs is so extremely impersonal now. You have removed the HUMAN element out of your service. You expect the end user to become a Tech guru so that you no longer have to supply good customer service.

Your hours of service. I know you can't control them. It's a shame upper management doesn't work evenings. If they did at least the help desk would be open for those teaching and working other than 9 am to 4 pm.

Our college would benefit from support with instructional design and course development with engaging technology-enhanced active learning strategies.

What is your primary piece of technology used while on campus?
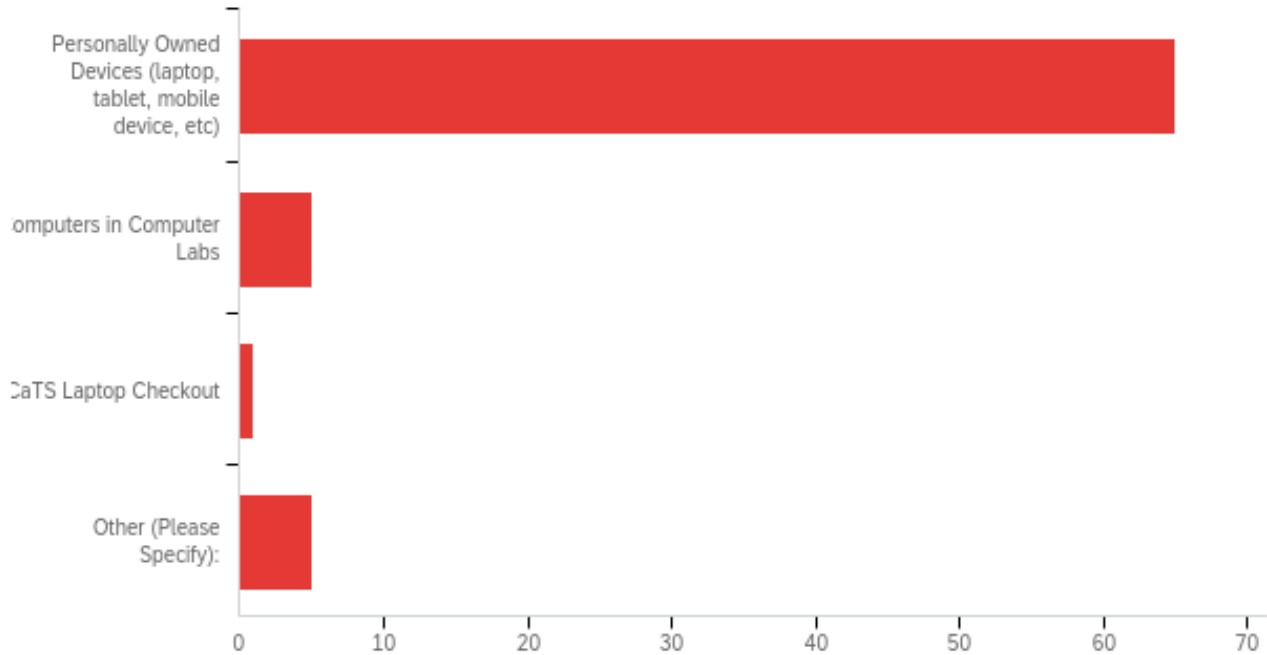
#	Answer	%	Count
1	Personally Owned Devices (laptop, tablet, mobile device, etc)	85.53%	65
2	Computers in Computer Labs	6.58%	5
3	CaTS Laptop Checkout	1.32%	1
4	Other (Please Specify):	6.58%	5
	Total	100%	76

Other (Please Specify):

chromebook

Printers (from personal lap top)

A laptop provided by CaTS

Dunbar Library computers

Please provide feedback on activities and services that you feel CaTS performs well:

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

I have only called CaTS twice and both times the tech was very knowledgeable and helpful as well as the phone call being time efficient. I forget the first guy's name, but Conner was the more recent one. Kudos to him, treat him well!

CaTS is always superhelpful and knowledgeable about how to help me. I am also very impresed with their quick response and ability to teach me so that I am more knowledgeable in the future.

CaTS personnel provide quick response time and communicate effectively when providing solutions to issues.

CaTS has responded to me promptly and pleasantly when I've needed their help.

The staff really helped me figure out the website which helped a lot.

The employees I deal with occasionally are knowledgible, or will hand me off to someone with more expertise in my questions. When I have found someone who knows how to handle a particular concern, I may return to that person with a similar question. When I see a Service Now answer from certain names (those I have delt with previously), I know the answer is going to be correct.

I needed help getting my passwords and login information and I called them and they were so friendly and helped me so well!

Class room trouble shooting; pilot help, issues with software hardware. It responds quickly and follows through.

I feel they do a great job of trying to offer the best technology experience they can for all they have to cover with the limited amount of time, resources, and people they have. They have friendly and knowledgeable employees who work very hard to make and keep clients happy.

Student help with use of WSU IT onboarding

Infrastructure is well designed as I have not found an area on campus where I do not have excellent connectivity.

CaTS is timely in their responses and are helpful in things that they are not the main contact for and will work to help you in any way they can.

CATS does a wonderful job with everything. Lowell is always awesome and helpful. John Needles is THE BEST and does so much for the School of Medicine. Myke is so knowledgeable about Microsoft stuff. You all have a lot of great people and we need to keep them, if possible and hire new people to ease their burden because I know they're overworked.

They always help in a timely manner and all of them are great.

When I have issues with my home or work computer and the staff need to "remote in" to assist me, they are very professional and helpful.

Easy to reach and quick resolution to any problems I encounter.

They are always quick to respond and are available.

Quick, efficient, explain the issue and the resolution.

The Classroom Technology and Desktop Services groups are invaluable to the library--they exceed expectations in managing our lab and staff computing needs. In addition, Rich Hadden, John Meyers, and Reid Allen are always willing to provide assistance, answer questions, and share information.

CaTS have always provided excellent customer service to the campus and even to retired staff like me. They are quick to resolve any technical problems and don't treat you like you are an idiot for contacting them! Thanks for hiring such wonderful staff!

Initial person who answers the phone is usually very kind and helpful

Support in Dayton is great.

I haven't needed assistance in a while but when I have requested help it was always promptly and politely provided.

Solving software glitches; password help, installations, anti malware activities. Courteous and willing to solve problems.

I appreciate the speed with which you respond to classroom issues. (However, I don't like having a ticket created for every call I make to the help desk -- sometimes I arrive at the classroom to discover a problem already exists; I don't want every problem associated with me simply because I phone it in. Creating a ticket can be a deterrent to reporting.)

CaTS performs all services in an exceptional manner.

The help desk is an incredibly valuable resource and though there is variation in the quality of personnel/assistance, I've found them to be one of, if not the, best units on campus. The website is well organized and very easy to navigate.

Service and support are excellent! Thank you!

Whenever I have any email problems, or update events, the staff always are happy to answer and help me. I greatly appreciated! I am very proud of being a WSU Alumni!

CATS provides high quality and stable services

Any time I have a problem or a question, I know I can call CaTS and the problem will be fixed.

ServiceNow tickets are getting done faster. Thank you!!

Excellent team - people are always responsive and nice and help to resolve my issues.

The telephone service is impecable always quick no long wait time and always fix the issue.

CaTS staff always know how to fix the problem that I am having even when I'm not sure I am explaining the problem correctly.

Helpdesk usually always resolves any issues I may have. Other areas good too.

I definitely don't feel dumb when y'all help me with stuff so that's cool.

The Helpdesk;   John Meyers

Strengths of the CATs Team are: Patiently walking through the troubleshooting questions; directly resolving issues when possible; assessing who/where the issue should be escalated to, when needed; Being knowledegable about the core systems (Microsoft, Outlook, Secureshare, etc); initiating followup communication, when needed.

classroom assistance

Classroom support; Registering new accounts

Great service every time I need it. They do a great job!!

CaTS helped me to set up the Duo app when I got a new phone. It was very quick and easy and took just a couple of minutes

great customer service

1. Knowledge about computers and technology 2. Helpfulness

I'm a new tenure-track faculty. I appreciate the help desk service ticket format. I understand some professors liked to contact individual CaTS people; however, I think the new format/policy is efficient and effective.

CaTS is very good at handling my needs for help in an efficient manner and keeping me informed as they work the problem.

Once I can access a human being, those human beings do a good job. They are over-extended though.

HelpDesk personnel are VERY helpful. They are able to trouble-shoot and solve every problem I have ever called about. 100%

Responsiveness is excellent.

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Getting delegated accounts is a breeze! Catherine Wheeler does a speedy and efficient job of getting information back to me. I have always had great help from CaTS. I call with some pretty dumb questions I imagine.

Everytime I have engaged with CaTS, I have gotten what I needed an in a timely manner.

I am generally happy with the HelpDesk responses.

CaTS is always available to help and in a timely manner.

Always impressed with how fast you solve individual computer problems.

I really can't say enough good things about your staff. Whether I submit a ticket, or I call from my office, or I call from home, I always get a quick response. Your staff are DETERMINED to figure out the problem. I have never had anyone blow off my issue. If they can't resolve it immediately, they assure me that they will investigate and get back to me, and they always do!

CATS is the greatest service on campus, delivered quickly and always with attention to its clients feelings. I really appreciate the art of what CaTS employees do.

Always ready to help.

When I have a technology problem I am always able to find help quickly.

CaTS has done an amazing job helping our international student employees here at UCIE in a timely manner. Whether it is renewing an account for a new student, or helping our international students make a new password for their accounts, CaTS has been completing the tasks the day of.

CaTS staff always respond in a timely manner to any tickets I submit and reply to messages that I may send to the help desk or someone else within the department with questions. They are always assist in a courteous and professional manner.

Whenever I call and need help, I get a knowledgeable and helpful person who helps me fix my issue.

CaTs is awesome, regardless of the services needed. They always help. Great Job!!

Answers my question or finds out quickly and gets back in a timely manner.

The speed of answering the phone and completing the request

Every time I have put in a ticket, I've had very quick response. Always a pleasure to speak with anyone on the help desk line. I know how stretched thin everyone on CaTS staff is, and I appreciate their help and kindness.

They get to requests very quickly. They communicate effectively about most requests. They check to see if an application is down before they asked you to share your screen and clear your cache. This is a great improvement.

CATS was very helpful in our on campus move.

Thank you for allowing me to continue with my WSU account

Although I am now retired, CaTS has ALWAYS been superb in their services and responce time! Keep up the great work!

It's good.

CATS is certainly skilled with on-campus issues regarding its connected computers. I myself have never gone to them with problems concerning personal devices, but in all previous issues with on-campus systems they have been both professional and speedy in their rectification.

Assistance with email and password updates.

In the 11 years I have worked for Wright State, every time I needed assistance, CaTS has responded quickly. I appreciate the kindness I've been shown, even when there was something silly or of my own doing. I have confidence in CaTS to be knowledgeable and friendly. You are awesome!

Helping me with computer problems

Communication

Always very friendly and knowledgeable, willing to do what is needed to address the situation.

The security team and the networking team are fantastic!

CaTS is AWESOME!! They come through for me EVERYTIME with any problems I ever have. They are the BEST department on campus hands down!!

I work with CaTS on day-to-day tech issues, copier issues, and account setup for adjuncts. Everyone I work with is awesome, particularly Catherine Wheeler, Virginia Heitbrink, Nathan Seim, and Lowell Bevelhymer. Everything is done in a timely manner with excellent advice, when needed.

Very prompt help once I get hold of them.

I really appreciate the remote support (support.wright.edu) that CATS offers.

I got help with connecting to a WSU shared drive on my personal device (iPad). It was a unique situation for them, but they got it done in 20 minutes, which I was very satisfied with.

I have called CATS often and the customer service is awesome - I am not very technological - and let the staff know but they are always so patience and kind, They stay on the line until the problem is solved and I understand how to resolve the issue should it occur in the future,

N/A

Security of wings

Updates for all

A+ Customer Service w/Timely Response.

The response times on emails sent to Help Desk is great! Along with other general requests.

Great service over the phone; showing up to classrooms when assistance is needed on the spot.

Pilot-related issues, either solve directly or immediate transfer to the Pilot tech support. Classroom-related tech support

Expediency

Communication, responsiveness, accuracy, attention to detail, attitude.

Your helpdesk people are very good at what they do. There are just some things that they don't have the knowledge to fix, but work on getting someone who can help.

Quick responses to issue and requests

CaTS is typically able to resolve issues in one call/ticket. Every employee I've ever spoken with does a good job of explaining how a process works or what information they need and why. I wish other parts of the University ran as well as CaTS.

Everyone is very helpful and communicates well.   They are also very patient.

CaTS is incredibly helpful for any kind of Windows malfunction or for helping to navigate Pilot. Every time I have come to them, they were courteous, helpful, and efficient.

Always very helpful when I've called. Solve any issues quickly and give me direction or insight as to the problem so I have an understanding of what was going on.

help desk staff are very good.

Assistance with setting up computers in the SSC for national resident in-training exams.

The Help Desk is exceptional--it's staff capable and professional.

equipment repairs and phone service have been great!

Most of my issues would be considered minor yet CaTS responded in a timely and complete fashion anyway.

CaTs is available whenever I need them and always work quickly to resolve my issues.

Always responsive and timely. Great service.

Help desk staff appear to genuinely want to help others with their computing issues. They are friendly and research issues if the solution is not automatically known.

I have never had a bad experience with CATS in my 12 years of working at WSU. Every person I have ever dealt with has been helpful and quick to respond to my needs. I have always been a strong supporter of the department due to its excellent service that I have always received.

Very organized and focused on campus wide issues.

They are always there when I have a problem and quickly get it resolved for me.

I've only had a few problems with it, I try to be as knowledgeable of the problem beforehand. The help I receive is from informed people and, though they can't help on a lot of problems from personal laptops, they are helpful with loaners.

They are always quick to respond, and they always find a solution to my problem.

I have called CATS twice in the last year and received EXCELLENT customer service. Both times the person who helped me explained how he would "take over" my computer and guide me through what I needed to do. The process was speedy, and they were professional, polite, and very helpful!

The overall group that works at CATs seem like a great team. They always answer my questions and help resolve any problems I am having. Needless to say I never leave without being satisfied!

Good responsiveness to tickets

The timeliness of CaTS work and the friendliness of the workers when I visted in person.

Pilot

Excellent customer service overall. When I call CATS, I can hear patience on the other line, and they are always willing to go above and beyond to help employees out. They don't gatekeep knowledge, it is always a learning experience when I call CATS.

Always answering the phone: Thank you! It's good to be able to talk to someone.

Always swift, professional service received!

Everything, really

Excellent service helping me get set up as a new employee. Quick responses when I needed assistance on multiple occasions. Patient techs!

CaTs members have provided their best service even in the face of budget cut and stafff shortfall.

Software setup. Access and permissions. Professional demeanor.

CaTS ensures continuous uninterrupted access to the computers in the computer labs, Wings, Wright State email and Pilot. CaTS ensures numerous essential programs are installed on computers designated for engineering and computer science departments. CaTS responds quickly to attempts to fish for information or defraud Wright State students. CaTS is performing their duties admirably.

I rarely have problems.....your performance on all activities and services is excellent.

none this year

prompt and knowledgeable replies to troubleshooting requests

The system works well any time I need to get on it. I appreciate the heads up when you will be working the internet. I mainly use Outlook for email.

When having issues with the soft phone and the VDI, when working remotely, they are quick to help and fix. They were quick to work on and fix our copier that was jamming up. I can not think of other specifics but they have always been great and helpful anytime I have called in.

In my experience CaTS has always provided timely responses to service requests including responding in person to classrooms for hardware or software issues.

Mike (Duncan) has been very supportive with technology issues and equipment needs. He not only answers the questions but assists by explaining the why.   Paul, Virginia and others have helped me with phone calls and strange (to me) situations. Always friendly and helpful.

Quick response to issue via the Help Desk. Timely updates on communication and technology issues.

Depending on who follows up, sometimes the response is good and sometimes the response is not as good. I find the support for Pilot for faculty impersonal and handled exclusively over email.

Always courteous and very helpful.

Account security

Customer Service; software implementation

The help desk folks are great. They have been very helpful with resolving issues with my PC and laptop.

Help desk is very helpful.

Internet Up time is pretty much 100% for me.

Cgghh

everything,

Resolves computer issues very quickly

I personally feel CaTS does an excellent job on the Help Desk. I usually get my problem resolved in one phone call.

Really? This is a field when the WiFi has problems as much as I use it (Very often, thanks Apple).

The Helpdesk is very good. John Meyers helps me tremendously with my ancient operating system that no one else in CaTS even recognizes the name of (Open-VMS).

Help desk, scantron

Very vigilant when it comes to email scams!

CaTS is amazingly professional, efficient, and capable of solving problems. Your student workers are sharp, professional, and motivated problem-solvers. Terrific analysts.

Representatives are consistently knowlegable, friendly and helpful.

Solving problems

CaTS is pretty good and organizing events and showing what's coming up next. Feedback is pretty good.

Staff is well-educated and happy to help. Each person demonstrates a significant depth of knowledge on the topics they support.

Answering the phone - I have very rarely been put on hold. My calls to the helpdesk are promptly answered and almost always resolved with one phone call.

Updates.

I feel my email is secure

The CaTS employees are always so kind and very helpful. Even if it is an issue they aren't able to fix, they are still very patient people.

The quickness with which CaTS responds to emails and phone calls for help is incredible. The follow-through and assistance in tackling additional "by the way" issues while addressing concerns is also beyond helpful.

I have had to call a couple of times lately. I was helped quickly and by a friendly face who did not make me feel bad about troubling them. (This has happened in the past from hospital IT personnel, not CATS)

As a new staff member, I have relied on CATS staff multiple times and they have delivered very high levels of service. I am very grateful!!

Almost 100% of my issues are resolved the same day!!!

all of them

They set up my computer for me.

teaching how to make my page on pilot more accurate and effective

the phone support is excellent. They fix issues quickly

CATS staff are very helpful and quick in trying to solve problems. They are gracious even when I've caused the issue by user error.

I appreciate that the team takes the time to walk me through fixes as they're doing them so that I may be able to fix the same or a similar issue in future. That's really helpful.

All responses and actions are completed quickly.

CaTS is always polite and helpful when I have problems.

My WSU work is primarily virtual, so I'm extremely satisfied with the timeliness and help CaTS provides remotely and over the phone.I haven't had to use CaTS much this school year, but, in the past, the help has been amazing!

Requesting technical assistance is an efficient process (via telephone or online). Technical issues are quickly resolved with patient and competent representatives. The Nursing Simulation Learning Resource Center (NSLRC) is very appreciative of Chris, Larry, and Greg assistance in resolving issues. Thank you for all the help in the lab areas (main campus and SHARE House).

The number of training opportunities for faculty is amazing! Keep up the excellent work.

CATS is prompt, professional, understanding, and effective whenever I call regarding technical issues.   The assistance provided by John Needles in setting up our CREOG ITE in January and in ensuring that all systems worked properly on the two test dates was invaluable and above and beyond what I expected based on previous experience with other IT departments. Keep up the outstanding work. I have been in higher ed for about 40 years and you are by far the best I have ever worked with.

Customer service and knowledge of everything

The staff are always courteous and provide quick responses.

Always very helpful and happy to help no matter what I need.

Always responsive, professional, knowledgeable and fast.

CaTS has always been willing to help with whatever concerns/questions i have had. They are doing a great job.

The willingness to support for any issues or challenges you ask.

Really quick response time, and excellent follow-through.

I have called CaTS help desk to resolve issues, obtain hardware, and answer questions. They have always been very helpful.

Each time I've submitted a request for support, CaTS has assisted me and solved any issue I might have quickly and efficiently.

Please provide feedback on activities and services you feel CaTS could improve:

Please provide feedback on activities and services you feel CaTS could improve (maximum of 500 characters)
24hrs for a Wright1 card to be verified before using it to print? I don't know why this is but it seems like quite a while. Dunno if CaTS oversees this but making this more expedited, without loss in safety and security, would be helpful for the next person.
I would like to see better/additional options for forwarding the phone calls; however, this might be affected by the equipment we currently utilize at the University. I have used Mitel Connect in previous roles at another institution and it was very efficient. I am not sure if NEC offers anything comparable, or if it is economically feasible.
N/A
An easier website.
Training on software changes. Encouraging software supervisors (Wright Buy, Effort, Chrome River) to set up their own trainings or something annually as refreshers, rather than rely on new users or those changing positions to find the help information or training modules. Also, is there still Red Flag training? I haven't done one for a few years.
N/A
Pilot help could be quicker; more resources to help faculty design implement online classes
I believe that CaTS needs to have more authority to enforce policies that are in place that should be enforced, but seem to not because they don't want to make users mad at them. Example: the policy of one computer supported per employee where some employees have multiple computers that take up tech time to support. They also take up money for more software licenses on more computers than they really use.
N/a
Expanded Help Desk hours on Sunday morning
N/A
More developers for the school of medicine. We are supposed to have one full-time developer for our LMS (Elentra) per our contract and we don't have it. We are not able to use the full functionality of it because our developer is doing a lot of other stuff.
Nothing
All services that are now required to go through CATS that used to be a part of CTL.
I am not sure it this is CaTS of something else. I wish there was a way to connect with someone who is an expert on Pilot more directly than the ticketing system. Like have an instructional designer to connect with to determine best petagogdical practices and the use of Pilot appropriately.
I recently received a laptop for my work now split between RSP and IR&E. Several weeks afterward my desktop in RSP went offline. The issue turned out to be the IP address was removed. This was corrected. In the ticket, the CaTS tech explained that I should be using my laptop exclusively and the desktop should no longer be used. Someone is making decisions without informing staff regarding computer use. Very discourteous and unprofessional.
I would like to see more communication regarding Office 365 apps. While the pages on your website are comprehensive, staff often aren't aware of the apps and therefore don't proactively seek out this information. It would be helpful to have more communication via e-mail to alert them to the existence of the apps.

Support is not so great anymore at Lake

They could have more availability. Longer hours.

The ticket doesn't always reflect the nature of the call. For example, I called one time to report that only half of the screen from the instructor's podium monitor was being projected onto the screen. The ticket reported that the projector was showing material from 2 different sources.

Personally never felt that CaTS needed to improve.

Updates to computers in office and classrooms do not seem to be happening as quickly as they have in the past. Also the limitation of one download for specialty software severely inhibits the productivity and efficiency of faculty.

None

I would say anything specifically needs improvement as far as service.

N/A

Not necessarily y'all but the printing app is confusing and kind of trash.

Opportunities for improvement include: Building greater knowledge base on some of the newer technologies (MSTeams, Webex).

Hire some more folks to cover the campus services!

None

regularly checking on technology in the classrooms

1. Training of workers/employees on ethics and compliance of computer and technology. This would help boost integrity and morale as needed. 2. More training on customer service skills (communication, management flow, etc.)

More FAQ on Pilot for faculty. More FAQ/workshops for in-class technology for faculty.

The only reason that I clicked Satisfied instead of Very Satisfied for timeliness of service is due to the limited hours that the helpdesk is open. I could really use after-hours help multiple times during the year that I can't get. At times, this issue does negatively impact my productivity. I also think the helpdesk should be open 24/7 for students in our online classes and programs.

I find it takes a long time to get access to a human being. I find that it takes way too much of my time to sift through the e-mails sent by service now to identify the content relevant to my issue. As such, I generally ignore service now e-mails. As such, I am generally left with the impression that nothing is ever solved.

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With the loss of many knowledgeable CATs personnel, it now takes longer to get responses and communicating through Service now is not always satisfactory (multiple emails back and forth when a quick phone call would have been easier and quicker. When the problem is resolved (if it can be) it is done satisfactorily, but the number of knowledgeable people to assist seems to be lacking.

We seem to see a higher failure rate with some services than in the past. For example, the authentication services seem to have reliability issues.

I had difficulty getting my Mac updated given that CATS has discouraged installing the latest version of MacOS while not providing another channel to update other applications for earlier versions of MacOS. Finally I had to seek personal favors to get the job done.

In the past CaTs used to provide training for staff. I see my colleagues struggle with basic computing tasks. Others are confused about authentication, VPN, WINGS, printing, SharePoint, WebEx, etc. I think with COVID we had to all quickly adapt to working at home and did the best we could with the tools available. It would be great if we could backtrack and do some back-to-the-basics.

I'm not sure my students know how helpful and accessible CATS can be for them too. When I suggest contacting CATS, they often don't know what I'm talking about. Maybe more outreach is needed, especially to first-year students from at-risk populations?

Outlook group emails

Sometimes, they give fake email regarding jobs. Please respond them immediately.

I am not sure about policies related to timetables when it comes to servicing issues, but I would recommend careful analysis of emails in relation to problems when the one who input the ticket is unavailable to work with the tech on-duty. Instructions I left for my most recent ticket stated clearly that I would not be available to work with the technician due to class and for the supervisor to be contacted, although that does not seem to have been done.

Blocking spam

I cannot think of any areas where I had the thought "I wish CaTS would..."

NONE

expediting the replacement of filemaker and the effects on BSOM for scheduling and student information.

I have yet to find anything needing improvement.

wish service were a little better for issues with using my computer at off-campus sites (hospital, residency office, etc.)

N/A

Continue to hire staff members like currently exist

N/A

Maintenance of broken technology

NA

None at this time.

CaTS needs to invest/hire more skilled trained programmers.

Bigger budget for more toys! The technology in biology teaching laboratories needs upgraded to be on par with the classroom technology.

Ensuring that all printers at all buildings have paper.

CaTS needs to go back to the HUMAN element of their service and stop expecting the end user to know the "techy" stuff.

I was surprised to hear that CaTS did not have any wireless/USB PPT lecture/presentation controllers for faculty to sign out. This semester I was assigned to a room that was very wide, with two projectors. I was wanting to walk around the class room as I presented, but the computer equipment/podium was at the far side on the room, making it impossible. I ended up buying my own off the internet. Now that what was CTL is under CaTS, I hoped that there would be more faculty teaching support.

NA

I have never received any dissatisfactory service from CaTS.

n/a

We have students who occasionally need help with basic software, it would be great to have a place to send them for assistance.

Need to put measure in place so that OneDrive is secure for FERPA/HIPAA data as students dont have access to H drive. This would make research much easier for students.

I can't think of any other services in which they could improve.

I miss the times where CATS staff was able to come out into the university to help fix problems onsite. Whenever there is a problem, I am asked to bring the computer to the HelpDesk. This is an issue as my office is not connected by tunnels and electronics are exposed to weather and potential accidents during transportation over cobblestones

NA

There are times I have problems on my laptop that CaTS does not seemed well versed in. (For example, I have a dual partition, which they understood what it was and determined that would be a cause for the problem at the time (I can't remember what exactly), but couldn't help to fix it.)

None at this time.

I have been trying for over a year to return a university computer to cats without success. The 1500 request has still not been acted on (second submission after many delays).

Nothing I can think of.

Provide more tools and resources for department knowledge organization and documentation and team project and task planning.

Increase the budget for your office and hire more full-time staffs

N/A

CaTS should purchase four more licenses of Abaqus for computers in the Russ Engineering computer labs. CaTS should also provide an estimate of printing costs of each student to the Bursar so the Bursar may charge students a nominal fee for printing services in lieu of charging individual transactions for each time a student uses a university printer. Charging a flat fee for printing eliminates the requirement for point of sales (POS) devices on printers.

I can't think of anything because I have not had any issues.

I was surprised not to see the University Libraries on the list of the units; I think we have been listed on past surveys

Perhaps some online help navigating to Taskstream for new users.

Inventory has always been a question. If CATS could provide an annual report to the chair of each department that would be extremely helpful especially with all the upcoming relocations of personnel on campus.

The WSU computers should have an automatic download of Respondus Lockdown Browser. Right now, students always have to download it everytime we take the exam. It eats up our time and gives us extra anxiety getting into the quiz/exam.

Including the University Libraries as an option in the survey

I think we need a little more understanding on discipline differences so that each area can get the proper equipment needed for the job.

Ggfyyuhvg

There could be fewer staff working remotely

Very rarely but occassionally website work is delayed

1. DO NOT REMOVE ETHERNET! The WiFi cannot handle more than one room of devices. (Estimated with two devices per room) 2. Respond within a timely manner. 3. WiFi 6e is not a saving bullet. Do not use it as such, especially when the WiFi routers only use Gigabit Ethernet.

Would like to see a 24/7 help desk for our online students. We are behind the other universities with online learning platforms. Always pulls us down in our rankings in national surveys.

Support different kinds of printers. (I have a non-conforming printer, that is allowed because it is in a lab, and because I bought it with a grant.)

Every time in the last several years that I have had a computer-related problem broadly defined, CaTs has taken care of it. I have found them to be knowledgeable, customer-oriented, and eager to help. Please support them.

See above

N/A

I'm not quite sure.

1.) CaTS should address single point of failures in their talent chain especially as IT market salaries grow increasingly farther away from the university's pay scales and experienced staff arrive closer to retirement.

I believe they need more desk top service personnel. My laptop is 3 years old, my desktop is beyond expiration. What's going to happen when I need a new computer? I'll only get a laptop that I'll have to carry back and forth - which is hard because I am staff. There should be enough CaTS staff to support the WSU faculty/staff/students.

Response Time

N/A CaTS employees are wonderful!

I really have to think about this one! I think the only thing is not really a CaTS issue: streamlining processes into fewer platforms/systems.

I needed a device for my computer. I could order it through cats but found out I had to go get it too. It's not always easy for me to get over there to get it. Then I found out when I went to get it that I could only check it out for a week. I needed it for much longer.

In-person communication with the desk staff could be better. My first experience the workers (not sure if they were students) was not pleasant nor were they helpful. A staff member walked out to the desk and provided more assistance.

Upgrading technology at the university. Banner is old and antiquated and really should be replace with something more modern.

More familiarity with MacBooks and Apple products.

The WIFI in the basement remains to be an issue when students are working in the Exam Room.

I did have one issue with a rep that felt I was being rude to them when I was only trying to stress the importance of getting the issue fixed as quickly as possible. I know that staff I had previously worked successfully with did step in to address this with the rep. I hope reps will be understanding of the stress employees are often under when there is a technical issue.

Keep up the good work!!!!

More security to prevent the constant phishing emails

It would be helpful to build out the Service Now service listing to be more specific as to the requested action. I am not always able to determine what to select. However, i have to say that even when I select the wrong one, I still receive the assistance I need.

Timeliness.

More support available outside of business hours

Please provide any additional comments:

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As a retiree, I appreciate the privilege of being part of Wright State's services.

As an Alumnus, I thank you for allowing me access to my email.

CaTS rocks! I appreciate all they do for the campus.

CaTS should work to eliminate the requirement for two-factor authentication for Wright State accounts.

CaTS staff does an amazing job in fulfilling a large number of duties and deserves a round of hearty applause. Thank you for all you do!!!

Cats needs more funding and resources. Separate CTL from Cats

Chjgffghh

Each time I have called CaTS with questions regarding my computer performance, they have been able to help.

Every time I've needed assistance I am pleasantly surprised with the efficiency and willingness to help. It is so appreciated and kind.

Everyone who works at CATs is extremely helpful and kind!

Excellent Department.

Great Job !!!

Have always appreciated the knowledgeable and respectful attention they give one's problems.

Hopefully we don't loose our WSU email address to stay in touch with WSU news and activities.

I am a transfer student and largely unaware of what CaTS provides to students.

I am very surprised that CATS did not include University Libraries in the list of staff areas. With 39 staff working inside the Dunbar Library, it seems strange that you would leave us to use the Other category

I appreciate all you do. Knowing you are dealing with the same staffing shortages as the rest of the university makes the work you do the and level of service you provide even more impressive.

I appreciate the support provided by CATS over the Academic Year as both a staff member and student. The people I've interacted with have been patient, professional, and knowledgable. Thanks for all you do.

I have had good experiences so far with the CaTS team.

I really would like to understand why we need the two point verification, it has become more than a hassle and I at the moment don't quite see the benefit. Sometimes due to maybe not having my phone or number issues I will not be able to enter my wings account which I think is counter productive. Is there any way to make this feature more user friendly or an alternative?

I truly don't like having a ticket created for every call I make to the help desk (even from a classroom). It's enough to make me quit reporting classroom issues to avoid being associated with a large number of tickets.

I understand and appreciate that CaTs does so many things 'behind the scenes' to keep us working smoothly on a daily basis.

IT is so important!!! It is very sad how many people CATS has lost over the years and has not been able to replace. They need more staffing.

If you could allow ethernet access in the college park apartments, or find someway to increase the consistency of the internet speeds

It would be nice to upgrade instructional technology in teaching laboratories to align with the equipment currently in Biological Sciences I 123.

Keep doing what you are doing. Apparently, very well managed department because I have nothing to complain about.

Keep the ethernet. It works better than the WiFi.

Keep trying to expand. Maybe some day the administration will understand how important your services are to students and faculty

Keep up the good work!

Keep up the great work!

Keep up the great work, I am so proud of you!

Keep up the great work.

N/A

N/A

N/A

N/A

N/A

N/a

No further comments at this time. You all do great, and looking forward to improvements! :)

None.

Not sure I'm aware of all the services

Overall I'm happy with the service

Overall, CATS seems to an adequate if not above adequate job at maintaining office/classroom service.

Overall, CaTS does a wonderful job.

Please improve the WSU website and intranet such as coloring/blocking of text, menu clarity, just improve the website overall (font type and size to be standardized all throughout) etc.

Recent computer swap-out went very well. Desktop staff (Michael) went above and beyond. Some of the help desk staff are not as helpful at times. Overall I am satisfied.

Sometimes I am puzzled by the level of priority my tickets are given. The difference between the different levels should be defined, and not opaque to the users.

THANK YOU for continuing email service for retired faculty. This is an important service. I trust WSU to maintain a safe access to email.

Thank you for a job (constantly) well done.

Thank you for the wonderful service you offer Carolyn Jackson College of Nursing

Thank you for your continued hard work

Thanks CaTs

Thanks for all of your help CaTS team!

Thanks!

The Macs in DL058 very often reboot and show OS login screens and the username/password is nowhere around. This makes having class in there difficult.

The university administration should increase and rebalance the reduced budget for this office, so that faculty, staffs, and students can be better served.

They are the best. Thank you!!

Updating technology at the university will improve efficiency and effectiveness. Banner is an old system than definitely needs to be replaced. I appreciated all that CaTS does on campus. I think updating university technology would be the icing on the cake to improve operations across campus.

Wonderful group of colleagues!

Word around campus is that the work culture at CATS may be *very* toxic. I am not in a position to observe or make comment, but this is being said.

Themes & Action Items

Pilot Support:

CaTS recognizes the need for continuous enhancement of Pilot support for faculty and is unwavering in its commitment to providing optimal assistance. Throughout the fall semester, we diligently identified areas for immediate improvement and took proactive measures. This included conducting several in-person and virtual training sessions on Pilot and other instructional technologies. Additionally, during the initial days of classes, CaTS had a technician present at the Help Desk to offer support, address questions, and provide training for help desk technicians. Individual sessions are arranged with faculty members as needed to address any questions pertaining to their instructional content within Pilot.

In line with our commitment to improvement, we have also focused on delivering more comprehensive resources. This effort involves producing detailed documentation and editing videos for the CaTS website, ensuring that faculty have access to valuable and user-friendly materials. CaTS remains open to collaboration with faculty to identify areas for improvement and values the feedback received in this ongoing process.

Help Desk Support:

The Help Desk's current operating hours are determined through an analysis of historical call data. For instance, during the period from January 1 to December 31, 2022, only about 2.5% of total phone calls were received after regular closing hours until 10PM. Additionally, call volume tends to decrease in the hours leading up to closing, with approximately 6.5% of total calls occurring in the two hours before closing time. After-hours calls have the option to leave a voicemail, which is then converted into a ServiceNow ticket. The Help Desk team addresses these tickets promptly the following morning, and roughly 15% of after-hours callers choose to leave a voicemail.

In cases where phone calls originate from Wright State classrooms, the evening Classroom Technology Services team handles responses until 9 PM when the Help Desk closes. Weekend support is available on both Saturday and Sunday from 12 PM to 6 PM. Given the current call volume, extending staff hours into later periods is not economically viable, as the majority of resources are required during regular work hours.